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<b>Volunteer Services</b>	<b>ACA Standards: 2-CO-1G-01 through 2-CO-1G-10, 4-4011, 4-4014, 4-4018, 4-4070, 4-4115 through 4-4122, 4-4391, 4-4392, 4-ACRS-7B-03, 4-ACRS-7D-04, 4-ACRS-7F-08, 4-ACRS-7F-09, 4-ACRS-7F-10, 4-APPFS-1C-03, 4-APPFS-1C-04, 4-APPFS-1C-05, 4-APPFS-1C-06, 4-APPFS-1C-07, 4-APPFS-1C-08</b>		
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## Volunteer Services

The Oklahoma Department of Corrections (DOC) is committed to a positive partnership between the agency and its volunteers. This partnership is an essential part of achieving the agency's mission. Volunteer involvement provides additional resources, enhances offender programs & services, plays an important role in reentry efforts and creates opportunities for a greater public understanding of the challenges of corrections. (4-APPFS-1C-03)

The desired goal of volunteer services is to ensure a well-trained, diverse volunteer workforce whose services are respected and appreciated. Through the support of staff, this will result in a benefit to the agency by saving dollars, providing a pool of potential employees, increasing offender pro-social behavior while incarcerated and upon reentry, maintaining family connections, supporting at-risk children of offenders and reducing recidivism.

Volunteers may perform in any area of agency operation where needs are identified if the volunteer is trained, certified or licensed to perform the duty, and the necessary accountability and resources are available. The success of volunteer involvement depends directly upon the agency's willingness to integrate volunteers into its operations, the removal of barriers to involvement, effective management and recognition of services provided. This procedure establishes the guidelines for the agency volunteer program.

For the purpose of this procedure, the term "offender" applies to anyone under the custody or care of a prison or community-based facility operated by or contracted with the Oklahoma Department of Corrections. The term "ex-offender" applies to anyone that has previously been incarcerated or under community supervision due to a felony conviction in any jurisdiction.

I. Volunteer

A. Definition

For the purposes of this procedure, a volunteer is defined as any individual or group providing services to DOC without monetary compensation from the agency.

B. Scope of Activity

While volunteers do not replace paid employees, they may perform the same tasks as paid employees where needs have been identified and appropriate selection, training, supervision, and related procedures are followed.

C. Employee Participation

An employee of DOC who desires to provide volunteer services will follow the process outlined in [OP-110305](#) entitled "Overtime Pay and Compensatory Time."

D. Accountability

The facility/district/unit head will ensure that a clear line of authority and responsibility is provided in accordance with this procedure. (2-CO-1G-03, 4-4115, 4-ACRS-7D-04)

E. Services

Services provided by volunteers fall into three categories:

1. Occupational Volunteers

An occupational volunteer is any individual or group participating directly in the operations of the agency, under the supervision of paid staff, and who may have contact with offenders (e.g., clerical, case managers, correctional officers, interpreters, volunteer coordinators, etc.). (2-CO-1G-01, 4-APPFS-1C-03)

All volunteers/student interns performing professional services will be certified and licensed as required by the Oklahoma State License Board. (4-4118, 4-4391, 4-ACRS-7B-03)

2. Programmatic Volunteers

A programmatic volunteer is any individual or group participating directly in the delivery of approved treatment programs, approved ancillary programs, reentry or recreational activities, support groups or faith-based programs offered by the agency that are under the supervision of paid staff, and who may have contact with offenders (e.g., religious /faith based programs, life skills, sponsor AA groups, NA groups, etc.). (4-APPFS-1C-03)

a. Programmatic Volunteer Leaders

A programmatic volunteer leader is a volunteer working with other volunteers to assist offenders in a specific area needing improvement. Programmatic volunteer leaders have the authority to supervise other programmatic volunteers who have been approved to volunteer in the agency.

b. Programmatic Volunteers

Programmatic volunteers are those volunteers who volunteer to deliver a particular service or program to offenders or who enter the agency under the supervision of a programmatic volunteer leader.

c. Faith Group Liaison

A person designated by a specific faith group and DOC as an official liaison to DOC. The liaison will coordinate for the provision of the providers' services with the facility chaplain or community activities coordinator.

### 3. Student Intern Volunteers

A student intern is an individual volunteering with DOC to fulfill a field education or practical training requirement. Interns are assigned to paid staff members who are responsible for their training and supervision. (4-4392)

A student applying for a practicum or internship will submit an "Application for Clinical Practicum/Internship" form ([Attachment H](#), attached), two professional reference letters from non-relatives and a letter of recommendation from their faculty advisor which address the following:

- a. Appropriateness for clinical assignment (skills and knowledge);
- b. Ethical standards (knowledge of and adherence to); and
- c. Character (personal and professional attributes).

## II. Management of Volunteer Services

Volunteers are not state employees and are not due the entitlements of state employees. They must receive proper orientation, training and appropriate on-the-job supervision to improve skills and efficiency, provide accountability, and to allow for personal growth and development.

### A. Oversight

The quality of the volunteer program depends upon the degree of administrative investment in its direction and support. Executive staff members will provide direction and support to their divisions/units. Agency Volunteer Services is the office that coordinates volunteer services throughout the agency to ensure consistency. The facility/district/unit head will designate staff to oversee volunteer programs and activities at each facility/district/unit. (4-ACRS-7F-08)

#### 1. Agency Volunteer Coordinator (2-CO-1G-02)

The agency volunteer coordinator heads the Agency Volunteer Services and oversees the volunteer approval & training process, maintains volunteer data and coordinates the administration of volunteer services for the agency.

#### 2. Local Volunteer Coordinators

- a. Each facility/district/unit head will designate a local volunteer coordinator(s) to coordinate the facility orientation, supervision, and recognition of volunteers in each respective

work location.

- b. The local coordinators will participate in local Citizen Advisory Board activities, as applicable, and will form subcommittees of the board which focus on and address local volunteer needs and services.

B. Resources

Appropriate staff time, resources, and equipment will be allocated to encourage volunteer involvement and to address identified needs (i.e., office space and supplies).

C. Travel and Per Diem

1. Operation of State Vehicles

Volunteers may be passengers in agency vehicles. Volunteers may operate non-commercial agency vehicles with the appropriate driver's license and after a review and acknowledgement of [OP-120401](#) entitled "Fleet Management."

2. The facility/district/unit head may authorize reimbursement for expenses incurred during authorized official travel in accordance with [OP-120301](#) entitled "Travel Reimbursement Procedures."

D. Planning

1. Needs Assessment

Local volunteer coordinators will conduct an annual needs assessment at their work locations. This assessment will evaluate the needs of the facility or office which could be met through programmatic or occupational volunteer service.

- a. The local volunteer coordinator will develop a plan to address the identified need.
- b. The plan will include specific goals, the steps which will be taken to achieve those goals and a time frame in which to provide measurable results.
- c. The completed assessment and plan will be provided to the facility/district/unit head, the agency volunteer coordinator, and the local Citizen Advisory Board.

2. Position Descriptions

Agency Volunteer Services will develop position descriptions for the identified need areas in which volunteers can provide services to the agency.

- a. The position descriptions will include a brief definition of the position, examples of work performed, and knowledge/skills/training required to fulfill the duties and responsibilities of the position. (4-APPFS-1C-04)
  - b. Local volunteer coordinators will ensure that all volunteers receive a copy of the appropriate volunteer position description. Copies of the position descriptions will be maintained by the local volunteer coordinator for recruitment/placement purposes.
3. Recruitment (2-CO-1G-04)
- a. Local volunteer coordinators will actively recruit volunteers to provide services as identified by the needs assessment. Citizen Advisory Boards will be used as resources for volunteer recruitment and will be updated on volunteer activities. (4-ACRS-7F-08)
  - b. The screening and selection of volunteers will allow for recruitment from all cultural and socio-economic parts of the community. (4-4116, 4-ACRS-7F-08, 4-APPFS-1C-05) The agency volunteer coordinator will support this effort by providing informational materials, recruitment brochures, and training/resource information in addition to technical assistance with the recruitment process to the local volunteer coordinator.
4. A current schedule of volunteer led services and activities will be available to all offenders and will be posted in appropriate areas of the facilities/districts. (4-4121)

#### E. Volunteer Selection Process

1. Application Process
  - a. Those interested in serving as a volunteer with DOC will go to the agency website ([www.ok.gov/doc](http://www.ok.gov/doc)) and select "Volunteer Opportunities". Following the instructions on the website, the prospective volunteer will search for volunteer opportunities and complete the registration process.
  - b. The local volunteer coordinator will indicate in the volunteer software system whether or not the prospective volunteer would be accepted at their facility if approved.

- c. Agency Volunteer Services will process applicants after they have been accepted by a local volunteer coordinator.
- d. Any additional information or documentation requested by Agency Volunteer Services, including [Attachment I](#) entitled "Volunteer Application Reference Form" (attached) must be provided to Agency Volunteer Services in order to complete the processing of the application.

## 2. Background Investigation

Agency Volunteer Services, upon receipt of a complete application, will complete an "Oklahoma Department of Corrections Request for Record" ([DOC 090211B](#), attached) and obtain a criminal records check.

- a. The appropriate paperwork for a complete background investigation as specified in [OP-110210](#) entitled "Employee Background Investigations and Post Conditional Offer of Employment Testing" will be done for all those applying to serve as an occupational volunteer or a programmatic volunteer leader.
- b. The information gathered will serve for any volunteer assignment within DOC. (2-CO-1G-05)
- c. A new records check may be run upon any volunteer at any time. Indication of recent criminal activity may be grounds for termination of volunteer status.
- d. A records check is not required for current employees or former employees that apply to become a volunteer within 12 months after their separation. A previous employee's work history will be reviewed to ensure the employee was in good standing at the time of separation from service.

## 3. Screening and Selection (2-CO-1G-04, 4-APPFS-1C-04)

### a. Agency Approval

Agency Volunteer Services will review all volunteer applications. Applications will be approved or denied based on the criteria set forth in this procedure. Applicants not approved will be provided with a written notice that they were not approved and the reason for the denial.

### b. Facility/District/Unit Appointment

Volunteer information, including criminal history and offender non-association if any, will be provided to the facility/district/unit prior to the volunteer being added to the master volunteer list. The facility/district/unit head or his/her designee may determine if the volunteer is suitable to serve at that location. If the volunteer is deemed by the facility/district/unit head as unsuitable, documentation will be provided explaining the reason for this determination to the Agency Volunteer Coordinator.

#### 4. Restrictions

- a. All volunteers performing duties as correctional officers or probation and parole officers must be 21 years of age. All other volunteers must be a minimum of 18 years of age.
- b. All volunteers must be U.S. citizens or legal aliens. Legal aliens must describe their status and include passport information on their application. All such applications will be reviewed by the chief administrator of Program Services.
- c. Any volunteer charged with a felony will be immediately suspended. A volunteer charged with a felony must notify Agency Volunteer Services within 24 hours and surrender their volunteer ID. The volunteer may be reinstated and the ID reissued upon disposition of the charges.
- d. Volunteers who desire to be placed on an offender's visiting list may do so in accordance with [OP-030118](#) entitled "Visitation."
- e. Non-uniform employees may serve as volunteers, as authorized by the facility/district head. However, they will not be allowed to perform volunteer services of the same type for which they are compensated as an employee.

#### 5. Ex-offenders Serving as Volunteers

Ex-offenders who have made positive rehabilitative changes in their life and have successfully transitioned back into society can make important contributions to volunteer led activities and programs by providing positive role models to those incarcerated and offering insight for those who are trying to make similar changes in their life.

- a. Ex-offenders may apply to serve as volunteers under the following conditions:
  - (1) A minimum of 18 months following release from a facility.

- (2) A probationer or parolee may serve as a volunteer after completion of supervision or according to the time frame established above, and upon the recommendation of the supervising probation and parole officer, with the approval from the appropriate division manager.
  - (3) Agency Volunteer Services will check OMS for non-associations any ex-offender applying to become a volunteer might have with an offender or staff. This information will be taken into account when determining appropriate locations for volunteer service. The ex-offender cannot serve at the facility where the non-association exists. Agency Volunteer Services will also review misconduct history if the ex-offender has discharged within the last three years.
  - (4) Prior approval of the facility/district head is required before ex-offenders serve as a volunteer at a facility they were incarcerated in before their release. Denial shall not be based solely on the fact that the volunteer is an ex-offender.
  - (5) The volunteer services coordinator will review all ex-offender applicants. Those convicted of a sex offense or domestic violence offense will be reviewed by the appropriate division manager for a final decision.
- b. In approving ex-offenders for volunteer service, DOC has two primary areas of concern:
- (1) The safety and security of the facilities, the staff, the offenders and volunteers who serve there; and
  - (2) The continued success of ex-offenders who desire to serve as volunteers.
- c. All applicants for volunteer service that have been convicted of a felony will be required to provide two written character references.
- (1) The references are to be provided on [Attachment I](#) by non-family members who can attest to the individual's positive lifestyle. One reference must be from the volunteer program leader.
  - (2) Those with drug convictions must have references attesting to their drug free lifestyle.

- (3) The applicant may be interviewed by a staff member who has been trained in the interview process. The interview, if required, will be arranged by the volunteer services coordinator.
  - d. Information gathered from the background check, references and interview process will be used to determine whether the volunteer application is to be approved and, if approved, where it would be appropriate for the volunteer to serve.
  - e. All ex-offenders currently serving as an approved volunteer will continue in that status, unless removed for cause, in accordance with this procedure.
- F. Volunteer Training and Orientation-(2-CO-1G-07, 4-4119, 4-ACRS-7F-09, 4-APPFS-1C-06)

Volunteers will complete agency volunteer training in order to learn the rules of conduct of employees and volunteers prior to any assignment. The training will cover the history of the agency, agency policies and procedures, an overview of volunteer services, safety issues and a review of the needs, attitudes, and life-styles of the offender population.

1. Volunteer services staff will ensure all volunteers complete the statewide general training utilizing the "Volunteer Training Lesson Plan", except those approved by the agency volunteer coordinator to utilize the alternative training program.
  - a. Volunteer training will include the following topics:
    - (1) Agency Vision, Mission and Values;
    - (2) Organizational Overview;
    - (3) Security Levels;
    - (4) Volunteer Services ([OP-090211](#));
    - (5) Volunteer Code of Conduct and Rules for Volunteer Service ([Attachment A](#));
    - (6) Offender Rights, Privileges and Responsibilities ([OP-030123](#));
    - (7) Offender Programs;
    - (8) Oklahoma Prison Rape Elimination Act (PREA) ([OP-030601](#));

- (9) Contraband;
  - (10) Reporting of Incidents ([OP-050109](#));
  - (11) Workplace Violence ([OP-110214](#));
  - (12) Confidentiality Rules;
  - (13) Safety Precautions;
  - (14) Bloodborne Pathogens;
  - (15) Hostage Survival;
  - (16) Key Control;
  - (17) Volunteer Service Opportunities;
  - (18) Facility Orientations; and
  - (19) Future Training Requirements.
- b. This training will be honored at all facilities. Attendance will be documented on the "Documentation of Volunteer Training" form ([Attachment C](#), attached).
  - c. All volunteers will have completed the training and documented this training prior to being given an assignment at any facility.
2. Alternative Volunteer Training Program
- The Alternative Volunteer Training Program consists of an independent study CD which contains various training courses. Volunteers that qualify for this alternative training will complete portions of the CD, selected by their supervisor, that are relevant to their volunteer service or internship. Completion of the training will be documented by the volunteer's supervisor in writing, including a list of the courses completed by the volunteer and the date completed. The following volunteers may be eligible for an alternative volunteer training program.
- a. Student Interns.  
  
The supervising staff member will oversee the completion of the student intern training and forward documentation to Agency Volunteer Services.
  - b. Non-Offender Contact Volunteers

Volunteers that are applying to serve or are currently serving in a capacity that does not include any type of offender contact may complete the alternative training program. The supervising staff member will oversee the completion of the training and forward documentation to Agency Volunteer Services.

c. Employees and Former Employees

Current employees, and those recently separated from the Oklahoma Department of Corrections, may not be required to complete the volunteer training program. The training needs of employees and recently separated employees will be evaluated based on the type of training they received while employed and the type of volunteer service they plan to provide. Training needs, if any, and how they will be met, will be determined by the volunteer services coordinator in consultation with the facility/unit/district head of the facility where the volunteer will serve.

3. All volunteers must agree in writing that they will abide by all agency procedures, particularly those relating to security, confidentiality, and the rules of conduct by completing a "Memorandum of Understanding and Confidentiality Statement" ([Attachment B](#), attached). (2-CO-1G-08, 4-4120, 4-4391, 4-APPFS-1C-07)
4. Position supervisors will ensure all volunteers receive a facility specific orientation to ensure the volunteer is given the proper rules regarding authorized areas and emergency instructions as needed.
  - a. Supervisors will ensure the volunteer is given specific training needed to perform their jobs in a safe and professional manner.
  - b. Facility orientations for programmatic volunteers may be performed by volunteer program leaders if approved by the local volunteer coordinator.
5. Local volunteer coordinators will ensure that each volunteer will receive appropriate annual in-service training and policy updates. (2-CO-1G-04, 4-4014)
6. Facility Orientation

If the volunteer will perform services in more than one DOC location, it is necessary to receive the facility specific orientation for every facility at which they are volunteering. Facility orientations for

programmatic volunteers may be performed by volunteer program leaders if approved by the local volunteer coordinator.

At a minimum, the following topics will be addressed during facility orientation:

- a. Facility overview;
- b. Local procedures (count, emergency procedures, etc);
- c. Check in/out process/searches;
- d. Facility key/tool control procedures; and
- e. Facility process for reporting incidents.

#### 7. Growth and Development of Volunteers

Opportunities for personal growth and development will be encouraged by the facility/district/unit head.

#### G. Volunteer Identification

1. A photo identification card will be provided as outlined in [OP-040112](#) entitled "Employee and Visitor Identification." All volunteers will be provided two identification cards. The identification card will specify "Volunteer" and indicate the type of volunteer service provided in accordance with this procedure, (e.g., occupational, programmatic, programmatic volunteer leader, faith group liaison or student intern).
  - a. The ID will serve as a volunteer identification card for all DOC facilities. (2-CO-1G-06, 4-4117, 4-ACRS-7F-10)
  - b. Volunteers will report to the local Volunteer Coordinator and the Agency Volunteer Services office any loss of their identification card in accordance with [OP-040112](#) entitled "Employee and Visitor Identification."
2. Volunteers may be permitted into a facility with valid picture identification. If the volunteer forgot or lost the DOC photo identification card, and the current master volunteer list confirms their status as an approved volunteer, they may be allowed entrance.

#### H. Renewal of Volunteer Status

All volunteers are must have their volunteer status renewed every five years. The following is required for renewal:

1. A new criminal record check.
2. Completion of the current volunteer training or, based on the type of volunteer service as indicated in Section II. F. item 2., the alternative volunteer training program.
3. Issue of a new volunteer ID.

I. Program /Activity Approval

In order for offenders to receive achievement credits for any program, including those to be delivered by volunteers, such programs will be approved by the program administrator in accordance with [OP-090101](#) entitled "Standards for Offender Programs." All other activities will be approved by the facility/district head or designee. A list of programs approved for achievement credits is located in [OP-090101, Attachment C](#) entitled "Approved Achievement Credits/Program Participation Points."

J. Supervisory Responsibility

1. Facility staff will be assigned supervisory responsibility for all volunteers. This includes approving working hours, assigning duties, and ensuring appropriate training requirements are met. This supervisory responsibility will be reflected in the employee's performance appraisal. (2-CO-1G-03, 2-CO-1G-04, 4-APPFS-1C-04)
2. Volunteers must maintain a professional relationship with offenders at all times. Inappropriate relationships will be cause for removal of the volunteer from volunteer status. Sexual misconduct or any other violation that suggests criminal activity by volunteers will result in information being forwarded to local jurisdictions for charges to be filed.
3. Volunteers are responsible for reporting any personal arrests or convictions, or if a family member/close friend becomes incarcerated at a facility at which they volunteer, to the local volunteer coordinator at the facility(s) where they serve.
4. In the course of volunteer service, conflicts may arise that can have an impact on individual performance or agency/unit operations. Whenever an issue concerning a volunteer does arise, the volunteer may take the following action:
  - a. Discuss the issue with the assigned supervisor. If a resolution is not forthcoming, the volunteer may then:
  - b. Direct a letter to the local volunteer services coordinator.

- c. A meeting to discuss the issue will then be scheduled. If a resolution is not reached at this level:
- d. The volunteer may request to meet with the facility/district/unit head to discuss the issue. If the issue remains unresolved:
- e. The volunteer may request assistance from the agency volunteer coordinator.

5. Administrative Action

- a. The facility/district/unit head has the authority to discipline volunteers based on a volunteer's failure to follow directives/rules or violation of procedures, including temporary suspension or permanent removal of a volunteer's service at that facility. Action taken should be proportionate to the infraction. (4-APPFS-1C-04)
- b. Notification of administrative action will be made to the volunteer in writing within ten working days and a copy will be forwarded to the Agency Volunteer Coordinator with a "Volunteer Alert Form" ([Attachment F](#), attached). The Agency Volunteer Coordinator will review the documentation to determine if further action is warranted. The Agency Volunteer Coordinator will forward all information to the Inspector General's Office and the Office of the General Counsel.

K. Special Guests

- 1. Outside guests, to include ex-offenders, may attend volunteer led activities if their attendance is intended to:
  - a. Provide part of the program, such as a guest speaker, music, drama, technical support or some other part of the volunteer activity; or
  - b. Provide the guest with an understanding of volunteer service within the prison system. This may be used to help determine if they are interested in becoming a volunteer.
- 2. Process for Requesting Special Guests

The volunteer program leader will submit the request for all special guests to the facility volunteer coordinator. All requests should be submitted at least two weeks in advance.

- a. The facility will conduct a records check and if an ex-offender is included, an offender non-association check will also be conducted.
- b. Facilities unable to conduct records checks will forward the request to the volunteer services for the records check.
- c. Upon receiving the records check information, the facility/district head or his/her designee will approve or deny the request. If the facility/district denies the request, the information will be forwarded to the Volunteer Services Unit regarding the nature of the request and the reason for the denial.
- d. A record of all denials will be maintained by Agency Volunteer Services in a centralized data base.

### 3. Supervision

All special guests must be under the direct supervision of an approved DOC volunteer program leader or a staff member at all times while on the facility grounds.

## L. Special Events

Special events serve an important programmatic purpose. These events allow offenders to participate in appropriate pro-social events where proper modeling of social behavior can occur. Each facility/district head must determine the ability of the facility to allow for special events based on security, staffing, space availability, and the needs of the facility. If there is an event requiring arrangements other than those commonly conducted, the guidelines below will be followed:

### 1. Approval Process

- a. Volunteers wishing to bring a special event into a facility/district must submit a "Special Event Proposal" form ([Attachment E](#)) to the volunteer coordinator at least 90 days in advance.
- b. The volunteer coordinator/chaplain will forward the request with a recommendation to the facility/district head within one week of receipt of the proposal.
- c. The facility/district head will review the "Special Event Proposal." If the special event meets one of the criteria listed below in item d., the facility/district head will forward the "Special Event Proposal" to the appropriate division manager with their recommendation at least 60 days prior to

the event. If the special event does not meet one of the criteria in item d. below, the facility/district head will approve or deny the request at least 60 days prior to the event.

- d. Special events involving one of the following criteria will require additional approval by the appropriate division manager:
  - (1) Events that involve more than one facility;
  - (2) Events that involve athletic competition with offenders;
  - (3) Events that request vehicles to be inside the facility during the event; or
  - (4) Events that will create staff overtime or some other financial burden for the agency.
- e. Division Manager/Associate Director Review and Approval
  - (1) "Special Event Proposals" that meet one or more of the criteria in paragraph d will be forwarded to the appropriate division manager with the facility/district head recommendation at least 60 days prior to the event. The facility will notify those that submitted the "Special Event Proposal" that the proposal has been forwarded.
  - (2) The appropriate division manager will review and forward, with their recommendation, to the associate director of Field Operations.
  - (3) The associate director of Field Operations will approve or deny the "Special Event Proposal" at least 30 days prior to the event. If no decision is made within that time frame the proposal will be considered approved or denied based on the recommendation of the appropriate division manager.

## 2. Food Donations for Special Events

Volunteer groups will be allowed to bring food into correctional facilities under the following conditions:

- a. The volunteer group must demonstrate that the food is necessary for the program to accomplish its established goals. Such goals must be stated in the special event proposal as justification for the use of food.

- b. The food must be pre-packed or professionally prepared under the supervision of someone with a food handler's license. The food handler's license must be submitted with the "Special Event Proposal" form ([Attachment E](#)). Volunteers will be responsible to deliver and serve the food at the facility in an appropriate time frame and manner.
- c. All requests for use of food will be listed on the "Special Event Proposal" form ([Attachment E](#)).

### III. Monitoring Volunteer Services

#### A. Record Keeping

##### 1. Volunteer Master File

Agency Volunteer Services staff will maintain a master file on all volunteers.

- a. Information on the selection process, documentation of orientation/training, and any other documents pertinent to services provided will be included in the file (i.e., certificates, licenses, etc.).
- b. The master files will be retained for three years after the volunteer becomes inactive.

##### 2. Supervision File

The supervisor of the volunteer will maintain a supervision file that will include contact information, position descriptions, administrative actions, and any other pertinent information. Monthly reports will be turned into the appropriate local volunteer coordinator for data reporting procedures.

##### 3. Volunteer Database

Agency Volunteer Services staff will ensure that a database of approved volunteers and the necessary information is maintained and that every facility has access to the approved volunteer roster.

#### B. Evaluation

The following tools will be used to provide data to measure the impact of volunteers on the organization and to evaluate volunteer services in the agency; including cost benefits, impact to the public, and effect on employees and offenders. (4-4018)

1. Monthly Volunteer Services Report

The local volunteer coordinator will compile the monthly volunteer report utilizing the "Volunteer Services/Religious Services Monthly Report" ([Attachment D](#), attached). The appointed volunteer coordinator will be responsible for compiling the information for the report and submitting the report to the agency chaplain no later than the fifth working day of each month.

2. Volunteer Program Reports

Selected volunteer led programs will report offender participation and completion on a monthly basis. This data will be used to evaluate the effect of the program on the offender.

3. Volunteer Feedback and Survey

Agency Volunteer Services welcomes feedback from volunteers at any time and will conduct a survey of DOC volunteers at a minimum of every three years to obtain feedback in the following areas:

- a. Level of volunteer support from the agency, facilities and staff;
- b. The volunteer application process;
- c. Effectiveness of volunteer training; and
- d. Volunteer recognition efforts.

4. Volunteer Evaluations (4-4122)

Volunteer programs and individual volunteers will annually receive an evaluation utilizing the "Volunteer Evaluation Form" ([Attachment G](#), attached). The purpose of this evaluation is to develop each volunteer's skills and enhance the effectiveness of volunteer led programs, services or activities. The evaluations will also be used to assess the use of space and time available for volunteer activities.

- a. Evaluations of occupational volunteers and student interns will be conducted by their staff supervisors.
- b. Evaluations of volunteer led programs and programmatic volunteer leaders will be conducted by the facility chaplain or volunteer coordinator.

- c. Evaluations of programmatic volunteers will be conducted by their programmatic volunteer leader.

5. Exit Survey

Volunteers who leave the agency in good standing will be offered the opportunity to complete an exit survey. Agency Volunteer Services will use the exit surveys to identify areas that need improvement. Data from the surveys will be reported to local volunteer coordinators and upper managers on a quarterly basis so that areas identified for improvement can be addressed.

#### IV. Recognition of Volunteer Services

It is essential that citizen volunteers receive recognition for the services they provide. The agency and its units will make every effort to provide opportunities to show appreciation (e.g., awards, banquets, letters of appreciation, etc.) and include volunteers in agency recognition activities. However, it is understood that the true meaning of recognition of volunteer services is to create favorable conditions for programs year round.

##### A. Agency Volunteer Awards

The agency will annually recognize a Volunteer of the Year and a Volunteer Organization of the Year. These awards will recognize the service and accomplishments of an individual volunteer and a volunteer organization for the past year.

1. Award Selection Process

Each facility or office volunteer coordinator will nominate a Volunteer of the Year and Volunteer Organization of the Year by January 5<sup>th</sup> for the previous calendar year. The facility or unit head will review the nomination and submit it to their respective division manager or administrator by January 15<sup>th</sup>. The division managers and administrators will review the nominations and select a Volunteer of the Year and Volunteer Organization of the Year for their division. Those selections will be forwarded to the agency volunteer coordinator by January 31<sup>st</sup>.

The agency volunteer coordinator will review the nominations and make a recommendation to the Chief Administrator of Programs for Volunteer of the Year and Volunteer Organization of the Year by February 10<sup>th</sup>. The Chief Administrator of Programs will forward the nominations of each division to the Associate Director of Administrative Operations, who will present the nominations to the Director and Executive staff who will select a Volunteer of the Year and Volunteer Organization of the Year. The selections will be made by March 1<sup>st</sup>.

2. Recognition

Agency Volunteer of the Year and Volunteer Organization of the Year recipients will be recognized at the March Board of Corrections meeting and the annual employee awards event.

V. Liability

- A. Volunteers, while performing duties at the direction of the department, are considered employees for the purposes of the Governmental Tort Claims Act and are entitled to the privileges and immunities conveyed therein. (4-APPFS-1C-08)
- B. Volunteers, whose services are offered and received by the department without any compensation, are not covered under the Workers' Compensation Act.
- C. All volunteers are subject to the "Volunteer Code of Conduct/Rules for Volunteer Service" ([Attachment A](#)) and [OP-030601](#) entitled "Oklahoma Prison Rape Elimination Act" (PREA) while performing volunteer services under the authority and direction of the department.
- D. All local policies and procedures pertinent to an assignment will be available to the volunteer by the local volunteer coordinator.

VI. Inclusion of Volunteers in Agency Policy

The agency volunteer services coordinator will establish an advisory council to provide input on volunteer policy, services and programs. Volunteers will be given the opportunity, through the advisory council, to contribute suggestions regarding the establishment and revisions of policies and procedures for the volunteer services within the agency. (2-CO-1G-09, 4-4011, 4-4122)

VII. Program Review

The agency will review and evaluate the volunteer services program at least annually. (2-CO-1G-10, 4-4011)

VIII. References

Policy Statement No. P-100100 entitled "Training and Staff Development Standards"

OP-030118 entitled "Visitation"

OP-030123 entitled "Offender Rights, Privileges and Responsibilities"

OP-030601 entitled "Oklahoma Prison Rape Elimination Act"

OP-040112 entitled "Employee and Visitor Identification"

OP-050109 entitled "Reporting of Incidents"

OP-090101 entitled "Standards for Offender Programs"

OP-110210 entitled "Employee Background Investigations and Post Conditional Offer of Employment Testing"

OP-110214 entitled "Workplace Violence"

OP-110305 entitled "Overtime Pay and Compensatory Time"

OP-120301 entitled "Travel Reimbursement Procedures"

OP-120401 entitled "Fleet Management"

51 O.S. § 154, 155, and 162

IX. Action

The division managers are responsible for compliance with this procedure.

The associate director of Administrative Operations is responsible for the annual review and revisions.

Any exceptions to this procedure will require prior written approval from the director.

This procedure is effective as indicated.

Replaced: Operations Memorandum No. OP-090211 entitled "Volunteer Services" dated April 24, 2014

Distribution: Policy and Operations Manual  
Agency Website

<u>Referenced Forms</u>	<u>Title</u>	<u>Location</u>
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<a href="#">DOC 090211A</a>	“Authorization to Release Information”	Attached
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<a href="#">DOC 090211B</a>	“Oklahoma Department of Corrections Request for Record”	Attached
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<u>Attachments</u>	<u>Title</u>	<u>Location</u>
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<a href="#">Attachment C</a>	“Approved Achievement Credits/Program Participation Points”	<a href="#">OP-090101</a>
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<a href="#">Attachment A</a>	“Volunteer Code of Conduct/Rules for Volunteer Service”	Attached
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<a href="#">Attachment B</a>	“Memorandum of Understanding and Confidentiality Statement”	Attached
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<a href="#">Attachment C</a>	“Documentation of Volunteer Training”	Attached
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<a href="#">Attachment D</a>	“Volunteer Services/Religious Services Monthly Report”	Attached
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<a href="#">Attachment E</a>	“Special Event Proposal”	Attached
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<a href="#">Attachment F</a>	“Volunteer Alert Form”	Attached
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<a href="#">Attachment G</a>	“Volunteer Evaluation Form”	Attached
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<a href="#">Attachment H</a>	“Application for Clinical Practicum/Internship”	Attached
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<a href="#">Attachment I</a>	“Volunteer Application Reference Form”	Attached
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<a href="#">Attachment J</a>	“Volunteer or Volunteer of the Year Nomination Attached Form”	
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