

 <p style="text-align: center;"> ADMINISTRATIVE POLICIES AND PROCEDURES State of Tennessee Department of Correction </p>	Index #: 115.01	Page 1 of 9
	Effective Date: September 1, 2014	
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Approved by: Derrick D. Schofield		
Subject: STANDARDS FOR VOLUNTEERS AND COORDINATION OF COMMUNITY INVOLVEMENT		

- I. AUTHORITY: TCA 8-42-101, TCA 9-8-307, and TCA 41-10-101 et. seq. Title 28 CFR 115.
- II. PURPOSE: To establish a standard for the statewide management of volunteer and community resources.
- III. APPLICATION: Tennessee Department of Correction (TDOC) staff, volunteers, and privately managed facilities.
- IV. DEFINITIONS:
 - A. Director of Volunteer Services: A designated staff person who is responsible for overseeing and evaluating all volunteer services within the Department.
 - B. Local Community Resource Board (LCRB): A board that is established at each institution to coordinate plans for assisting TDOC inmates with needs that can be met by volunteers through approved, organized activities.
 - C. Program Service: A service that is identified in the volunteer services database that may include, but is not limited to, services identified as labor and workforce development, religion, success programs, mental health, education, substance abuse, life skills, recreation, parenting classes or victim services.
 - D. Tennessee Community Resource Board (TCRB): A 17-member Board established by state statute to assist in the statewide development of community and volunteer resources.
 - E. Volunteer: An individual who is not paid by the TDOC and who has successfully completed the volunteer application and certification process for eligibility to volunteer in any TDOC institution.
 - F. Volunteer's Primary Site: The institution where the volunteer received his/her initial training and certification. This will usually be the institution selected by the volunteer as his/her first choice in the volunteer application and where the volunteer spends the most time.
 - G. Volunteer Services Coordinator (VSC): The person appointed by the Warden to oversee and evaluate all volunteer services within the institution and coordinate any volunteer service function.
 - I. Volunteer Services Database: An electronic application that has been developed and maintained by the TDOC to coordinate and manage volunteers' work.
 - J. Volunteer Services Training Manual: A manual that contains operating guidelines for PSCs and volunteers.

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V. POLICY: Wardens shall provide for citizen involvement and volunteer service programs for the benefit of staff and inmates.

VI. PROCEDURES:

- A. The Warden shall designate a staff member(s) to be responsible for coordinating the citizen involvement and volunteer service program.
- B. The *Volunteer Services Training Manual* shall be read and reviewed by each VSC and shall function as the guidelines for the volunteer program. The manual shall be reviewed annually by the Director of Religious and Volunteer Services and revised as necessary. The Assistant Commissioner of Rehabilitative Services shall approve all revisions.
- C. An up-to-date schedule of volunteer services shall be posted in each institution in areas where there are high volumes of traffic and which are visible to both staff and inmates. This posting should include both a monthly (calendar month) and weekly schedule to be updated at the beginning of each week.
- D. The Warden shall specify through local policy the lines of authority, responsibility, and accountability for all regular and volunteer staff of the citizen involvement and volunteer service program.
- E. Recruitment, Screening, and Assignment:
 - 1. Staff members requesting the services of a volunteer should contact the appropriate VSC supervising that activity. If the VSC approves the request, the VSC shall create an appropriate volunteer job in the database. Upon creation of the volunteer job, an approved volunteer can be assigned that duty.
 - 2. Volunteers shall be recruited from all cultural and socio-economic segments of the community and must be 18 years of age or older. No employee of the TDOC may volunteer at his/her job site. Persons with sexual abuse or harassment histories shall not have direct contact with offenders per Federal PREA law.
 - 3. The VSC at the facility where the volunteer has applied shall screen and interview each volunteer. All persons coming into the facility as direct contact volunteers must complete and pass PREA compliance certification before entering the facility.
 - 4. The VSC, or other appointed designee who will be supervising the volunteer, shall document interviews, NCIC background checks, PREA training and reference checks.
 - 5. The VSC shall submit an NCIC Criminal History Request, CR-3552. The CR-3552 will be automatically generated via the volunteer database application. At TDOC facilities, NCIC checks shall be reviewed by the institution's VSC prior to the volunteer beginning his/her duties. At privately managed facilities, the procedures outlined in Policy #301.04 (Job Requirements) shall be followed concerning the handling of NCIC checks for volunteers. The Warden may deny an applicant based on criminal background results when appropriate. NCIC background checks will automatically be generated by the volunteer database every three years on the month the volunteer began service. When appropriate, Wardens may terminate a volunteer's service based on new charges that have occurred since the prior background check.

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6. The requirements established in Sections VI.(E)(3)(4) and (5) above may be waived by the Warden for special volunteers (i.e., entertainment, church groups, community sports teams, etc) who enter the facility no more than four times per calendar year, and students who enter the facility solely for the purpose of attending a class at the institution, provided the students receive acceptable NCIC background checks. VSCs or other appointed designee supervising these activities are required to document such visits in the volunteer services database.
 7. Volunteers may provide professional services only when certified or licensed to do so.
 8. With written approval of the Warden, relatives and spouses of employees may work as volunteers at the same work site.
 9. Orientation and training for volunteers at the volunteer's primary site is mandatory and shall follow the guidelines detailed in the *Volunteer Services Training Manual*. Active volunteers shall be recertified at their primary site at the end of their first year of service as a volunteer. Orientation and recertification shall be conducted by the VSC or appointed designee and shall include a review of the *Volunteer Services Training Manual*; a review of Policies #115.01, #302.05, #305.03, #502.06.1, and #502.06.2; and an explanation of the program in which the volunteer will be working. After a volunteer has been serving for three years, recertification at the volunteer's primary site will be every three years. Volunteers do not need to be recertified at multiple facilities.
- F. The Warden/VSC shall insure that each approved volunteer is issued an identification badge. The Volunteer Badge, CR-2131, (yellow with photo) shall be used for identification, and privately managed facilities shall use only a volunteer ID badge approved by the TDOC. Designated TDOC staff utilizing the facesheet program shall make the identification badge. The Warden/VSC shall designate a specific day and/or time for approved volunteers to be photographed and to be issued an identification badge. Alternate days may be scheduled at the discretion of the Warden/VSC. Volunteers approved to provide services at more than one institution shall utilize the same ID badge for each site where they have been assigned a service area by the VSC or appointed designee.
- G. A volunteer may not be on the visitation list or be added to the visitation list of any inmate at the institution where he/she is actively volunteering. Nor may the volunteer's phone number be listed on or added to an inmate's approved calling list at the institution where he/she is actively volunteering. Volunteers shall not be added to the visiting list of an inmate at any institution for one year from the date of termination of volunteer service, unless the inmate is immediate family and was so prior to the volunteer's approval.
- H. The VSC or appointed designee at the volunteer's primary site shall establish and maintain an electronic file or a hard copy file on every approved volunteer. Each file shall contain the following information on each volunteer:
1. An electronic copy of the completed Volunteer Application on the volunteer database, or a hard copy of the completed Volunteer Application.

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2. A hard copy of the Volunteer Confidentiality and Policy Agreement/Training Certification, CR-2935, which has been read and signed by the volunteer. Particular attention should be directed to policies concerning security of the institution and confidentiality of information.
 3. A hard copy of any license or certification required to perform professional services.
 4. Electronic or hard copy evidence that an acceptable completed NCIC background check on the volunteer has been received. Neither electronic nor hard copies of the actual NCIC background check shall be kept after a final decision has been made on the volunteer's application.
- I. The Warden shall designate clerical assistance for the VSC for recordkeeping.
 - J. Volunteer files shall be protected from offender access. All files will be maintained in the volunteer database or in hard copies. Files that have been inactive for three years will be archived.
 - K. The Director of Religious and Volunteer Services shall provide quarterly reports to the Deputy Commissioners of Operations and Administration and the Assistant Commissioner of Rehabilitative Services containing the following information:
 1. Number of certified/active volunteers
 2. Number of new volunteers since the following quarter
 3. Number of terminated volunteers
 4. Total number of hours worked by volunteers
 5. Individual reports for volunteer hours served in each volunteer service function category
 6. Any other report requested by the Deputy Commissioners of Operations and Administration and the Assistant Commissioner of Rehabilitative Services
 - L. Performance Evaluation and Recognition:
 1. Each volunteer or volunteer group shall be evaluated annually using the format in the volunteer database.
 2. On an annual basis, the Warden/VSC shall provide for a means of recognizing the accomplishments and contributions of volunteers.

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- M. Restriction and Termination: If after investigation it is necessary to limit the services of a volunteer, the Warden shall notify the volunteer in writing of such action. A copy of the written notification shall be forwarded to the VSC who shall place it in the volunteer's file and make necessary entries in the volunteer database. The Warden may restrict a volunteer to entering only the Warden's institution, which shall be designated as the volunteer's primary site. The Warden may later remove such restrictions thereby allowing the volunteer to enter other institutions. The Warden may also terminate the services of a volunteer, and such termination shall apply to all institutions, unless the Director of Volunteer and Religious Services and the Assistant Commissioner of Rehabilitative Services determine otherwise. The Warden shall restrict, postpone, or terminate the services of a volunteer for reasons including, but not limited to, the following:
1. Conduct inappropriate to the situation
 2. Violation of TDOC policy
 3. Unlawful conduct
 4. The addition of a volunteer to an inmate's visiting list at any TDOC or privately managed institution, unless approved by the Warden
 5. Misstatement of fact on the application or failure to inform the VSC of changes in information included in the application
 6. Misconduct, harassment, or abuse of inmates or staff, including but not limited to sexual misconduct, harassment or abuse. Any romantic or sexual relationship with an inmate, consensual or otherwise, will result in immediate termination of services by the volunteer. The Department has a zero tolerance policy for this type of conduct. (See Policy #502.06)
- N. A volunteer may present any grievance related to volunteer services to the TCRB, which shall make recommendations to the Commissioner as appropriate, and may appeal any decision of the TCRB to the Commissioner. The grievant shall submit his/her grievance in writing within 15 working days of the date of occurrence. The TCRB shall respond to the grievance within 15 working days of the date the grievance is received. The grievant may appeal a non-grievance related decision or a grievance related recommendation of the TCRB directly to the Commissioner. The appeal shall be submitted within 15 working days of the date the grievant receives the Board's response or the Board decision is made known. The Commissioner shall respond within 15 working days of the date the grievance appeal is received, or the Board's recommendation for response is received. The Commissioner's response, which is final, shall be mailed directly to the grievant and to the TCRB.
- O. With prior written approval of the Warden, ex-offenders may become volunteers, provided the following criteria are met upon approval:
1. The Warden may disapprove volunteer applications of any persons if it is believed that the security of the institution or safety of individuals could be jeopardized. This information shall be entered on the volunteer database.

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2. Probation/parole has been completed at the time of application or applicant has approval from his/her probation/parole officer.
 3. The three references listed on a volunteer's application all provide positive recommendations.
 4. Any special conditions established by the Warden are agreed to in writing prior to the volunteer's completion of the certification process.
 5. During the first two years after release, former offenders may not serve as volunteers at any institution where they were incarcerated.
- P. Volunteers shall not be permitted to work in a location where there is an acquaintance with an offender unless approved by the Warden. Failure to disclose such a relationship shall be grounds for termination.
- Q. The Commissioner, Chariman of the Board of and Parole (BOP), or their designees shall provide for the appointment of a Tennessee Community Resource Board (TCRB) in accordance with TCA 41-10-105.
1. No member of the TCRB shall be a paid employee of the TDOC.
 2. The TCRB may incorporate as a non-profit organization.
- R. The TCRB shall perform the following services:
1. Assist the Department in developing and utilizing volunteer resources
 2. Work with the network of local parole, probation, and institutional community resource boards on matters of statewide impact
 3. Review and make recommendations regarding the development of programs involving volunteers, as well as oversee such projects and programs (when appropriate)
 4. Coordinate the statewide network of local community resource boards
 5. Meet at least quarterly
- S. Local Community Resource Board (LCRB): The institution shall provide for the appointment of an LCRB. All LCRBs shall meet at least quarterly, with the Warden attending at least two of the quarterly meetings per year. The purpose of this board shall be to:
1. Develop a coordinated program plan for utilizing volunteer resources by the institution. The plan shall include, but not be limited to, a coordinated plan for helping inmates reintegrate into society as productive, law-abiding citizens.

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2. Develop policies, procedures, and processes for utilization of volunteer resources by the institution.
3. Review and make suggestions to the Warden regarding program and policy decisions related to volunteer services and/or other areas that may benefit the institutional operation.
4. Establish specific programs and goals for utilizing volunteer resources and monitor performance measure to determine whether goals for utilizing volunteers are met.
5. Participate in regional and statewide volunteer activities.
6. Encourage participation of an inmate representative from the inmate council at board meetings or make provisions for the inmate council to make recommendations to the Board.
7. The local CRB shall submit semi-annual reports to the TCRB detailing its progress in each of the areas above.

VII. ACA STANDARDS: 4-4014, 4-4114 through 4-4122.

VIII. EXPIRATION DATE: September 1, 2017.



**TENNESSEE DEPARTMENT OF CORRECTION
VOLUNTEER CONFIDENTIALITY AND POLICY AGREEMENT/
TRAINING CERTIFICATION**

I _____ have completed orientation and training for the specific
(Please Print Name)
job assigned. Prior to beginning my service for the State of Tennessee, Department of Correction, the following were explained to me:

1. I will maintain complete confidentiality of written and verbal information provided to me that is necessary in performing my volunteer service.
2. I will be absolutely immune from liability for acts or omissions within the scope of my assigned duties, except for willful, malicious or criminal acts or omissions or for acts or omissions done for personal gain.
3. I am not eligible for Worker's Compensation benefits from the State of Tennessee if injured in the performance of my volunteer duties.
4. I understand that my volunteer service may be curtailed, postponed or terminated for reasons including, but not limited to:
 - a) Service is no longer required
 - b) The program or activity is completed
 - c) Lack of participation by offenders or volunteers
 - d) Conduct inappropriate to the situation
 - e) Violation of TDOC policy
 - f) Unlawful conduct
 - g) An institutional services volunteer is added to an inmate's visitation list
 - h) Misstatement of fact on application or failure to inform volunteer coordinator of changes in information included in application
 - i) Poor performance rating
 - j) Sexual misconduct, harassment, or sexual abuse
5. I have reviewed and understand the policies listed below which directly affect my work as a volunteer and do agree to abide by these and all other TDOC policies during my tenure of service as a volunteer for the Tennessee Department of Correction.

- | | |
|----------|--|
| 115.01 | Standards for Volunteer Staff |
| 302.05 | Sexual Misconduct and Harassment |
| 305.03 | Employee/Offender Relationships |
| 502.06 | Prison Rape Elimination Act Implementation and Compliance |
| 502.06.1 | Prison Rape Elimination Act Screening, Classification, Education, and Monitoring |
| 502.06.2 | Prison Rape Elimination Act Allegations, Investigations, and Sexual Abuse Response Teams |

I agree to abide by these policies and all other TDOC policies during my tenure as a volunteer for the Tennessee Department of Correction.

SIGNATURE _____
DATE

TRAINING CERTIFICATION

Required orientation and training completed
on _____

SIGNATURE OF TRAINER

VOLUNTEER

DCCO

**DOE
JOHN**

DOB: 01/01/1960

Issued 6/5/2003

Signature

Tennessee Department of Correction

CR 2131 (Rev. 6-03)

Photo