

<p style="text-align: center;">STATE OF IOWA DEPARTMENT OF CORRECTIONS</p> <p style="text-align: center;">POLICY AND PROCEDURES</p>		Policy Number AD-CI-01	Applicability <input checked="" type="checkbox"/> DOC <input checked="" type="checkbox"/> CBC
		Policy Code Public Access	Iowa Code Reference 669.24
Chapter 1 ADMINISTRATION & MANAGEMENT	Sub Chapter CITIZEN INVOLVEMENT/ VOLUNTEERS	Related DOC Policies AD-TS-04 OP-MTV-01 OP-MTV-03 OP-MTV-04	Administrative Code Reference N/A
Subject VOLUNTEER PROGRAM		ACA Standards 4-4115, 4-4116, 4-4117, 4-4118, 4-4119, 4-4120, 4-4121, 4-4122 PREA Standards 115.32(a)(b)(c), 77(a)(b)	Responsibility Dan Craig
		Effective Date March 2019	Authority Daniel Craig Interim Director Signature on file at Iowa DOC

I. PURPOSE

To describe the philosophy of the volunteer program and to provide procedural guidelines for program implementation within the Iowa Department of Corrections (IDOC).

II. POLICY

It is the policy of the IDOC to recognize the value that volunteers contribute to accomplishing our mission. Volunteers can provide significant assistance in meeting the needs of the Iowa correctional system.

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III. DEFINITIONS – As used in this document:

- A. Volunteer – An unpaid, non-staff member, who directly or indirectly, provides a service to the correctional system, its staff, an incarcerated individual or group of incarcerated individuals. There is neither a recognized employer/employee relationship between the IDOC and the individual nor is the individual entitled to any benefits or compensation associated with employment.
- B. See IDOC Policy **AD-GA-16** for additional Definitions.

IV. PROCEDURES

- A. Functions of Volunteers
 - 1. A volunteer program serves to supplement existing staff resources to provide services that aren't currently available, and to promote the integration of public and institutional entities.
 - 2. The level of knowledge and skill necessary to deliver volunteer services may vary greatly. When professional level or specialized

services are provided, the staff shall ensure that the volunteer has the proper credentials (license, certification, etc.) to perform the services. **(4-4118)**

3. Services may be provided directly or indirectly for incarcerated individuals, the institution/district or for staff. Services may include providing ongoing mentoring of incarcerated individuals as part of a structured re-entry program.
4. Institutions/Districts shall establish procedures that afford volunteers opportunities to contribute suggestions with respect to program policy and procedure. **(4-4122)**
5. As members of the public, volunteers are representatives of those we serve. Volunteers' interactions with others within their communities has a direct impact on the public's knowledge and perception of the work we do.

B. Program Coordination

1. The Deputy Director of Institution Operations/Designee shall serve as coordinator of volunteer services for the Iowa correctional system.
2. Institutions shall utilize the Volunteer Database in SharePoint to maintain a system wide master list of volunteers providing services in the IDOC.
3. Each institution/district shall appoint a staff member to be responsible for coordinating the volunteer program and activities.
4. The institution/district coordinator shall oversee the recruitment, screening, orientation/training, and staff supervision of all volunteers and their activities.
5. All volunteers shall be made aware of the staff member responsible for providing them with guidance and supervision. This is often someone other than the program coordinator. They shall also be informed about the table of organization to enable them to communicate with people in positions of higher authority if a need arises. **(4-4115)**
6. Staff members who regularly work with volunteers shall informally evaluate their performance on an ongoing basis and communicate

their impressions to the volunteer program coordinator, who shall follow-up on any issues that need to be addressed.

7. Information about available volunteer services shall be conspicuously posted in appropriate areas and communicated to the incarcerated individual population. **(4-4121)**

C. Eligibility

1. Volunteers must be at least 18 years of age and of good character.
2. No person has an entitlement to selection as a volunteer.
3. Former incarcerated individuals may be considered for approval providing they have displayed successful adjustment in the community for a minimum of 18 months after discharging all correctional supervision and remaining crime free. The decision to approve a former incarcerated individual once he/she has met these minimum requirements is subject to the Warden's or District Director's approval.
4. Relatives and approved visitors of incarcerated individuals shall not normally be approved as volunteers. The Warden or District Director must approve any exceptions.
5. Former staff members that left in good standing may be approved as volunteers. Former staff members who were not in good standing at the time they left employment or have not remained in good standing shall not be approved as volunteers.
6. Efforts should be made to recruit volunteers from all segments of society. The screening process should be uniform and consistent with security concerns. **(4-4116)**

D. Application Process

1. Each volunteer interested in providing volunteer services must complete **AD-CI-01 F-1, Volunteer Application Form**, which is designed to collect pertinent information to assist with the screening and assignment of the potential volunteer.
2. The application form must be filled out completely and honestly. Any attempt to omit or falsify information shall constitute cause to deny volunteer privileges.

3. Volunteer applicants who anticipate providing professional level or specialized services, which require specific education, licensure, certification, etc., shall provide documentation of such with their application.
4. Those who anticipate providing ongoing mentoring of incarcerated individuals as part of a structured re-entry program shall provide documentation of such in their application. Current volunteers may submit a supplemental application requesting ongoing mentoring approval.
5. If a visitor has been removed from an incarcerated individual's visiting list, six months must elapse before volunteer application can be made. The Warden must approve any exceptions.
6. All applicants shall have a criminal history check through the National Crime Information Center (NCIC).
7. A check of ICON view will be completed on all volunteer applicants prior to approval.
8. The volunteer program coordinator and the Associate Warden/Security or supervisor shall make a final determination to allow or deny the volunteer.

E. Registry and Identification of Volunteers

1. The site coordinator will be responsible for maintaining entries into the database. This includes entering ICON View/NCIC check dates annually.
2. Visitor/Volunteer tags shall be issued to regularly scheduled volunteers and shall be worn and visible while they are on the premises and acting in their volunteer capacity.
3. Infrequently scheduled volunteers may be issued a guest badge in lieu of a photo identification card.

F. Training and Supervision

1. An orientation/training session shall be completed with volunteers appropriate for their functions and the service they provide. This

shall be completed and documented prior to initiation of the volunteer service. **(4-4119)**

2. General information provided to volunteers shall, at a minimum, include: confidentiality of incarcerated individual information, chain of command, institutional disturbances and situations, what constitutes sexual misconduct, the obligations and limitations of their responsibilities, and the necessity of open and honest sharing of information with staff.
3. All volunteers who have contact with incarcerated individuals shall be trained on their responsibilities under IDOC's sexual violence and sexual harassment prevention, detection, and response policies and procedures. The level and type of training provided to volunteers shall be based on the services they provide and level of contact they have with incarcerated individuals. All volunteers shall be trained on IDOC's zero-tolerance policy regarding sexual violence and sexual harassment and how to report such incidents. IDOC shall maintain documentation confirming that all volunteers understand the training they have received. See IDOC policy **AD-TS-04**, *Orientation and PreService*. **(PREA 115.32(a)(b)(c))**
4. Volunteers shall also be informed of all rules and procedures that apply with respect to the specific service they are providing.
5. All volunteers shall agree, in writing, to abide by all institutional rules, especially to those relating to security and confidentiality of information. **(4-4120)**
6. The incarcerated individual population shall be informed of the role of volunteers, the limits of their authority, and the incarcerated individual's responsibilities when receiving volunteer services.

G. Conduct

1. Volunteers shall abide by all institutional and district department rules and regulations including those involving confidentiality, shall cooperate with staff at all times, and shall refrain from inappropriate conduct with incarcerated individuals, an incarcerated individual's family or associates.
2. Current volunteers, generally, shall not be allowed normal personal visitation privileges with any incarcerated individual. Where a familial relationship exists, in extraordinary circumstances and only

in consultation with the Deputy Director of Institution Operations, the Warden may authorize normal personal visitation privileges concurrently with the provision of volunteer services. The volunteer's volunteer status shall be clearly noted in visitation approval documentation.

3. Under certain limited circumstances, such as with volunteers involved in approved Mentorship Programs Circles of Support and Accountability and in consultation with the Deputy Director of Institution Operations, the Warden may authorize professional visitation privileges between a current approved volunteer and one or more incarcerated individuals. The purpose of such approvals shall be to facilitate the rehabilitative process within the institution or as part of the reentry process. The volunteer's volunteer status shall be clearly noted in the visitation approval documentation.
4. Current volunteers, generally, shall not be allowed normal personal mail/o-mail or telephone privileges with any incarcerated individual. Where a familial relationship exists, and only in consultation with the Deputy Director of Institution Operations Designee, the Warden may authorize normal personal mail/O-mail privileges concurrently with the provision of volunteer services.
5. With specific approval of the Warden, current volunteers may be allowed to send information regarding volunteer activities to incarcerated individual via mail/omail. Two way communication shall not be allowed except by authorization of the Deputy Director of Institution Operations.
6. Incidental and non-planned community contact with incarcerated individuals is not a violation of this policy.
7. For stipulations regarding former volunteers refer to IDOC policies **OP-MTV-01**, *Incarcerated Individual Correspondance*; **OP-MTV-03**, *Incarcerated Individual Access to Telephone*; and **OP-MTV-04**, *Incarcerated Individual Visitation*.

H. Volunteer Status Review

Institutional procedures shall establish protocol for a yearly review of volunteer programs and individual volunteers. Program review shall include review of the program goals, progress toward those goals, and determination of need for the program revision or elimination. The review of individual volunteers shall include a current NCIC check, ICON view search, an evaluation of performance, and determination of continued volunteer involvement.

I. Termination

1. Volunteers and their services may be discontinued at the discretion of the appointing authority. Denials must be entered in the Volunteer Database and communicated with any other facility/district that is identified as an approved site.
2. Any volunteer who engages in sexual assault, sexual abuse, or sexual harassment shall be prohibited from contact with incarcerated individuals and shall be reported to law enforcement agencies, unless the activity was clearly not criminal, and to relevant licensing bodies.
3. The institution shall take appropriate remedial measures, and shall consider whether to prohibit further contact with incarcerated individuals, in the case of any other violation of IDOC sexual violence or sexual harassment policies by a contractor or volunteer. **(PREA 115.77(a)(b))**

J. Gratuity & Recognition

1. While not paid for their services, volunteers may receive limited and nominal considerations as a display of gratitude for services provided. This may include a meal being provided, permission to travel in, but not drive, a state vehicle, when doing so is directly related to their volunteer service, or other similar considerations. Providing anything of value to a volunteer requires approval from the Warden or District Director.
2. The recognition of the contributions and achievements of volunteers is vital to any citizen volunteer program and is encouraged. This may include certificate of appreciation, awards banquets/ceremonies, special recognition at staff meetings, or simply a personal thank you.

Replaces Policy IN-V-123.

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