

POLICY & PROCEDURES

CHAPTER:	1	Administration and Management	1.6.1
SECTION:	6	Citizen Involvement and Volunteers	EFFECTIVE DATE: 7 / 10 / 2020
SUBJECT:	1	Volunteers	
STANDARDS: ACA – 4 – ALDF: 7B-03, 7F-04, 05, 06, 07			
APPROVED: _____			REVIEW DATE: 7 / 10 / 20
Dale Glass COMMISSIONER OF CORRECTIONS			REVISION DATE: 7 / 13 / 20
Rescinds: 1.6.1 dated 8/16/05 Cancel:			

I. POLICY

It is the policy of St. Louis City Division of Corrections to use non-staff resources, primarily in the form of volunteers, to provide programs and services for the benefit of inmates and occasionally for staff.

II. RESPONSIBILITIES

All Division of Corrections staff and contracted program service providers are responsible for adhering to the following procedures.

III. DEFINITIONS

1. **Regular-Volunteers:** refers to volunteers who come into the facility more than once a month and are subject to more complete screening and orientation described in this policy.
2. **Short-Term Volunteers:** refers to volunteers used on an infrequent basis and will be provided with an abbreviated screening and orientation of the facility.
3. **Volunteer:** Refers to any persons who, by their own free will, provide the facility goods or services with no monetary or material gain. It includes regular and occasional (short-term) volunteer and advisory councils and, for the purpose of this policy, paraprofessionals.

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IV. PROCEDURES

A. General Information

1. The Program Manager is responsible for overseeing the recruitment, screening, orientation, and effective operations of all volunteer activities, programs and services.
2. Volunteers providing professional services must be certified and licensed for that practice; they may do so only with the express written authorization, and under the supervision of the facility Administrator.
3. If volunteers are used in the delivery of health care, there will be a documented system for selection, training, staff supervision, facility orientation, and a definition of tasks, responsibilities and authority must be approved by the health care administrator and the Superintendent or designee.
4. Volunteers offering special skills in educational background for tutorial, pastoral, vocational, or other qualifications will provide specific evidence and/or proper credentials of qualifications to perform such services at the time of application.
5. If a religious leader representing an inmate's faith is not offered through the volunteer program or by the division's chaplain, the Program Manager and chaplain will assist the inmate in contacting a person with the appropriate credentials from a religious institution within the community who may minister to the inmate under the supervision of the Program Manager or chaplain.
6. Inmates will have the opportunity to participate in practices of their religious faith that are deemed essential by the faith's judicatory, limited only by documentation showing a threat to the safety of persons involved in such activity itself or disruption of order in the facility.
7. The Program Manager will develop a relationship with community faith organizations to receive donations of equipment, cash, or materials for use in inmate related programs. All donations must be approved by the Commissioner or designee before acceptance into the facility (See 1.2.9 Inmate Improvement Program).
8. The Program Manager will maintain a file of every volunteer, educational instructor, intern/student, or resident approved to provide programs or services.
9. The Program Manager or designee will provide an updated list with names of volunteers approved to enter the facility for the Lobby Receptionist Officer. The Lobby Receptionist Officer will maintain this list in a binder located at the lobby work station.

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10. All volunteers must sign in at the front Lobby Receptionist desk upon entry and sign out when they leave the facility.
11. Volunteers must be at least twenty-one years of age, sufficiently mature and a person of good character and references.
12. Ex-offenders may be accepted as volunteers if not on any form of supervision by the courts or other correctional agencies (i.e. probation or parole), after 5-years of release from custody/supervision and subject to approval by the Superintendent of Corrections or designee, using the same criteria as for considering an ex-offender for a staff position.
13. Inmate programs and services will be made available and include, but are not limited to, social services, religious services, recreation, and leisure time activities.
14. The services of volunteers may supplement, but never replace the services, activities, and functions of employees of the facility.
15. All volunteers will adhere to safety and security rules and abide by the leadership and guidance of custody staff when required.
16. Correctional Officers finding a volunteer in violation of facility rules will intervene immediately to prevent a safety or security breach, the area supervisor will be notified, a detailed Incident Report will be completed and forwarded to the Shift Supervisor, Chief of Security, Unit Manager and Program Manager (See 3.1.10: Incident Report).
17. The Shift Supervisor may refuse to admit any volunteer or cancel any scheduled program if the safety and security of the facility is jeopardized. If volunteer services or programs are refused or cancelled the Shift Supervisor will see that a detailed Incident Report is completed and forwarded to the Chief of Security and Program Manager.
18. The Program Manager will conduct regular meetings with the volunteers to seek suggestions for improving the program and to discuss and resolve concerns of the facility and volunteers. The Program Manager will inform the Detention Center Superintendent/Unit Manager of any concerns or suggestions resulting from the meetings.
19. The Program Manager will submit a monthly report of all volunteer programs and services to the Detention Center Superintendent/Unit Manager and other administrative staff when required.
20. The Program Manager will address performance issues and conduct quarterly performance appraisal on each volunteer.

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21. At CJC the Housing Officers will distribute a Corrections Program Sign-up Sheet for inmates wishing to participate in specified volunteer programs. From the Sign-up Sheet, the Sign-up sheet will be returned to the Re-entry Caseworker who develops a roster for each volunteer program and distributes the roster to housing units for inmate participants.
22. All news releases, media contact and research projects connected with the Volunteer Program must have the approval of the Superintendent.

B. Development of Volunteer Plan

1. The Program Manager will consult with the Unit Manager and will periodically assess the inmate population at the Justice Center and the Medium Security Institution and develop a plan for programs and services appropriate to the needs of the inmates.
2. The Program Manager will consult with the facility Chaplain to develop plans for all religious programs and services delivered to inmates.
3. The Program Manager will identify and utilize available community resources offering religious, educational, vocational and rehabilitative programs and services.
4. The Program Manager will consider administrative, safety and security concerns of the facility and will review all plans involving volunteers with the Chief of Security and Superintendent or designee before actual implementation.
5. The Re-entry Caseworker will see that a current and updated listing of all approved volunteer programs and services is on the Daily Activity Schedule (d) and posted in the living areas for inmates.

C. Volunteer Recruitment

1. Recruitment of volunteers is primarily the responsibility of the Program Manager and efforts will include the public media, civic organizations, educational institutions, religious community, public agencies, and private citizens.
2. Any staff member having knowledge of interested candidates will refer them to the Program Manager.
3. The Program Manager will consider services offered by all racial, ethnic, and socio-cultural segments of the community for representation in the volunteer program.

D. Screening and Selection

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1. The Program Manager will see that all candidates interested in becoming a volunteer complete a Volunteer Application Packet containing the following information:
 - a. Three (3) personal and/or professional references
 - b. A letter of proposal for program or services offered
 - c. Volunteer Application for services
 - d. Consent for Criminal Record Check
 - e. Volunteer Agreement
2. The Program Manager will determine if the services offered by the candidate meets the needs of the Division of Corrections.
3. If the services offered are not needed the candidate will be notified in writing by the Program Manager within five (5) business days explaining the reason for denial.
4. The Program Manager will arrange for all candidates offering to deliver religious programs and services to be interviewed and approved by the facility Chaplain.
5. The Program Manager will arrange for all candidates offering to deliver health care to be interviewed by the health care administrator for approval.
6. If the services offered meet(s) the needs of the Division, the Program Manager will see that a criminal record check is completed. The candidate will be approved or denied based on credentials provided and the results from the criminal record check.
7. If the Program Manager's recommendation is favorable, the volunteer application packet will be forwarded to the Chief of Security and Superintendent or designee for approval. Candidates denied will be notified in writing within five (5) business days explaining the reason for denial.
8. Candidates that are approved will be contacted by the Program Manager, advised of the decision and scheduled for a meeting to review and sign the Volunteer Contract.
9. After the contract is signed it is placed into the volunteer application packet and the candidate is scheduled for orientation and training.

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E. Volunteer Orientation Training Requirement

1. The Program Manager will consult with the Division of Corrections Training Academy and develop a volunteer orientation and training program. If a volunteer is offering religious programs or services the facility Chaplain will assist in the development of the training. If a volunteer is offering to deliver health care, the facility health care administrator will assist in the development of the training. The orientation and training will include:
 - a. Tour of appropriate program area
 - b. Description of Volunteer task, duties and responsibilities
 - c. Review of appropriate policies and procedures
 - d. Review of security and safety procedures
2. Each candidate will be required to complete orientation and must receive a minimum of sixteen (16) hours training prior to receiving regular volunteer status. Candidates providing short term volunteer services may receive abbreviated training less than minimum requirement.
3. The length and scope of training may exceed the minimum sixteen (16) hours requirement and must be commensurate with the nature of services provided.
4. Orientation and training sessions will normally be scheduled in groups with other prospective volunteers; however, individual sessions may be scheduled.
5. Volunteers may only perform duties consistent with their credentials and training.
6. Any volunteer desiring to perform professional services must provide proof of the original license or certificate appropriate to the program or service offered.
7. The Program Manager will see that volunteers providing professional services will do so only with the approval of the Superintendent or designee.
8. When a request to provide professional services is approved and before the service or program begins, the Program Manager will:
 - a. Verify the credentials
 - b. Maintain copies of the license and/or certificate in the Volunteer Application Packet

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9. All volunteers must complete the required orientation and training before providing services and assignment of official volunteer status. Volunteers will agree in writing to abide by all facility policies, including those relating to the security and confidentiality of information. The Superintendent or designee may authorize services prior to training if a circumstance dictate.

F. Deferring/Postponing Volunteer Program

1. Volunteer's services may be deferred or postponed by the Shift Supervisor, Chief of Security, Unit Manager or the Program Manager for the following reasons:
 - a. Failure to report an arrest or conviction
 - b. Violation of facility policy and procedures
 - c. Breach of Security
 - d. Breach of Confidentiality
 - e. Physical and/or mental illness
 - f. Lack of staffing
2. If the services of a volunteer are deferred or postponed due to a violation of facility rules or inappropriate behavior of the volunteer, the Program Manager will be notified immediately and provided with an Incident Report of reason for deferment or postponement.
3. If a volunteer is involved in a criminal violation while on the premises of the Division of Corrections the incident will be handled according to procedures found in policy 3.3.7 Criminal Violations and 3.1.28 Crime Scene Management and Evidence Handling.
4. The Program Manager will give the volunteer a written notification advising that services will be suspended pending an administrative review.
5. The Program Manager will forward a written notification of the suspension to the Lobby Receptionist Officer to be placed in the binder located at the lobby work station.
6. The Program Manager will prepare a report and forward it to the Detention Center Superintendent/Unit Manager with circumstances of the incident and a recommendation for reinstatement or termination.

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7. Only the Superintendent or designee can reinstate or terminate a volunteer and will provide written notification to the Detention Center Superintendent/Unit Manager.
8. When the services of a volunteer are reinstated or terminated the Program Manager will notify the volunteer in writing.
9. Volunteers wishing to appeal a termination may do so by submitting the request to the Deputy Commissioner.

G. Review of Volunteer Programs

1. The Program Manager will conduct quarterly reviews of all programs and services to ensure the needs of inmates and the goals of the Division are being met.
2. The Program Manager will complete a monthly report of volunteer programs and services and submit as directed by supervisor.
3. The Program Manager will conduct and document annual performance appraisals of individual volunteers' programs and services. The appraisals will consist of an evaluation of the volunteer's attendance, interactions with inmates and staff, compliance with regulations, memorandums, policies, etc.
4. The Program Manager will see that a Corrections Program Sign-In Rosters is available at the beginning of each program for the volunteer and inmates to sign. All sign in rosters will be collected and maintained on file by the Program Manager.
5. The Program Manager will conduct investigation on inmates' complaints related to the volunteer programs or services.
6. The Program Manager will monitor and assist volunteers with problems and grievances.