

<b>GEORGIA DEPARTMENT OF CORRECTIONS</b> <b>Standard Operating Procedures</b>		
<b>Policy Name:</b> Local Management of Volunteer Services		
<b>Policy Number:</b> 109.01	<b>Effective Date:</b> 1/10/2019	<b>Page Number:</b> 1 of 8
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- I. Introduction and Summary:** This policy establishes the operation of citizen involvement and volunteer program, including responsibility, screening, and training.
- II. Authority:**
- A. Georgia Department of Corrections (GDC) Board Rules: 125-1-2-.06, 125-3-4-.08, 125-4-1-.06, 125-4-2-.01, 125-4-2-.08, and 125-4-7-.01;
  - B. GDC Standard Operating Procedures (SOPs): 104.18 Obtaining and Using Records for Criminal Justice Employment, 104.54 GDC Identification Cards, and 208.06 Prison Rape Elimination Act (PREA); and
  - C. ACA Standards: 2-CO-1G-01, 2-CO-1G-02, 2-CO-1G-03, 2-CO-1G-04, 2-CO-1G-05, 2-CO-1G-06, 2-CO-1G-07, 2-CO-1G-08, 2-CO-1G-09, 2-CO-1G-10, 4-4115, 4-4116, 4-4117, 4-4118, and 4-4119.
- III. Definitions:**
- A. **Chaplain** - An employee or a Certified Volunteer who has been appointed by the Warden/Superintendent to direct the facility citizen involvement and volunteer program.
  - B. **Certified Correctional Associate or Certified Volunteer** - A volunteer who has been approved and trained by the Department to assist in the delivery of programs and services on a regular, on-going basis.
  - C. **Visiting Volunteer** - A volunteer who is authorized by a warden or superintendent to enter the facility for one day to provide assistance or services, is not anticipated to provide the assistance or services on a recurring basis, and who has executed Attachment 5, Visiting Volunteer Waiver of Liability.
- IV. Statement of Policy and Applicable Procedures:**
- A. Volunteer Services Coordinator. The Volunteer Services Coordinator, under the direction of the Director of Chaplaincy Services, is the senior staff member responsible for coordinating the agency volunteer service program. Their

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responsibilities are statewide and shall conduct the following:

1. Annual review and evaluation of volunteer services and programs;
  2. Identification and registration of all volunteers;
  3. Appointment of Certified Volunteers;
  4. Coordination of quarterly certification training Sessions for Certified Correctional Associate to be conducted at Department headquarters and regional training in the northern/ southern portions of the state;
  5. Completion of background checks for all prospective volunteers shall be conducted at department headquarters using Attachment 2, Personal Data Sheet, and Attachment 4, Volunteer Services GCIC/NCIC Consent Form;
  6. Upon successful completion of volunteer background check, the Volunteer Services Coordinator will submit Certified Volunteer information to O.I.T. for Scribe activation. Once activated, the volunteer application packets will be sent to facilities.
- B. The Facility Chaplain. The Facility Chaplain has the authority, responsibility, and accountability for citizen involvement and volunteer services. This shall be accomplished by the following:
1. Conduct program needs assessments to determine the types of supplemental services that are appropriate for his/her facility (These assessments will provide the basis for planning and evaluation of the program.);
  2. Oversee the recruitment, screening, selection, orientation, training and supervision of all volunteers, ensuring that:
    - a. Prospective volunteers are recruited from all cultural and socio-economic segments of the community, as may be reasonable and appropriate;
    - b. All persons who perform professional services do so only when certified or licensed;

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- c. All required criminal history and personal reference checks have been satisfactorily completed;
  - d. The duties described on the Service Agreement are appropriate to inmate and institutional needs.
3. The Facility Chaplain will maintain a system for official registration and identification of volunteers and a file for each Certified Volunteer.
4. Chaplains at each facility are responsible for securing citizen's involvement in agency program including services as advisors, interpreters, and similar direct service roles;
5. Be responsible for the appropriate recognition of persons whose activity makes a positive contribution to the delivery of programs and services;
6. Review and approve each community group which provides services or programs for the facility;
7. Post a current, dated schedule of Community Resource Services in locations readily accessible to inmates/residents (suggestion: these programs be listed as part of the over-all program schedule for inmate activities.);
8. Provide for the registration and supervision of Visiting Volunteers in secure facilities (prisons, transitional centers, detention centers) by assuring that all Visiting Volunteers:
  - a. Sign in and out as a visitor, following procedures established in SOP 227.05 Visitation of Offenders;
  - b. Be escorted by an employee or a Certified Volunteer while in the institution or center;
  - c. Sign Attachment 5, Visiting Volunteer Waiver of Liability, which shall be either attached to the agency Incident Report if an incident occurs or discarded after one week if no incident occurred;

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- d. Comply with all requirements applicable to offenders and institution visitors including the requirements of SOP 227.05 Visitation of Offenders.
- C. Facility Responsibilities. Each facility shall ensure that each of the following tasks are completed, either by the Deputy Warden of Care & Treatment or other warden appointee:
1. Orientation and training of volunteers which is specific to their facility. At all state and county correctional facilities, Certified Volunteers will receive a minimum of four (4) hours of orientation training and any additional hours as deemed necessary by the Warden, Superintendent, Facility Chaplain, or Volunteer Services, which will be documented on Attachment 1 (Volunteer Agenda) to this SOP;
  2. Supervision of each volunteer's activity;
  3. Recognition of volunteers for service performed;
  4. Termination of a volunteer's services and removal of the volunteer from the facility list of volunteers, if determined appropriate by the Warden/Superintendent. Such actions should be communicated to the State Coordinator of Volunteer Services immediately informing him/her of the termination and reason for termination. Certified Volunteer may be removed from service for one or more of the following reasons:
    - a. The program services are no longer needed, based on facility or offender needs;
    - b. The facility does not have adequate resources to support the program due to cutbacks in security or supervisory staff, reallocation of program space or changes in program schedules;
    - c. The Certified Volunteer resigns for personal reasons; or
    - d. The Warden or Superintendent determines that it is in the best interest of the Department that the volunteer should not serve in that capacity.

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5. Inclusion of volunteers in policy development and revision which relate to their activity;
6. Permitting Visiting Volunteer individuals or groups to visit the institution to assist in rehabilitative programs and services. Such persons must register and be under supervision at all times. They shall not be provided GDC identification cards;
7. Ensure that annual renewals of volunteer certification are conducted in a timely manner, to include a criminal history background check following procedures outlined in SOP 104.18 Obtaining and Using Records for Criminal Justice Employment. The individual volunteer will also sign a new Prison Rape Elimination Act (PREA) form, Attachment 3 of SOP 208.06. These actions shall be performed at the respective regional offices. In connection with the annual renewal process, volunteers will be asked to complete Attachment 6 to this SOP, Volunteer Services Evaluation.
8. Ensure that Certified Volunteers meet the following eligibility requirements:
  - a. Certified Volunteers MUST:
    - i. Deliver a service that meets a need that has been identified by Department staff;
    - ii. Make a commitment to provide on-going service;
    - iii. Provide references to be checked for positive evidence of ethical, professional, and personal integrity;
    - iv. Completes an appropriate, documented, orientation/training program prior to assignment.
    - v. Agrees in writing to abide by all agency policies particularly those relating to confidentiality of information and security practices, using Attachment (Correctional Associate Service Agreement) to this SOP.
    - vi. Agree to fingerprinting and background checks;

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- vii. Provide assurances regarding performance of duty, confidentiality, personal/business dealings with offenders and liability;
  - viii. Work under the direction of a staff supervisor with a written “Description of duties “.
- b. Volunteers SHALL NOT:
- i. Be under 18 years of age;
  - ii. Be a family member or close friend of an offender in the same facility in which the Volunteer’s work takes place;
  - iii. Be on an offender’s visitor list;
  - iv. Be an ex-offender, unless approved following the procedures described below in paragraph 9;
  - v. Perform professional services unless certified or licensed to do so; or
  - vi. Represent in an official or unofficial way, or be a member of, an organization identified as a “hate group” by the Office of Professional Standards or otherwise espousing an ideology of discrimination or violence toward others based upon an individual’s race, gender, religion, national origin, or other identity.
9. Ex-offenders can be valuable as staff resources, as well as powerful role models in offender rehabilitation programs. Security considerations require careful and consistent supervision of any ex-inmates in correctional service. To that end, an ex-offender may become a Certified Volunteer provided that:
- a. There is no evidence of criminal behavior since release from prison.
    - i. Maximum released offenders have been out for three (3) years with no probation, parole or pending criminal charges.

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ii. Probationers and Parolees are completely off parole and/or probation and have been out for three (3) years.

- b. Reference checks provide evidence of maturity, sobriety and a record of responsible citizenship;
- c. All normal procedures for certification have been satisfactorily completed as described above and;
- d. The application for certification has been cleared by the State Director of Volunteer Services for final approval by the Commissioner or his designee.

10. Department employees may serve as Certified Volunteers provided that:

- a. The volunteer work in no way conflicts with employee responsibilities; including that GDC employees shall not volunteer at the facility where they are employed;
- b. They conduct their services as volunteers, under existing SOP regulations, identification and supervision, not as employees and;
- c. They are placed on the Facility Volunteer list, assigned a staff supervisor and issued a Volunteer I.D. card, following all standard procedures for volunteer certification.

D. Community Resources Coordinator. The Warden or the Superintendent shall designate an employee or a Certified Volunteer to serve as the facility's Community Resources Coordinator, documented by memo or named in the Facilities Local Operating Procedure. It is suggested that the Deputy Warden for Care & Treatment or the Institutional Programs Manager or the Chaplain be appointed. If a Certified Volunteer is appointed to serve in this capacity, he/she must be supervised by the Deputy Warden for Care & Treatment, the Superintendent or designee. Each Community Resource Coordinator shall:

- 1. Supervise the volunteers and Certified Volunteers who work in his/her program area;

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2. Maintain a record of community resource activities and forward a monthly report to the Facility Chaplain; and
3. Assist the Coordinator in providing appropriate training to their program area.

**V. Attachments:**

- Attachment 1: Volunteer Agenda
- Attachment 2: Personal Data Form
- Attachment 3: Volunteer Service Agreement
- Attachment 4: Volunteer Services GCIC/NCIC Consent Form
- Attachment 5: Visiting Volunteer Waiver of Liability
- Attachment 6: Annual Volunteer Services Evaluation

**VI. Record Retention of Forms Relevant to this Policy:**

Upon completion, Attachments 1,2,3, 4 & 6 shall become part of the volunteer's file to be maintained for two (2) years past termination of the volunteer services. Upon completion, Attachment 5 will be maintained at the participating facility for a period of six months after the visitation of the volunteer, then destroyed.