

WEBER COUNTY CORRECTIONAL FACILITY

Volume

INMATE PROGRAMS AND ACTIVITIES

Chapter

JJ 07 - VOLUNTEER SERVICES

Effective Date:

10-01-94

Review Date:

10-15-05

Pages

13

Approved

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JJ 07/01.00 **GENERAL**

JJ 07/01.01 **Purpose**

The purpose of this chapter is to establish policies and procedures for the effective use of volunteers within the WCCF.

JJ 07/01.02 **Cross Reference**

JE 02 - Visitation
JJ 03 - Community Education
JJ 06 - Access to Religious Programs

JJ 07/01.03 **Definitions**

authorized volunteer	an individual approved to provide inmate services under direct or indirect supervision of the inmate programs or volunteer coordinator during scheduled times on a volunteer basis
direct supervision	supervision provided with the physical presence of the authorized staff at the activity
group leader	a volunteer designated by the ISC to provide supervision for other volunteers
guest	an individual (or a group) who may provide assistance under direct supervision of the volunteer or group leader in the conduct of an authorized activity
Identification Specialist	person assigned by the Sheriff to issue WCSO Identification Cards to paid or volunteer personnel
immediate family	spouse, children, stepchildren, mother, father, brother, sister, mother-in-law, father-in-law, step-mother, step-father, step-brother, step-sister, grandmother, and grandfather
indirect supervision	scheduled authorized activities with supervision of a group leader, WCCF staff at least once per hour in direct observation of the activity or in the general vicinity during the activity
Inmate Services Coordinator	an individual who may organize, schedule, oversee, and supervise programs and activities for inmates housed at the WCCF
ISC	Inmate Services Coordinator

major violation	an act by a volunteer which threatens the safety and security of the facility
minor violation	an act by a volunteer which does not endanger the facility and security of the facility or incite a disturbance among the inmates, but is considered inappropriate for a volunteer
sponsor	an established organization or church that has agreed to provide a specific service or program
volunteer	an individual who has agreed to provide inmate services or programs without monetary or material gain or compensation
WCCF	Weber County Correctional Facility
WCSC	Weber County Sheriff's Complex

JJ 07/02.00 **PLANNING AND OPERATIONAL CONTROLS**

JJ 07/02.01 **Policy**

It is the policy of the WCCF:

- A. to develop a clearly defined organizational structure for Inmate Services and to facilitate coordination and continuity of volunteer programs; and
- B. that volunteer programs for inmates shall be provided for inmates:
 - 1. within the capabilities of the WCCF ; and
 - 2. using volunteers when appropriate.

JJ 07/02.02 **Rationale**

- A. Providing educational and other programming can assist inmates in achieving high school diplomas or equivalency and gaining life skills that can assist inmates when they return to the community.
- B. Appropriate decisions concerning inmate programming can best be made by seeking input from different entities such as WCCF administration, staff, inmates, other volunteer programs, and the community.

JJ 07/02.03 **Procedure: Needs Assessment**

- A. Volunteer program planning should begin with the identification of a particular need for services.
- B. WCCF administration, in conjunction with the Inmate Services Coordinator (ISC), shall determine the needs of the facility and if a program is appropriate for the jail.
- C. Final approval for a volunteer program implementation shall rest with the Weber County Sheriff.

JJ 07/02.04 **Procedure: Recruitment**

- A. Volunteers shall be judged solely on the basis of their ability to provide the services needed.
- B. Prospective volunteers may be recruited by the following:
 - 1. ISC;
 - 2. Facility staff; or

3. other authorized volunteers.

C. Primary recruitment efforts should be performed by the ISC.

JJ 07/02.05 **Procedure: Minimum Qualifications for Volunteers**

To be eligible as a volunteer, each applicant shall:

- A. be at least 18 years of age;
- B. submit to a background investigation which shall include at a minimum:
 - 1. an arrest and current warrants and warrants records check;
 - 2. reference check; and
 - 3. application verification;
- C. not have been arrested or charged with a felony or more than three misdemeanors within two years of application;
- D. not have any pending criminal charges;
- E. not have been a convicted felon released from supervision in the past five years (exceptions may be considered/made on a case by case basis subject to approval by the Weber County Sheriff);
- F. not currently, or for the past calendar year, appear on any inmate's approved visiting list (exceptions shall be evaluated by the ISC and approved by the jail commander/ designee);
- G. not be a current Weber County Sheriff's Office employee (exceptions shall be evaluated by ISC and approved by the jail commander/designee);
- H. not have been employed by the Weber County Sheriff Office for a minimum of one year (exceptions shall be evaluated by the ISC and approved by the jail commander/ designee);
- I. not have been terminated or requested to resign for cause by the WCCF or other correctional facilities;
- J. not have left employment with the WCCF or other correctional facilities under conditions that would deny re-employment;
- K. agree in writing to have a working knowledge of and comply with the Volunteer Service Agreement and Volunteer Code of Conduct;

- L. complete an approved orientation course;
- M. agree to complete approved in-service training; and
- N. not have any existing circumstances which could constitute a conflict of interest for:
 - 1. the volunteer;
 - 2. the WCCF; or
 - 3. any individuals being served by the WCCF.

JJ 07/02.06 **Procedure: Background and Screening**

- A. Information provided by the applicant shall be used by the ISC to conduct a background investigation.
- B. In an effort to expedite a portion of the background process, a cursory background check can be performed as long as the following information is provided in written form:
 - 1. a photocopy of a valid Utah drivers license or Utah state I.D.;
 - 2. date of birth;
 - 3. social security number; and
 - 4. any aliases.
- C. This information must be delivered, mailed or faxed to the ISC.
- D. A WCCF volunteer background application shall be completed and returned to the ISC.
- E. Background checks shall be conducted on a semi-annual basis for all volunteers.

JJ 07/02.07 **Procedure: Selection**

Upon completion of the screening and application process, volunteers shall be selected based upon the following criteria.

- A. All questions on required applications and forms be answered in full. Falsifying information shall result in denial of application.
- B. Volunteers providing specialized or professional services (i.e., educational,

religious, treatment, etc.) shall provide documentation of qualifying credentials and attach to application form.

- C. A personal interview shall be conducted by a staff member or the ISC/ designee prior to acceptance or assignment.
- D. Documentation of the interview shall be maintained in the volunteer's file.

JJ 07/02.08 **Procedure: Identification and Access**

A. **General**

- 1. Upon completion of the screening, selection, application, and approval process, the volunteer shall be issued an authorized I.D.card.
- 2. All authorized volunteer identification cards shall be processed and issued by the ISC.
- 3. Expired cards shall be confiscated upon attempted facility entry and forwarded to the ISC. The volunteer's access to the jail shall be denied until he is issued a new card.
- 4. Unauthorized use of expired or current identification cards is prohibited.

B. **Renewal of Identification Cards**

- 1. Original authorized volunteer identification cards shall expire on the last day of the month, one year from month issued.
- 2. Upon expiration of the original identification card, a renewal may be issued for one or two additional years upon the written recommendation of the ISC.
- 3. Requests for renewal shall be made thirty days prior to the expiration date facilitated by the ISC.
- 4. Renewed identification cards shall be processed and issued through the Control Room or by the ISC.

C. **Loss or Theft**

- 1. The loss or theft of a volunteer identification card shall be verbally reported within 24 hours of discovery to the ISC.

2. A written incident report shall also be completed and forwarded to the ISC.
3. Processing of a new identification card shall begin immediately.
4. The volunteer shall be held responsible for any misuse of their identification card.

JJ 07/02.09 **Procedure: Volunteer Badges**

- A. When a volunteer reports to the WCCF, the volunteer shall secure personal effects in his or her vehicle or in the lockers provided in the public lobby.
- B. The volunteer shall begin his work assignment by checking in at the designated clerk station.
- C. The volunteer WCSO ID card shall be left with the clerk upon checking in and exchanged for a numbered visitors badge.
- D. The visitors badge shall be worn by the volunteer so that it is readily visible to WCCF staff.
- E. Prior to the volunteer entering the secure perimeter of the facility, the clerk shall notify the central control room of the following information:
 1. volunteer name;
 2. program to be conducted; and
 3. location of the program.
- F. The central control room shall announce the information to appropriate housing unit staff, corridor staff and the ISC/ designee.
- G. Upon exiting the facility, volunteers shall return the visitors badge and receive their WCSO ID as well as any other personal effects left with the clerk.

JJ 07/02.10 **Procedure: Dismissal of Volunteers**

- A. While volunteer services are valued by the WCCF they may be terminated without cause.
 1. Volunteers act as unpaid staff.
 2. Performance shall be in compliance with WCCF policy and procedure.
 3. Volunteers shall comply with the same standards of confidentiality as

WCCF employees and staff.

4. Termination shall be the prerogative of the WCCF with no right of appeal.
5. Protection offered to members through the WCCF grievance process shall not apply to volunteers.

B. Although a volunteer may be dismissed without cause, the following may give rise to corrective action or termination:

1. violation or non-compliance with WCCF policies and procedures;
2. criminal record detection;
3. falsification of any information supplied to the WCCF;
4. any act which may threaten the safety and security of the facility;
5. non-compliance with training requirements;
6. services no longer deemed necessary; and
7. Jail Administration's determination that continued service would not be in the best interest of the facility.

C. When a volunteer is involved in any violation, the person or persons observing the incident shall report it immediately to the ISC.

1. All incidents shall be properly documented utilizing an Incident Report.
2. The reporting of an incident shall take place within 48 hours.
3. Minor infractions may be resolved at this point by the ISC, after interviewing all parties involved. The ISC shall send a copy of all infractions and resolutions to the Jail Commander/designee.
4. Major violations shall be referred to the Jail Commander/ designee for review and recommendation.
5. The volunteer shall be notified immediately by the ISC of any action that may be taken and that the volunteer may be placed on suspension.
6. Should a formal investigation be deemed necessary, the Operations Lieutenant shall initiate action.

7. The Jail Commander/designee shall be notified of the final disposition regarding each case.
8. The final disposition may include:
 - a. dismissal of all charges against the volunteer;
 - b. restriction of activities;
 - c. reassignment of volunteer; and/or
 - d. termination of the volunteer.

JJ 07/02.11 **Procedure: Special Considerations**

A. Liability

Any individual requesting access to the WCCF is responsible to adhere to the laws of the State of Utah and the rules and regulations of the WCCF.

B. Minors

Minors (under the age of eighteen) may not participate as guests or volunteers except with express permission of the Commander/designee or as participants of unique programs.

1. These activities shall have signed parental/guardian waivers and approval signed by the jail commander/designee. (The waivers can be facilitated through the ISC.)
2. Minors may visit under visiting policies and procedures.

C. Guests

1. A notification memorandum shall be disseminated by the ISC to the WCCF Lieutenant/Commander when high profile persons (e.g., media, elected official, church authority, etc.) has made application to volunteer within the WCCF.
2. The ISC shall initiate distribution of the memorandum prior to the start of any assignment.

JJ 07/02.12 **Procedure: Job Descriptions**

- A. Volunteer job descriptions may be developed by the ISC to provide a detailed definition of the volunteer's duties and responsibilities. The job description:

1. acts as a foundation for training, supervising, evaluating; and
 2. provides a foundation to confront a volunteer who may be in violation of the commitments made.
- B. Each volunteer shall be provided a copy of the written job description by the ISC.

JJ 07/03.00 **VOLUNTEER ORIENTATION AND TRAINING**

JJ 07/03.01 **Policy**

It is the policy of the WCCF:

- A. to provide comprehensive orientation and training for all volunteer staff;
- B. that volunteers complete an annual orientation review to be initiated and scheduled by the ISC;
- C. that WCCF staff be trained regarding volunteer services; and
- D. to recognize, both formally and informally, the contributions and achievements of volunteer participants.

JJ 07/03.02 **Rationale**

- A. A clear delineation of volunteer and staff requirements and responsibilities and how they interact with each other and Inmate Services is essential for the successful delivery of services.
- B. Volunteers receive no monetary reward for their services. Their unique importance and the value of their services should be recognized and commended by the WCCF as necessary.
- C. Appropriate in-service training may be provided to WCCF staff to broaden their perception of what volunteer staff can contribute to the facility and provides a forum for dialogue between staff and Inmate Services for problem solving and interpersonal communication.

JJ 07/03.03 **Procedure: Volunteer Orientation**

- A. The Volunteer orientation shall provide:
 - 1. information essential in the successful performance of the duties assigned to the volunteer; and
 - 2. a suitable orientation to set the proper tone and create a strong alliance between volunteers and staff.
- B. Volunteer orientation shall be provided as need dictates and may be conducted on a one-on-one basis or in a group.
- C. Orientation for all prospective volunteers to the WCCF shall be provided by the ISC/ designee.

- D. Volunteer orientation and training shall include and not be limited to:
1. WCCF expectations;
 2. volunteer code of ethics;
 3. guidelines for working with inmates;
 4. potential for manipulation by inmates;
 5. volunteer safety including the duress system and hostage procedures;
 6. WCCF security and staff relations;
 7. volunteer I.D. cards;
 8. dismissal procedures;
 9. contraband; and
 10. facility orientation.

JJ 07/03.04 **Procedure: Staff Training**

Staff shall receive appropriate in-service training regarding volunteer services as determined by the ISC, the WCCF training officer, or Jail Commander.

JJ 07/03.05 **Procedure: Supervision**

- A. Supervision of volunteers and inmates shall be clearly delineated so proper security is ensured.
- B. Direct or indirect supervision shall be required for all volunteer activities and shall be employed as follows:
1. direct supervision is provided with the physical presence of the authorized staff or volunteer coordinator at the activity; and
 2. indirect supervision of volunteer activities shall be provided by the Inmate Service Coordinator/designee who should physically check on activities once per hour.
- C. Any materials introduced into the WCCF by volunteers shall:
1. be clearly described in the volunteer's work plan, job description,

training or education agenda and approved by Inmate Services Coordinator/designee;

2. conform to materials policy for the facility; and
3. be cleared through normal jail security control procedures upon arrival and departure from the jail.

JJ 07/03.06 **Procedure: Formal/Informal Recognition**

Informal recognition of volunteers may be accomplished by:

- A. issuing a certificate of acknowledgment;
- B. providing special recognition; and
- C. submitting written articles to newsletters or newspapers.