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Volunteer Services

The Oklahoma Department of Corrections (ODOC) is committed to a positive partnership between the agency and its volunteers. This partnership is an essential part of achieving the agency’s mission. Volunteer involvement provides additional resources, enhances inmate programs and services, plays an important role in reentry efforts and creates opportunities for a greater public understanding of the challenges of corrections. (4-APPFS-1C-03)

The desired goal of volunteer services is to ensure a well-trained, diverse volunteer workforce whose services are respected and appreciated. This will benefit the agency by saving dollars, providing a pool of potential employees, increasing inmate pro-social behavior while incarcerated and upon reentry, maintaining family connections, supporting at-risk children of inmates and reducing recidivism.

Volunteers may perform in any area of agency operation where needs are identified if the volunteer is trained, certified or licensed to perform the duty, and the necessary accountability and resources are available. The success of volunteer involvement depends directly upon the agency's willingness to integrate volunteers into its operations, the removal of barriers to involvement, staff cooperation, effective management and recognition of services provided. This procedure establishes the guidelines for the agency volunteer program.

For the purpose of this procedure, the following terms will apply:

"Facility head refers to a warden, facility administrator, facility director or deputy director responsible for the housing or supervision of inmates.

I. Volunteer

A. Definition

For the purposes of this procedure, a volunteer is defined as any individual or group providing services to ODOC without monetary compensation from the agency.

B. Scope of Activity

While volunteers do not replace paid employees, they may perform the same tasks as paid employees where needs have been identified and appropriate selection, training, supervision, and related procedures are followed.

C. Employee Participation

An employee of ODOC who desires to provide volunteer services will follow the process outlined in [OP-110305](#) entitled "Overtime Pay and Compensatory Time."

D. Accountability

The facility head will ensure that a clear line of authority and responsibility is provided in accordance with this procedure. (2-CO-1G-03, 4-4115, 4-ACRS-7D-04)

E. Services

Services provided by volunteers fall into three categories:

1. Occupational

An occupational volunteer is any individual or group participating directly in the operations of the agency, under the supervision of paid staff, and who may have contact with inmates (e.g., clerical, case managers, correctional officers, interpreters, volunteer coordinators, etc.). (2-CO-1G-01, 4-APPFS-1C-03)

All volunteers/student interns performing professional services that are overseen by a licensing board will be certified and licensed as required by the state of Oklahoma. (4-4118, 4-4391, 4-ACRS-7B-03)

2. Programmatic

A programmatic volunteer is any individual or group participating directly in the delivery of approved treatment programs, approved ancillary programs, reentry or recreational activities, support groups or faith-based programs offered by the agency that are under the supervision of paid staff, and who may have contact with inmates (e.g., religious/faith based programs, life skills, AA groups, NA groups, etc.). (4-APPFS-1C-03)

a. Programmatic Volunteer Leaders

A programmatic volunteer leader is a volunteer serving in a leadership role with a volunteer group. Programmatic volunteer leaders have the authority to supervise other programmatic volunteers who have been approved to volunteer in the agency. Programmatic volunteer leaders coordinate the volunteer group's activities under the direction of the facility volunteer coordinator or other designated staff.

b. Programmatic Volunteers

Programmatic volunteers are those volunteers who volunteer to deliver a particular service or program to inmates or who enter the agency under the supervision of a programmatic volunteer leader.

c. Faith Group Liaison

A person designated by a specific faith group and ODOC as an official liaison to ODOC. The liaison will coordinate for the provision of the providers' services with the facility chaplain or community activities coordinator.

d. Organizational Liaison

A person designated by a statewide volunteer organization serving facilities within the agency and approved by the ODOC to serve as an official liaison to the ODOC. The liaison will coordinate for the provision of services with the local volunteer coordinator.

3. Student Intern

A student intern is an individual volunteering with ODOC to fulfill a field education or practical training requirement. Interns are assigned to paid staff members who are responsible for their training and supervision. (4-4392)

A student applying for a practicum or internship will submit two professional reference letters from non-relatives and a letter of recommendation from their faculty advisor which address the following:

- a. Appropriateness for clinical assignment (skills and knowledge);
- b. Ethical standards (knowledge of and adherence to); and
- c. Character (personal and professional attributes).

II. Management of Volunteer Services

Volunteers are not state employees and are not due the entitlements of state employees. They must receive proper orientation, training and appropriate on-the-job supervision to improve skills and efficiency, provide accountability, and to allow for personal growth and development.

A. Oversight

The quality of the volunteer program depends upon the degree of administrative investment in its direction and support. Senior staff members will provide direction and support to their regions/divisions/units. Agency Volunteer Services is the office that coordinates volunteer services throughout the agency to ensure consistency. The facility head will designate staff to oversee volunteer programs and activities at each facility/unit. (4-ACRS-7F-08)

1. Agency Volunteer Coordinator (2-CO-1G-02)

The agency volunteer coordinator heads the Agency Volunteer Services and oversees the volunteer approval and training process, maintains volunteer data and coordinates the administration of

volunteer services for the agency.

2. Local Volunteer Coordinators

- a. The facility chaplain will serve as the local volunteer coordinator(s) to coordinate the facility orientation, supervision, and recognition of volunteers in each respective work location. If the facility does not have a facility chaplain, the facility head will designate staff to serve in that capacity with assistance from the agency volunteer coordinator.

B. Resources

Appropriate staff time, resources, and equipment will be allocated to encourage volunteer involvement and to address identified needs (e.g., office space and supplies).

C. Travel and Per Diem

1. Operation of State Vehicles

Volunteers may be passengers in agency vehicles. Volunteers may operate non-commercial agency vehicles with the appropriate driver's license and after a review and acknowledgement of [OP-120401](#) entitled "Fleet Management."

2. The facility head may authorize reimbursement for expenses incurred during authorized official travel in accordance with [OP-120301](#) entitled "Travel Reimbursement Procedures."

D. Planning

1. Needs Assessment

Local volunteer coordinators will conduct an annual needs assessment at their work locations. This assessment will evaluate the needs of the facility or office which could be met through programmatic or occupational volunteer service. The assessment will be completed each year during the month of October.

- a. The local volunteer coordinator will develop a plan to address the identified need.
- b. The plan will include specific goals, the steps which will be taken to achieve those goals and a time frame in which to provide measurable results.

- c. The completed assessment and plan will be provided to the facility head, the agency volunteer coordinator, and the local Citizen Advisory Board.

2. Position Descriptions

Agency Volunteer Services will develop position descriptions for the identified need areas in which volunteers can provide services to the agency.

- a. The position descriptions will include a brief definition of the position, examples of work performed, and knowledge/skills/training required to fulfill the duties and responsibilities of the position. (4-APPFS-1C-04)
- b. Local volunteer coordinators will ensure that all volunteers receive a copy of the appropriate volunteer position description. Copies of the position descriptions will be maintained by the local volunteer coordinator for recruitment/placement purposes.

3. Recruitment (2-CO-1G-04)

- a. The agency volunteer coordinator and local volunteer coordinators will actively recruit volunteers to provide services as identified by the needs assessment. Citizen Advisory Boards will be used as resources for volunteer recruitment and will be updated on volunteer activities. (4-ACRS-7F-08)
- b. The screening and selection of volunteers will allow for recruitment from all cultural and socio-economic parts of the community. (4-4116, 4-ACRS-7F-08, 4-APPFS-1C-05) The agency volunteer coordinator will support this effort by providing informational materials, recruitment brochures, and training/resource information in addition to technical assistance with the recruitment process to the local volunteer coordinator.

4. A current schedule of volunteer led services and activities will be available to all inmates and will be posted in appropriate areas of the facility. (4-4121)

- E. Volunteer Selection Process

1. Application Process

- a. Those interested in serving as a volunteer with ODOC will go to the agency website (<http://doc.ok.gov/>) and select

“Volunteer Opportunities.” Following the instructions on the website, the prospective volunteer will search for volunteer opportunities and complete the registration process.

- b. The local volunteer coordinator will indicate, in the volunteer software system, whether or not the prospective volunteer would be accepted at their facility if approved.
- c. Agency Volunteer Services will process applicants after they have been accepted by a local volunteer coordinator.
- d. Any additional information or documentation requested by Agency Volunteer Services, including [Attachment H](#) entitled “Volunteer Application Reference Form” (attached) must be provided to Agency Volunteer Services in order to complete the processing of the application.

2. Background Investigation

Agency Volunteer Services, upon receipt of a complete application, will complete an “Oklahoma Department of Corrections Request for Record” ([DOC 090211B](#), attached), obtain a criminal records check and cross reference the agency’s visitor restriction database.

- a. The appropriate paperwork for a complete background investigation as specified in [OP-110210](#) entitled “Employee Background Investigations and Post Conditional Offer of Employment Testing” will be done for all those applying to serve as an occupational volunteer or a programmatic volunteer leader.
- b. The information gathered will serve for any volunteer assignment within ODOC. (2-CO-1G-05)
- c. A new records check may be run upon any volunteer at any time. Indication of recent criminal activity may be grounds for termination of volunteer status.
- d. A records check is not required for current employees. A previous employee’s work history will be reviewed to ensure the employee was in good standing at the time of separation from service.
- e. Any applicant on the visitor restriction database will be denied.

3. Screening and Selection (2-CO-1G-04, 4-APPFS-1C-04)

- a. Agency Approval

Agency Volunteer Services will review all volunteer applications. Applications will be approved or denied based on the criteria set forth in this procedure. Applicants not approved will be provided with a written notice that they were not approved and the reason for the denial.

b. Facility/Unit Appointment

Volunteer information, including criminal history and inmate non-association if any, will be provided to the facility or office prior to the volunteer being added to the master volunteer list. The facility head or his/her designee may determine if the volunteer is suitable to serve at that location. If the volunteer is deemed by the facility head as unsuitable, documentation will be provided explaining the reason for this determination to the Agency Volunteer Coordinator.

4. Restrictions

- a. All volunteers must be a minimum of 18 years of age.
- b. All volunteers must be U.S. citizens or legal aliens. Legal aliens must describe their status and include passport information on their application. All such applications will be reviewed by the director of Program Services.
- c. Any volunteer charged with a felony will be immediately suspended. A volunteer charged with a felony must notify Agency Volunteer Services within 24 hours and surrender their volunteer ID. The volunteer may be reinstated and the ID reissued upon disposition of the charges.
- d. Volunteers who desire to be placed on an inmate's visiting list may do so in accordance with [OP-030118](#) entitled "Visitation."
- e. Any applicant who is a current or previous employee of the ODOC and is under investigation or has resigned during an investigation will be denied.

5. Ex-inmates/offenders Serving as Volunteers

Ex-inmates/offenders who have made positive rehabilitative changes in their life and have successfully transitioned back into society can make important contributions to volunteer led activities and programs by providing positive role models to those incarcerated and offering insight for those who are trying to make similar changes in their life.

- a. Ex-inmates/offenders may apply to serve as volunteers under the following conditions:
- (1) A minimum of 18 months following release from a facility.
 - (2) A probationer or parolee may serve as a volunteer after completion of supervision or according to the time frame established above, and upon the recommendation of the supervising probation and parole officer, with the approval from the director of Probation and Parole Services and the regional director responsible for the facility where the volunteer will serve.
 - (3) Agency Volunteer Services will check OMS for non-associations any ex-inmate/offender applying to become a volunteer might have with an inmate or staff. This information will be taken into account when determining appropriate locations for volunteer service. The ex-inmates/offender cannot serve at the facility where the non-association exists. Agency Volunteer Services will also review misconduct history if the ex-inmate/offender has discharged within the last three years.
 - (4) Prior approval of the facility head is required before ex-inmates/offenders serve as a volunteer at a facility they were incarcerated in before their release. Denial will not be based solely on the fact that the volunteer is an ex-inmate/offender.
 - (5) The volunteer services coordinator will review all ex-inmate/offender applicants.
 - (a) Any applicant required to register as a sex offender will be denied.
- b. In approving ex-inmates/offenders for volunteer service, ODOC has two primary areas of concern:
- (1) The safety and security of the facilities, the staff, the inmates/offenders and volunteers who serve there; and
 - (2) The continued success of ex-inmates/offenders who desire to serve as volunteers.

- c. All applicants for volunteer service that have been convicted of a felony will be required to provide two written character references.
 - (1) The references are to be provided on [Attachment H](#) by non-family members who can attest to the individual's positive lifestyle. One reference must be from the volunteer program leader.
 - (2) Those with drug convictions must have references attesting to their drug free lifestyle.
 - (3) The applicant may be interviewed by a staff member who has been trained in the interview process. The interview, if required, will be arranged by the volunteer services coordinator.
 - d. Information gathered from the background check, references and interview process will be used to determine whether the volunteer application is to be approved and, if approved, where it would be appropriate for the volunteer to serve.
 - e. All ex-inmates/offenders currently serving as an approved volunteer will continue in that status, unless removed for cause, in accordance with this procedure.
- F. Volunteer Training and Orientation-(2-CO-1G-07, 4-4119, 4-ACRS-7F-09, 4-APPFS-1C-06)

Volunteers will complete agency volunteer training in order to learn the rules of conduct of employees and volunteers prior to any assignment. The training will cover the history of the agency, agency policies and procedures, an overview of volunteer services, safety issues and a review of the needs, attitudes, and life-styles of the inmate population.

- 1. Volunteer services staff will ensure all volunteers complete the statewide general training utilizing the "Volunteer Training Lesson Plan", except those approved by the agency volunteer coordinator to utilize the alternative training program.
 - a. Volunteer training will be accordance with [Attachment C](#) entitled "Documentation of Volunteer Training" (attached).
 - b. Attendance will be documented on the "Documentation of Volunteer Training" form ([Attachment C](#)).
 - c. All volunteers will complete the training prior to being given an assignment at any facility.

2. Alternative Volunteer Training Program

The Alternative Volunteer Training Program consists of an independent study CD which contains various training courses. Training courses will be selected by the volunteer's supervisor and completion of the training will be documented by the supervisor in writing, including a list of the courses completed by the volunteer and the date completed. The following volunteers may be eligible for an alternative volunteer training program:

- a. Student interns.
 - b. Non-inmate contact volunteers.
 - c. Employees and former employees.
3. All volunteers must agree in writing that they will abide by all agency procedures, particularly those relating to security, confidentiality, and the rules of conduct by completing a "Memorandum of Understanding and Confidentiality Statement" ([Attachment B](#), attached). (2-CO-1G-08, 4-4120, 4-4391, 4-APPFS-1C-07)
4. Position supervisors will ensure all volunteers receive a facility specific orientation to ensure the volunteer is given the proper rules regarding authorized areas and emergency instructions as needed.
- a. Supervisors will ensure the volunteer is given specific training needed to perform their jobs in a safe and professional manner.
 - b. Facility orientations for programmatic volunteers may be performed by volunteer program leaders if approved by the local volunteer coordinator.
5. Local volunteer coordinators will ensure that each volunteer will receive appropriate annual in-service training and policy updates. (2-CO-1G-04, 4-4014)
6. Facility Orientation
- If the volunteer will perform services in more than one ODOC location, it is necessary to receive the facility specific orientation for every facility at which they are volunteering. Facility orientations for programmatic volunteers may be performed by volunteer program leaders if approved by the local volunteer coordinator.

At a minimum, the following topics will be addressed during facility orientation:

- a. Facility overview;
- b. Local procedures (e.g., count, emergency procedures);
- c. Check in/out process/searches;
- d. Facility key/tool control procedures; and
- e. Facility process for reporting incidents.

7. Renewal Training

Volunteers must renew their volunteer status every two years. Renewal training is required as part of that process. This training will cover the following material:

- a. "Volunteer Code of Conduct and Rules for Volunteer Service" ([Attachment A](#));
- b. "Oklahoma Prison Rape Elimination Act (PREA)" ([OP-030601](#));
- c. Policy updates; and
- d. Inmate programs.

8. Growth and Development of Volunteers

Opportunities for personal growth and development will be encouraged by the facility/unit head.

G. Volunteer Identification

1. A photo identification card will be provided as outlined in [OP-040112](#) entitled "Employee and Visitor Identification." All volunteers will be provided two identification cards. The identification card will specify "Volunteer" and indicate the type of volunteer service provided in accordance with this procedure, (e.g., occupational, programmatic, programmatic volunteer leader, faith group liaison or student intern).
 - a. The ID will serve as a volunteer identification card for all ODOC facilities. (2-CO-1G-06, 4-4117, 4-ACRS-7F-10)
 - b. Volunteers will report to the local volunteer coordinator and the Agency Volunteer Services office any loss of their identification card in accordance with [OP-040112](#) entitled "Employee and Visitor Identification."

2. Volunteers may be permitted into a facility with valid picture identification. If the volunteer forgot or lost the ODOC photo identification card, and the current master volunteer list confirms their status as an approved volunteer, they may be allowed entrance.

H. Renewal of Volunteer Status

All volunteers are must have their volunteer status renewed every two years. Agency Volunteer Services will track volunteer status and notify volunteers when they approach the renewal date. The following is required for renewal:

1. A new criminal record check.
2. Completion of the current volunteer training or, based on the type of volunteer service as indicated in Section II. F. item 2. of this procedure, the alternative volunteer training program.
3. Issue of a new volunteer ID.

I. Program /Activity Approval

In order for inmates to receive achievement credits for any program, including those to be delivered by volunteers, such programs will be approved by the director of Program Services in accordance with [OP-090101](#) entitled "Standards for Inmate Programs." All other activities will be approved by the facility/unit head or designee. A list of programs approved for achievement credits is located in [OP-090101, Attachment C](#) entitled "Approved Achievement Credits/Program Participation Points."

J. Conflict Resolution

In the course of volunteer service, conflicts may arise that can have an impact on individual performance or agency/unit operations. Whenever an issue concerning a volunteer does arise, the volunteer may take the following action:

- a. Discuss the issue with or submit a letter describing the issue to the assigned supervisor and/or the local volunteer coordinator.
- b. If a resolution is not reached, a meeting to discuss the issue will then be scheduled with the facility head or their designee and the agency volunteer services coordinator.

K. Supervisory Responsibility

1. Facility staff will be assigned supervisory responsibility for all volunteers. This includes approving working hours, assigning duties, and ensuring appropriate training requirements are met. This supervisory responsibility will be reflected in the employee's performance appraisal. (2-CO-1G-03, 2-CO-1G-04, 4-APPFS-1C-04)
2. Volunteers must maintain a professional relationship with inmates at all times. Inappropriate relationships will be cause for removal of the volunteer from volunteer status. Sexual misconduct or any other violation that suggests criminal activity by volunteers will result in information being forwarded to local jurisdiction for charges to be filed.
3. Volunteers are responsible for reporting any personal arrests or convictions, or if a family member/close friend becomes incarcerated at a facility at which they volunteer, to the local volunteer coordinator at the facility(s) where they serve.
4. Policy or Rule Violations by Volunteers
 - a. In the event a volunteer is believed to have violated the Volunteer Code of Conduct or Rules for Volunteer Service, the facility/unit head or their designee may temporarily suspend the volunteer's activities at their facility while further information about the incident is gathered. The facility chaplain/volunteer coordinator will notify the agency volunteer coordinator of the incident and submit a "Volunteer Alert Form" ([Attachment F](#), attached).
 - b. The agency volunteer coordinator will provide the volunteer written notification of the suspension.
 - c. The agency volunteer coordinator will oversee the review of the incident in coordination with the facility head.
 - d. The agency volunteer coordinator will forward the review to the director of Program Services. If warranted, the director of Program Services will request an investigation by the director of Fugitive Apprehension and Investigations.

- e. Upon completion of the review, the agency volunteer coordinator will work with the facility head, the director of Program Services, and the director of Population, Programs and Strategic Planning to determine appropriate disciplinary measures and/or possible reinstatement of the volunteer. If an agreement on the appropriate action cannot be reached, the issue will be forwarded to the director of Population, Programs and Strategic Planning for a decision. Potential actions include:
 - (1) Requiring volunteer to go through volunteer training again;
 - (2) Limited time suspension at a local facility;
 - (3) Limited time suspension agency wide; and
 - (4) Revocation of volunteer status. Any volunteer whose status is revoked at one facility will be revoked agency wide.
- f. The agency volunteer coordinator will notify the volunteer in writing on the outcome of the review, any disciplinary measures taken and/or reinstatement.

L. Special Guests

1. Outside guests, to include ex-inmates/offenders, may attend volunteer led activities if their attendance is intended to assist with the activity or to provide an opportunity for prospective volunteers to determine their interest in becoming a volunteer.
2. Process for Requesting Special Guests

The volunteer program leader will submit the request for all special guests to the local volunteer coordinator. All requests should be submitted at least 30 days in advance.

- a. The facility will conduct an NCIC criminal records check and if the special guest is an ex-inmate/offender, an inmate non-association check will also be conducted.
- b. Facilities unable to conduct records checks will forward the request to Agency Volunteer Services for the records check.
- c. Upon receiving the records check information, the facility head or his/her designee will approve or deny the request. If the facility/unit denies the request, the information will be forwarded to Agency Volunteer Services regarding the

nature of the request and the reason for the denial.

- d. A record of all denials will be maintained by Agency Volunteer Services in a centralized data base.

3. Supervision

All special guests must be under the direct supervision of an approved ODOC volunteer program leader or a staff member at all times while on the facility grounds.

M. Special Events

Special events serve an important programmatic purpose. These events allow inmates to participate in appropriate pro-social events where proper modeling of social behavior can occur. Each facility/unit head must determine the ability of the facility to allow for special events based on security, staffing, space availability, and the needs of the facility. If there is an event requiring arrangements other than those commonly conducted, the guidelines below will be followed:

1. Approval Process

- a. Volunteers wishing to bring a special event into a facility must submit a "Special Event Proposal" form ([Attachment E](#)) to the local volunteer coordinator at least 90 days in advance.
- b. The local volunteer coordinator/chaplain will forward the request, with a recommendation, to the facility head within one week of receipt of the proposal.
- c. The facility head will review the "Special Event Proposal." If the special event meets one of the criteria listed below in item d., the facility head will forward the "Special Event Proposal" to the appropriate regional director with their recommendation at least 60 days prior to the event. If the special event does not meet one of the criteria in item d. below, the facility head will approve or deny the request at least 60 days prior to the event.
- d. Special events involving one of the following criteria will require additional approval by the appropriate regional director:
 - (1) Events that involve athletic competition with inmates;
 - (2) Events that request vehicles to be inside the facility during the event; or

- (3) Events that will create staff overtime or some other financial burden for the agency.
- e. Regional Director Review and Approval
- (1) “Special Event Proposals” that meet one or more of the criteria in Section II. M. 1. item d. above will be forwarded to the appropriate regional director with the facility head recommendation at least 60 days prior to the event. The facility will notify those that submitted the “Special Event Proposal” that the proposal has been forwarded.
 - (2) The appropriate regional director will approve or deny the “Special Event Proposal” at least 30 days prior to the event. If no decision is made within that time frame, the proposal will be considered approved or denied based on the recommendation of the facility head.

2. Food Donations for Special Events

Volunteer groups will be allowed to bring food into correctional facilities under the following conditions:

- a. The food must be pre-packed or professionally prepared under the supervision of someone with a food handler’s license. The food handler’s license must be submitted with the “Special Event Proposal” form ([Attachment E](#)). Volunteers will be responsible to deliver and serve the food at the facility in an appropriate time frame and manner.
- b. All requests for use of food will be listed on the “Special Event Proposal” form ([Attachment E](#)).

III. Monitoring Volunteer Services

A. Record Keeping

1. Volunteer Master File

Agency Volunteer Services staff will maintain a master file on all volunteers.

- a. Information on the selection process, documentation of orientation/training, and any other documents pertinent to services provided will be included in the file (e.g., certificates, licenses).

- b. The master files will be retained for three years after the volunteer becomes inactive.

2. Supervision File

The supervisor of the volunteer will maintain a supervision file that will include contact information, position descriptions, administrative actions, and any other pertinent information. Monthly reports will be turned into the appropriate local volunteer coordinator for data reporting procedures.

3. Volunteer Database

Agency Volunteer Services staff will ensure that a database of approved volunteers and the necessary information is maintained and that every facility has access to the approved volunteer roster.

B. Evaluation

The following tools will be used to provide data to measure the impact of volunteers on the organization and to evaluate volunteer services in the agency; including cost benefits, impact to the public, and effect on employees and inmates. The agency volunteer coordinator will provide assistance and training to the local volunteer coordinator to ensure reports are completed properly and appropriate data is used.(4-4018)

1. Monthly Volunteer Services Report

The local volunteer coordinator will compile the monthly volunteer report utilizing the "Volunteer Services/Religious Services Monthly Report" ([Attachment D](#), attached). The report will be submitted to the agency chaplain/volunteer services coordinator no later than the fifth working day of each month.

2. Volunteer Program Reports

Selected volunteer led programs will report inmate participation and completion on a monthly basis. This data will be used to evaluate the effect of the program on the inmate.

3. Volunteer Feedback and Survey

The ODOC welcomes feedback from volunteers. Volunteers may provide feedback at any time to the local volunteer coordinator or to the agency volunteer coordinator.

4. Volunteer Evaluations (4-4122)

Local volunteer coordinators will evaluate volunteer programs and activities annually using the “Volunteer Program/Activity Evaluation Form” ([Attachment G](#), attached). The purpose of this evaluation is to enhance the effectiveness of volunteer led programs, services or activities. The evaluations will also be used to assess the best use of space and time available for volunteer activities.

5. Exit Survey

Volunteers who leave the agency in good standing will be offered the opportunity to complete an exit survey. Agency Volunteer Services will use the exit surveys to identify areas that need improvement. Data from the surveys will be reported to local volunteer coordinators and upper managers on a quarterly basis so that areas identified for improvement can be addressed.

IV. Recognition of Volunteer Services

It is essential that citizen volunteers receive recognition for the services they provide. The agency and its units will make every effort to provide opportunities to show appreciation (e.g., awards, banquets, letters of appreciation, etc.) and include volunteers in agency recognition activities. However, it is understood that the true meaning of recognition of volunteer services is to create favorable conditions for programs year round.

A. Agency Volunteer Awards

The agency will annually recognize a Volunteer of the Year and a Volunteer Organization of the Year. These awards will recognize the service and accomplishments of an individual volunteer and a volunteer organization for the past year.

1. Award Selection Process

The timeline for the award process will be the same as that established by the director of Human Resources for employee awards.

- a. The agency volunteer coordinator will be responsible for notifying local volunteer coordinators and facility/unit heads of the time periods for submission of nominations.
- b. Each local volunteer coordinator will nominate a Volunteer of the Year and Volunteer Organization of the Year for their facility or unit using the “Volunteer or Volunteer Organization of the Year Nomination” Form ([Attachment I](#), attached).
- c. The facility head will review the nomination and submit it to their respective regional director/director .

- d. The regional directors will review the nominations and select a Volunteer of the Year and Volunteer Organization of the Year for their region. Those selections will be forwarded to the agency volunteer coordinator.
- e. The agency volunteer coordinator will review the nominations and make a recommendation to the director of Program Services for Agency Volunteer of the Year and Agency Volunteer Organization of the Year.
- f. The director of Program Services will forward the nominations of each division to the director of Population, Programs and Strategic Planning.
- g. The director of Population, Programs and Strategic Planning will present the nominations to the director and senior staff, who will select a Volunteer of the Year and Volunteer Organization of the Year.
- h. Following approval of the director and the senior staff, the agency volunteer coordinator will notify the award recipients.

2. Recognition

Agency Volunteer of the Year and Volunteer Organization of the Year recipients will be recognized at the annual employee awards event.

V. Liability

- A. While performing duties at the direction of the agency, volunteers are considered employees for the purposes of the Governmental Tort Claims Act and are entitled to the privileges and immunities conveyed therein. (4-APPFS-1C-08)
- B. Volunteers, whose services are offered and received by the agency without any compensation, are not covered under the Workers' Compensation Act.
- C. All volunteers are subject to the "Volunteer Code of Conduct/Rules for Volunteer Service" ([Attachment A](#)) and [OP-030601](#) entitled "Oklahoma Prison Rape Elimination Act" (PREA) while performing volunteer services under the authority and direction of the agency.
- D. All local policies and procedures pertinent to an assignment will be available to the volunteer by the local volunteer coordinator.

VI. Inclusion of Volunteers in Agency Policy

The agency volunteer services coordinator will establish an advisory council to provide input on volunteer policy, services and programs. Volunteers will be given the opportunity, through the advisory council, to contribute suggestions regarding the establishment and revisions of policies and procedures for the volunteer services within the agency. (2-CO-1G-09, 4-4011, 4-4122)

VII. Program Review

The agency will review and evaluate the volunteer services program at least annually. (2-CO-1G-10, 4-4011)

VIII. References

Policy Statement No. P-100100 entitled "Training and Staff Development Standards "

OP-030118 entitled "Visitation"

OP-030601 entitled "Oklahoma Prison Rape Elimination Act"

OP-040112 entitled "Employee and Visitor Identification"

OP-090101 entitled "Standards for Inmate Programs"

OP-110210 entitled "Employee Background Investigations and Post Conditional Offer of Employment Testing"

OP-110305 entitled "Overtime Pay and Compensatory Time"

OP-120301 entitled "Travel Reimbursement Procedures"

OP-120401 entitled "Fleet Management"

51 O.S. § 154, 155, and 162

IX. Action

The director of Program Services is responsible for compliance with this procedure.

The director of Population, Programs and Strategic Planning is responsible for the annual review and revisions.

Any exceptions to this procedure will require prior written approval from the agency director.

This procedure is effective as indicated.

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Replaced: Operations Memorandum No. OP-090211 entitled "Volunteer Services" dated January 19, 2017

Distribution: Policy and Operations Manual
Agency Website

<u>Referenced Forms</u>	<u>Title</u>	<u>Location</u>
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DOC 090211A	“Authorization to Release Information”	Attached
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DOC 090211B	“Oklahoma Department of Corrections Request for Record”	Attached
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<u>Attachments</u>	<u>Title</u>	<u>Location</u>
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Attachment C	“Approved Achievement Credits/Program Participation Points”	OP-090101
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Attachment A	“Volunteer Code of Conduct/Rules for Volunteer Service”	Attached
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Attachment B	“Memorandum of Understanding and Confidentiality Statement”	Attached
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Attachment C	“Documentation of Volunteer Training”	Attached
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Attachment D	“Volunteer Services/Religious Services Monthly Report”	Attached
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Attachment E	“Special Event Proposal”	Attached
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Attachment F	“Volunteer Alert Form”	Attached
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Attachment G	“Volunteer Program/Activity Evaluation Form”	Attached
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Attachment H	“Volunteer Application Reference Form”	Attached
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Attachment I	“Volunteer or Volunteer Organization of the Year Nomination Form”	Attached
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