



Virginia Department of Corrections

Community, Media, and Other Agency Relations

Operating Procedure 027.1

Volunteer and Internship Programs

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REVIEW

The Content Owner will review this operating procedure annually and re-write it no later than three years after the effective date.

COMPLIANCE

This operating procedure applies to all units operated by the Virginia Department of Corrections. Practices and procedures must comply with applicable State and Federal laws and regulations, ACA standards, PREA standards, and DOC directives and operating procedures.

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DEFINITIONS

Department Internship Coordinator - The DOC headquarters administrative representative who provides oversight for all internship programs throughout the DOC and is responsible for coordinating intern recruitment, screening, training, and orientation

Ex-offender - An individual previously under the control and supervision of the Virginia Department of Corrections, or a corrections agency in another state

Immediate Family - Offenders' parents, step parents, grandparents, lawful spouse, biological, step or legally adopted children, and biological, half, step, or legally adopted siblings, appeals regarding an individual's status as immediate family will be decided by the Facility Unit Head

Intern - A student or trainee who works, frequently without pay, at a trade or occupation in order to gain work experience; interns receiving compensation from the DOC are considered employees and will be managed in accordance with their employment status. Examples of internships:

- **Student Internship** - A student (intern or extern) participating in a practicum to receive academic credit for a specific educational course generally at no cost to the DOC
- **Apprenticeship** - An individual working with a mentor to gain practical experience to qualify for certification in a skilled trade; may be a paid employee
- **Fellowship** - A student participating in an internship program generally related to their course of study; usually longer term than a student intern and may include a stipend paid to the fellow
- **Personal Interest Internship** - An individual, generally possessing the academic qualifications for employment, entering the work place of their own volition without pay to gain knowledge and experience related to a possible career in the DOC

News Media - A media organization whose primary objective is to collect and report a wide range of news-related content for a newspaper, magazine, news website, news service, or radio and television news; to be considered a news organization, the publication's primary purpose and content must not be about a specific offender.

Non-Sensitive Position - A sensitivity designation of a position that has low potential for damage to agency security; a non-sensitive position is one where the individual does not have supervision and control authority over offenders, client population, or access to restricted information. This may also be any other position so designated by the DOC Director.

Offender - An inmate, probationer, parolee, or post release supervisee or other person placed under the supervision (conditional release) or investigation of the Department of Corrections

Organizational Unit - A DOC unit, such as a correctional facility, regional office, probation and parole office, Virginia Correctional Enterprises (VCE), Academy for Staff Development, Corrections Construction Unit, Agribusiness Unit, and individual headquarters units e.g., Human Resources, Offender Management, Internal Audit

Organizational Unit Head - The person occupying the highest position in a DOC Organizational Unit

Prison Rape Elimination Act (PREA) - Federal law (34 U.S.C. Chapter 303, *Prison Rape Elimination*) and regulatory standards (28 CFR Part 115, *Prison Rape Elimination Act National Standards*) proscribing background checks, training, reporting, and response requirements designed to eliminate sexual abuse and sexual harassment of incarcerated offenders

Program Visitor - An individual who provides a one-time, on call, or single task voluntary service; this individual may provide an individual volunteer service or may be part of a volunteer group, and should have no more than limited, controlled contact with offenders under close direct supervision of a corrections employee or an approved Volunteer. Volunteers who provide off site services (without offender contact) are included in this group. This individual typically should not volunteer more than once per quarter, e.g., guest speakers, sports teams, entertainment, special classes, etc. This individual is not required to have volunteer training, a background investigation, or a DOC volunteer I.D.

Sensitive Position - A sensitivity designation of a position that has elevated potential for damage to agency security or could have a materially adverse effect on the DOC; a sensitive position is one where the individual

has supervision and control authority over offenders, client population, or access to restricted information including access to VACORIS.

Statewide Volunteer - A volunteer who has been granted volunteer access to all DOC facilities by the Chief of Corrections Operations or designee

Statewide Volunteer Coordinator - The DOC headquarters administrative representative who provides oversight for all volunteer programs throughout the DOC and is responsible for coordinating volunteer recruitment, screening, training, orientation, and supervision of Statewide Volunteers.

Unit Internship Coordinator - The unit representative who is responsible for the management of the unit internship program; the Internship Coordinator may be a full-time or part-time employee, or the position may be filled by a volunteer or contract person. The selected individual for this position must have or receive appropriate training.

Unit Volunteer - A volunteer who has been granted access to a specific Organizational Unit by the Organizational Unit Head

Unit Volunteer Coordinator - The unit representative who is responsible for the management of the unit volunteer program; the Volunteer Coordinator may be a full-time or part-time employee, or the position may be filled by a volunteer or contract person. The selected individual for this position must have or receive appropriate training.

Volunteer - An individual who provides services to the Department without any financial gain under the supervision of a correctional employee or another volunteer designated to supervise volunteers. This individual volunteers more than once per quarter to work with offenders in a group setting or individually as approved by the DOC. Services provided can include but are not limited to conducting research with prior approval of Human Subject Research Review Committee, participating in events related to Re-entry such as job assistance, co-facilitating groups, participating in bible study, and performing clerical tasks. (§115.5)

PURPOSE

This operating procedure establishes a uniform process to govern the administration and management of the Department of Corrections (DOC) volunteer and internship programs and provides guidance for the recruitment, selection, training, terms of service, termination of service, and definition of tasks, responsibilities, and authority of volunteers and interns.

PROCEDURE

I. Volunteer and Internship Program Administration

A. Mission

1. Effective involvement of volunteers where workload or citizen interest warrants enhances communication and understanding between the community and the DOC and mobilizes human and material resources to provide a wide range of services to all DOC offenders.
2. Internship programs provide educational opportunities, increase public knowledge of DOC operations, attract and groom potential new employees, and bring increased energy and innovation to DOC units.
3. All DOC Organizational Units are authorized and encouraged to develop programs and accept the services of volunteers and to collaborate with colleges and universities to provide educational opportunities, internships, and research. (4-APPFS-3D-16)
4. This operating procedure serves as a guideline for the recruitment, selection, orientation, training, term of service, termination of service, and defines tasks, responsibilities, accountability, and authority of volunteers and interns. (4-ACRS-7D-04; 4-APPFS-1C-04; 2-CO-1G-04)
5. Consistent with DOC operating procedures, volunteers and interns may be involved in all aspects of the DOC programs including being utilized as advisors, interpreters, and similar direct service roles. (2-CO-1G-01)
6. Volunteers and interns will perform professional services only when certified or licensed to do so, or after a thorough check of background and professional education reflects competency to perform the service if certification/licensure is not required. (5-ACI-1G-04; 4-4118; 4-ACRS-7B-03)
7. Service as a volunteer, intern, extern, or fellow does not guarantee a person any consideration for employment with the DOC beyond recognition of the knowledge and experience gained through that service.
8. Interns receiving compensation from the DOC are considered employees and must be managed in accordance with their employment status.

B. Volunteer and Internship Coordinators

1. The Operations Support Manager or one or more designees will serve as either or both the Statewide Volunteer Coordinator and Department Internship Program Coordinator to manage the DOC volunteer and internship programs. (2-CO-1G-02)
2. Each Organizational Unit Head will designate one or more designees to serve as either or both the Unit Volunteer Coordinator and Unit Internship Coordinator to manage the local volunteer and internship programs and report activities to the respective Statewide/Department Coordinator.

C. Volunteer Coordinator Responsibilities (5-ACI-1G-01; 4-4115; 2-CO-1G-03)

1. The Statewide Volunteer Coordinator should:
 - a. Develop written procedures outlining the utilization and supervision of volunteers for the DOC
 - b. Coordinate DOC compliance with the *Annual Volunteer Program Needs Assessment*
 - c. Ensure that each Organizational Unit designates a Volunteer Coordinator to supervise the management of the unit's volunteer program
 - d. Coordinate volunteer recruitment, screening, training, orientation, and supervision of Statewide

Volunteers

- e. Ensure all Statewide Volunteers complete annual training requirements on the following:
 - i. On-line training *DOC-Commonly Abused Drugs* through the Virginia Learning Center (VLC)
 - ii. On-line training *DOC-Basic Gang and STG Awareness Training* through the VLC
 - iii. *IT Security Awareness Training*, when applicable
 - f. Maintain a secure record keeping system for Statewide Volunteers, reviewing files annually, and discarding inactive files after five years
 - g. Ensure a new criminal records (VCIN/ NCIC) check is completed for active volunteers every three years
 - h. Ensure Statewide Volunteers understand their respective responsibilities
 - i. Provide opportunities to encourage DOC staff awareness, education, and support of volunteer programs
 - j. Notify Organizational Units in writing of the approval and termination of Statewide Volunteers
 - k. Notify the Information Technology Unit (ITU) to disable computer access in accordance with Operating Procedure 310.2, *Information Technology Security*, when necessary
 - l. Collect the state issued identification card and any issued equipment for banned volunteers and volunteers no longer providing volunteer services
2. The Unit Volunteer Coordinator should:
- a. Develop an Implementation Memorandum to this operating procedure, if needed, outlining the management of the unit volunteer program
 - b. Coordinate volunteer recruitment, screening, training, orientation, and supervision of volunteers for the unit
 - c. Maintain a simple and secure record keeping system for volunteers and activities and reporting requested information to the Statewide Volunteer Coordinator (5-ACI-1G-03; 4-4117; 4-ACRS-7F-10; 2-CO-1G-06)
 - i. Files should be reviewed annually.
 - ii. Inactive files should be kept for five years and then discarded.
 - d. Ensure a new criminal records check (VCIN/ NCIC) is completed for active volunteers every three years
 - e. Ensure that unit volunteers and paid employees understand their respective responsibilities and relationship to each other
 - f. Ensure all unit volunteers complete annual training requirements on the following:
 - i. On-line training *DOC-Commonly Abused Drugs* through the VLC
 - ii. On-line training *DOC-Basic Gang and STG Awareness Training* through the VLC
 - iii. *IT Security Awareness Training*, when applicable
 - g. Provide opportunities to encourage unit staff awareness, education, and support of volunteer programs
 - h. Notify ITU to disable computer access in accordance with Operating Procedure 310.2, *Information Technology Security*, when necessary
 - i. Collect the state issued identification card and any issued equipment for banned volunteers and volunteers no longer providing volunteer services
 - j. Facilitate volunteer and program visitor entry into the facility
 - k. Ensure a current schedule of volunteer services is available to all offenders and is posted in appropriate areas of the facility or unit (5-ACI-1G-06; 4-4121)
- D. Internship Program Coordinator Responsibilities (2-CO-1G-03)
1. The Department Internship Program Coordinator should:
 - a. Coordinate recruitment, screening, training, orientation, and supervision of interns

- b. Ensure that each Organizational Unit designates a Unit Internship Coordinator to supervise the management of the unit's internship program
 - c. Maintain a simple and secure recordkeeping system for interns
 - d. Ensure that interns and staff understand their respective responsibilities and relationship to each other
 - e. Provide opportunities to encourage DOC staff awareness, education, and support of the internship program
2. The Unit Internship Coordinator should:
- a. Coordinate intern recruitment, screening, training, orientation, and supervision of interns for the unit
 - b. Maintain a simple and secure record keeping system for interns and reporting requested information to the Department Internship Program Coordinator.
 - i. Files should be reviewed annually.
 - ii. Inactive files should be kept for five years and then discarded.
 - c. Ensure that interns and paid employees understand their respective responsibilities and relationship to each other
 - d. Ensure all interns complete annual training requirements on the following:
 - i. On-line training *DOC-Commonly Abused Drugs* through the VLC
 - ii. On-line training *DOC-Basic Gang and STG Awareness Training* through the VLC
 - iii. *IT Security Awareness Training*, when applicable
 - iv. Additional training as required by the Organizational Unit
 - e. Provide opportunities to encourage unit staff awareness, education, and support of internship programs
 - f. Notify ITU to disable computer access in accordance with Operating Procedure 310.2, *Information Technology Security*, when necessary
 - g. Collect the state issued identification card and any issued equipment for interns who have completed their internship

II. Recruitment and Eligibility

- A. Each Organizational Unit is expected to recruit volunteers and interns from all cultural and socioeconomic segments of the community. (5-ACI-1G-02; 4-4116; 4-ACRS-7F-08; 4-APPFS-1C-05)
- B. Volunteers should be recruited through interaction with community service and faith-based organizations, educational facilities, and offender re-entry support groups.
- C. Internship Recruitment
 1. Each Organizational Unit Head or designee should contact and maintain relationships with local high schools, technical schools, colleges, and universities to inform them of internship and apprenticeship opportunities with the DOC.
 2. DOC units should participate in job fairs and career day events to recruit interns and apprentices.
 3. Internship opportunities may be advertised in *DOC Job Openings* by contacting Human Resources at 804-887-8123 or recruitment@vadoc.virginia.gov.
- D. Any individual, aged 18 or older, without regard to race, gender, religion, creed, national origin, or handicap, is eligible to have their [Application for Volunteer/Intern Services](#) 027_F2 reviewed for approval as a volunteer or intern in the DOC.
- E. Eligible volunteers/interns include, but are not limited to:
 1. Unpaid student interns without regard to credit hours received
 2. Representatives of religious groups

3. Representatives of professional/occupational groups
 4. Exempt and non-exempt DOC employees
 5. Individual citizens
 6. Researchers approved by the Human Subject Research Review Committee
 7. Individuals providing Re-entry Resources
- F. Exempt and non-exempt employees, as defined by the Fair Labor Standards Act, may volunteer/intern at their work site, but the employee's service must be in a different capacity than their salaried position. The employing Organizational Unit Head and Human Resource Officer must approve non-exempt employees volunteering in the DOC.
- G. Individuals are not eligible to volunteer/intern if they:
1. Are known relatives of an offender receiving direct services from the unit
 2. Have a close relationship with an offender housed at that unit
 3. Have visited an offender incarcerated at any DOC facility within the previous year. The Organizational Unit Head may waive this requirement on a case-by-case basis.
 4. Are suspended as a visitor at a Virginia Department of Corrections facility (Note: Unit staff should check VACORIS when determining if a potential volunteer/intern can be approved to access a facility for a volunteer/intern function or activity.)
- H. Ex-offenders and those on active parole or offenders on post-release supervision are eligible to apply for volunteer/intern status; however the *Derogatory Background Reports* process in this operating procedure will apply.
- I. Interns/Externs/Fellows
1. Student interns/externs must be currently enrolled in an internship/externship/fellowship program with their high school, college, or university. (4-APPFS-3D-16)
 - a. Student internships/externships/fellowships with the DOC are open to students of all majors with a preference to those who are seeking a degree in the Administration of Justice, a similar Criminal Justice program, or qualification for hard to fill positions.
 - b. All requests for internships/externships/fellowships must include a letter of recommendation or signed Memorandum of Agreement from the applicant's school faculty advisor setting forth the guidelines for the internship course e.g., hours needed, student progress evaluations, etc.
 - c. The Unit Internship Coordinator will review each request and ensure that the applicant meets all criteria for participation in the Student Internship Program.
 - d. The criteria will be developed by the work unit and reviewed with the Department Internship Program Coordinator prior to establishing an internship/externship/fellowship.
 - e. The Organizational Unit Head or designee will review the student's written request, faculty recommendation, guidance document, [Application for Volunteer/Intern Services](#) 027_F2, and background investigation for approval.
 - f. Approved interns/externs/fellows will be assigned a unit employee who will be responsible for supervising, mentoring, and completing all required documentation related to the student's internship. The unit employee will:
 - i. Coordinate the intern's application, fingerprinting, and orientation process with the Unit Internship Coordinator
 - ii. Develop a work schedule in conjunction with the intern to satisfy the student's required intern hours
 - iii. Assign and monitor tasks relevant to the learning experience as needed by the unit
 - iv. Complete all required assessments and evaluations related to the intern's progress and completion of the program

2. Supervising unit staff will ensure that any requirements for record keeping and specific credentials/qualifications required for supervisors are satisfied as needed for apprenticeships and certain student internships, externships, and fellowships.
3. Prospective interns who apply directly to the Department Internship Program Coordinator will be assigned to a work unit on a first-come, first-served basis.
4. Prospective interns will be personally interviewed by unit employees to ensure open lines of communication and appropriate assessment of intern resources.
5. Personal interest interns are subject to the same application, interview, screening, and background investigation requirements as a student intern.

J. Volunteer/Intern Screening and Background Investigations

1. Prospective volunteers/interns must agree, in writing, to a background investigation; see Operating Procedure 102.3, *Background Investigation Program*.
2. The Unit Volunteer Coordinator or Unit Internship Coordinator must ensure that a background investigation and drug test of each applicant is conducted prior to the beginning of the volunteer or internship service.
3. Organizational Unit Heads will approve volunteers/interns based on the following minimum criminal background checks. (2-CO-1G-05)
 - a. Prospective volunteers/interns applying to work in a non-sensitive position will undergo a limited background investigation to include VCIN and VACORIS Visitor Module checks. The background investigation reports will be forwarded to the Background Investigations Unit in accordance with Operating Procedure 102.3, *Background Investigation Program*.
 - b. Prospective volunteers/interns applying to work in a sensitive position including access to DOC IT resources and VACORIS must have a full background investigation in accordance with Operating Procedure 102.3, *Background Investigation Program*. Based on a limited background investigation, the Organizational Unit Head may grant preliminary approval for volunteers/interns to serve in sensitive positions pending completion of the full background investigation.
 - c. Background investigations for volunteers/interns (sensitive and non-sensitive positions) with Probation and Parole may be performed by the P&P Office with copies of resulting reports forwarded to the Background Investigations Unit Supervisor for recording and retention.
4. A criminal background investigation is not required for Program Visitors. A criminal records check (VCIN/ NCIC) and VACORIS Visitor Module check should be conducted.
5. If a volunteer/intern has been actively volunteering/interning for another Organizational Unit of the DOC within the past six months, it is acceptable to request the individual's background information from the Background Investigations Unit in lieu of a complete new background investigation. In such a case, the volunteer should agree, in writing, to such an arrangement. The following should be taken into consideration.)
 - a. Dissemination of background information is authorized to DOC employees only and must be for the express purpose of screening or review of volunteer/intern service. The sole objective of a criminal background review is to determine if past criminal conduct of an individual is incompatible with the nature of the volunteer service or internship. The Unit Volunteer Coordinator or Unit Internship Coordinator and the Organizational Unit Head, as appropriate, will accomplish this review.
 - i. A new criminal records check (VCIN/ NCIC) may be conducted on a volunteer/intern at any time and is required every three years at a minimum. Indication of recent criminal activity may be grounds for termination of volunteer/intern status.
 - ii. A volunteer/intern must report any personal arrests or convictions to the Unit Volunteer Coordinator or Unit Internship Coordinator.
 - b. Provisions to ensure security and confidentiality of volunteer/intern data should be made in accordance with DOC operating procedures and state law.

- c. Individuals requesting a copy of their own criminal history record information should do so in accordance with the *Virginia Freedom of Information Act* (COV §2.2-3700 et seq.) and Operating Procedure 025.1, *Public Access to DOC Public Records*.
 - d. No employee of the DOC will confirm the existence or non-existence of criminal history record information for volunteers/interns, except as provided for by law.
6. Derogatory Background Reports
- a. When a volunteer/intern background report reveals derogatory information e.g., felony conviction, extensive misdemeanor record, etc., the Organizational Unit Head will evaluate the information to consider the potential impact on public safety.
 - b. If the Organizational Unit Head believes that public safety would not be impacted, the volunteer's/intern's application, background report, and a recommendation to approve should be forwarded to the Regional Operations Chief for final disposition.
 - c. If the Organizational Unit Head believes that public safety would be impacted, they should deny the volunteer's/intern's application for one year, at which time the volunteer/intern may reapply.
 - d. If an Organizational Unit Head approves an ex-offender or active parolee, the Regional Operations Chief must also review the action for approval. In addition, an active parolee or an offender on post-release supervision must also have the written permission of the Chief P&P Officer of the supervising P&P Office.
 - e. Prior to volunteer/intern service, the Regional Operations Chief must approve all volunteer/intern applicants who have prior felony convictions, or who have served sentences in a jail or prison.

K. Statewide Volunteers

1. Unit Volunteers may apply for Statewide Volunteer status after serving as a volunteer within the DOC for a period of one year.
 - a. Applicants will complete the [Application for Volunteer/Intern Services](#) 027_F2 indicating Statewide Volunteer status and submit it to the Statewide Volunteer Coordinator.
 - b. A volunteer with less than one year of service may be granted statewide volunteer status on a case-by-case basis.
 - c. The Chief of Corrections Operations or designee will approve all Statewide Volunteers.
2. Each Statewide Volunteer must be approved in connection with a statewide program or service e.g., Alcoholics Anonymous, AIDS education, etc.
3. A Statewide Volunteer will only have access to offenders during the activity within which the volunteer status was approved and will not be allowed access via their Statewide Volunteer status to interact with offenders for other reasons.
4. The Statewide Volunteer Coordinator may grant individuals statewide volunteer status with limited facility access for the following:
 - a. Research - An individual conducting research with a recommendation from the Human Subject Research Review Committee; access will be limited to one year following the approval to conduct research, unless otherwise approved the Human Subject Research Review Committee.
 - b. Re-entry Resources - An individual who serves at designated facilities to participate in events related to Re-entry.
 - i. Statewide Volunteers providing re-entry resources must be coordinated and supervised by the Offender Workforce Development Specialist or Cognitive Community staff for all re-entry activities to include but not limited to:
 - (a) Re-entry fairs
 - (b) Mock interviews
 - (c) Topical seminars
 - (d) Returning citizen's re-entry panels
 - ii. A Statewide Volunteer providing re-entry resources will be issued a pink ID card labeled

Statewide Resource Volunteer.

III. Orientation and Training

- A. All new statewide and unit volunteers and all interns must be personally interviewed by employees to ensure open lines of communication and appropriate assessment of volunteer resources.
- B. Volunteer processing (application, finger printing, orientation, etc.) should be done in one day to avoid multiple trips to the facility. Volunteer clearances will be accomplished within 30 days of when the citizen applied to be a volunteer.
- C. Each volunteer/intern must complete or provide the following documents:
1. [Application for Volunteer/Intern Services](#) 027_F2
 2. [Volunteer/Intern Agreement](#) 027_F4
 3. [Volunteer/Intern Data Sheet](#) 027_F5
 4. [Volunteer/Intern Orientation Checklist](#) 027_F8
 5. [Background Investigation Questionnaire](#) 102_F2 (Sensitive Positions, only)
 6. [Request for Background Investigation](#) 102_F6 (Not needed for P&P)
 7. [Authority for Release of Information](#) 102_F7
 8. [Confidential Summary Background Investigation Report](#) 102_F10 (P&P, only)
 9. Copy of Driver's License or other government issued picture identification
 10. Copy of License or Certification (If applicable)
 11. Fingerprint Cards (if applicable) or provide Livescan TCN number
- D. The Statewide and Unit Volunteer Coordinator or the Department and Unit Internship Coordinator, as applicable, will ensure that all volunteers/interns who have contact with offenders have been trained on their responsibilities under the DOC sexual abuse and sexual harassment prevention, detection, and response policies and procedures. (§115.32[a], §115.232[a])
1. The level and type of training provided to volunteers/interns will be based on the services they provide and level of contact they have with offenders. (§115.32[b], §115.232[b])
 2. All volunteers/interns who have contact with offenders must be notified of the DOC's zero-tolerance policy regarding sexual abuse and sexual harassment and informed how to report such incidents. (§115.32[b], §115.232[b])
 3. Receipt and understanding of these materials will be documented by the volunteer's/intern's signature on the [Volunteer/Intern Agreement](#) 027_F4 and on the *Prison Rape Elimination Act (PREA) Training Acknowledgement* attachment to Operating Procedure 038.3, *Prison Rape Elimination Act (PREA)*. (§115.32[c], §115.232[c])
 4. Program visitors will be provided *A Guide to Maintaining Appropriate Boundaries with Offenders* as notification of the DOC's zero-tolerance policy regarding sexual abuse and sexual harassment and information on how to report such incidents; see Operating Procedure 038.3, *Prison Rape Elimination Act (PREA)*. Receipt should be documented such as in the facility "sign-in" log.
- E. All volunteers/interns must receive documented orientation and training appropriate to their duties: (5-ACI-1G-05; 4-4119; 4-ACRS-7B-18, 4-ACRS-7F-09; 4-APPFS-1C-06; 2-CO-1G-07)
1. All Program Visitors will be provided:
 - a. [Volunteer/Intern Agreement](#) 027_F4
 - b. *A Guide to Maintaining Appropriate Boundaries with Offenders* as notification of the DOC's zero-tolerance policy regarding sexual abuse and sexual harassment and information on how to report such incidents; see Operating Procedure 038.3, *Prison Rape Elimination Act (PREA)*.

(§115.32[b], §115.232[b])

- c. Completion of orientation and training will be documented by the volunteer's signature on the [Volunteer/Intern Agreement](#) 027_F4. (§115.32[c], §115.232[c])
2. Volunteers/interns must receive orientation and training to DOC operating procedures, including but not limited to:
 - a. Operating Procedure 038.3, *Prison Rape Elimination Act (PREA)*
 - b. Operating Procedure 135.1, *Standards of Conduct*
 - c. Operating Procedure 135.2, *Rules of Conduct Governing Employees Relationships with Offenders*
 - d. Operating Procedure 135.3, *Standards of Ethics and Conflict of Interest*
 - e. Operating Procedure 135.4, *Alcohol and Other Drug Testing*
 - f. Operating Procedure 150.4, *Line of Duty Death or Injury*
 - g. Operating Procedure 310.2, *Information Technology Security*
 - h. Confidentiality of offender personal information and mandatory reporting requirements for escape, assault, or other possible danger to yourself or others (employees, community, offenders) or property
 - i. *Strategic Plan* Training to share the Department's mission and vision
 - j. The *DOC Basic Gang & Security Threat Group Awareness* training in order to increase awareness and understanding of gang and security threat groups
 - k. A briefing on security procedures, privacy laws, chain of command, basic knowledge of criminal behavior, and other related topics, as pertinent and applicable
 - l. Completion of orientation and training will be documented by the volunteer's signature on the [Volunteer/Intern Orientation Checklist](#) 027_F8. (§115.32[c], §115.232[c])

IV. Volunteer/Intern Identification (5-ACI-1G-03; 4-4117; 4-ACRS-7F-10; 2-CO-1G-06)

- A. Approved Organizational Unit Volunteers should be issued a DOC Volunteer identification card clearly marked as "Volunteer" in the Class Title section that will expire after no more than three years; see Operating Procedure 105.2, *Employee Identification Cards*.
- B. In lieu of a DOC Volunteer identification card, Organizational Units may develop a volunteer identification document to remain on file in the unit.
 1. This document should contain the Volunteer's picture, address, and telephone number with a general description of the volunteer's approved activities and times to enter the unit.
 2. Any Volunteer that has not been issued a DOC identification card must present an acceptable, valid photo identification i.e., driver's license, to enter a DOC facility.
- C. Statewide Volunteers and Statewide Resources Volunteers will be issued a pink ID card.
- D. Interns will be issued a DOC intern identification card; see Operating Procedure 105.2, *Employee Identification Cards*.
- E. Lost or stolen identification cards must be reported to the Unit Volunteer Coordinator, Unit Internship Coordinator, or Organizational Unit Head immediately.
- F. Identification cards must be returned to the Unit Volunteer Coordinator or Unit Internship Coordinator at the termination of volunteer/intern service.

V. Access to DOC Facilities and Offices

- A. All volunteers and interns entering DOC facilities will be subject to the search and contraband requirements of Operating Procedure 445.1, *Employee, Visitor, and Offender Searches*.
- B. All volunteers/interns are to abide by DOC requirements for an alcohol and drug-free workplace and may be asked to submit to appropriate substance abuse screening that may include oral or urine drug

testing, oral or Evidential Breath Test alcohol testing, or other pre-approved appropriate testing methods in accordance with Operating Procedure 135.4, *Alcohol and Other Drug Testing*.

- C. Volunteers/interns will not possess alcohol (including in their vehicles) while on the grounds of any DOC facility or Organizational Unit including but not limited to headquarters, regional offices, institutions, Community Corrections Facilities, or the Academy for Staff Development. Violations may result in termination of services and being barred from entry into the facility or Organizational Unit.
- D. Each unit must follow DOC procedures to govern volunteer/intern access to confidential information in compliance with all applicable state and federal laws, including the *Virginia Freedom of Information Act* (COV §2.2-3700 et seq.), the *Personal Information Privacy Act* (COV §59.1-442 et seq.), and the *Virginia Public Records Act* (COV §42.1-76 et seq.).
- E. The Statewide and Unit Volunteer Coordinator, as appropriate, must ensure that written documentation authorizing volunteer and program visitor entry into the facility is provided to the Corrections Officer assigned to the designated facility perimeter gate.
 - 1. When written documentation is not provided, the following designated persons must be contacted in the order listed, prior to refusing entry into the facility.
 - a. Unit Volunteer Coordinator
 - b. Facility Chaplain
 - c. Institutional Program Manager
 - d. Administrative Duty Officer
 - e. Facility Unit Head
 - f. Statewide Volunteer Coordinator (First contact for Statewide Volunteers)
 - 2. Verbal approval from any one of the designated persons is sufficient to authorize volunteer and program visitor entry.
- F. The Unit Internship Coordinator will make arrangements as needed to allow the intern to access the facility or office upon presentation of their intern identification card.

VI. Interactions with Offenders

- A. Volunteers/interns must follow the rules of conduct for DOC employees that prohibit fraternization; see Operating Procedure 135.2, *Rules of Conduct Governing Employee Relationships with Offenders*.
- B. Volunteers/interns must follow the rules and procedures governing offender correspondence; see Operating Procedure 803.1, *Offender Correspondence*, and Operating Procedure 803.2, *Incoming Publications*.
 - 1. Volunteers/interns are prohibited from sending or receiving personal mail or funds to or from an offender without the prior approval of the Facility Unit Head. Both Facility Unit Heads must approve if the transaction involves an offender from another correctional facility.
 - 2. Volunteers/interns are prohibited from purchasing publications for an offender without the prior approval of the Facility Unit Head. Both Facility Unit Heads must approve if the transaction involves an offender from another correctional facility.
 - 3. Correspondence (letters, notes, greeting cards, etc.) sent to offenders will be:
 - a. Submitted on the volunteer's organizational letterhead and contain a Post Office Box or business address. Home addresses are not allowed
 - b. Produced by a member of a volunteer organization that is recognized by the Facility Unit Head or designee as a credible and valid group that volunteers at that facility
 - c. Prohibited from including personal addresses, personal phone numbers, personal pictures, and personal items
 - d. Professional, business-like, and not manifest indications of fraternization, as determined by DOC

employees when the correspondence is opened, inspected, and read

e. Permitted to include small, inspirational religious tracts, pamphlets, or greeting cards for holidays and special occasions

4. Volunteers/interns are prohibited from sending or receiving secure messages with offenders, unless the offender is an immediate family member of the volunteer/intern and prior approval to correspond has been received from the Facility Unit Head of the volunteer's/intern's facility and the offender's facility.

C. Offenders Being Released from Incarceration

1. Volunteers may interact with offenders being released from incarceration, either in a supervised (probation/parole) or non-supervised (direct release) correctional status, to facilitate their re-entry into the community. Interactions should be professional and transitional in nature. Such activities include, but are not limited to, the following:

a. Inviting released offenders to their place of worship for services, or to substance abuse recovery meetings

b. Providing transportation, clothing

c. Assisting with housing, education, vocational training, or job placement

2. A volunteer is not permitted to interact with an offender being released from one facility to assist with transition, while serving as a volunteer at another facility.

3. A volunteer cannot act on behalf of a released offender in obtaining assistance for programs or legal affairs.

4. Any offender who is on active supervision (probation, parole, etc.) should notify their P&P Officer of their interactions with a DOC volunteer.

5. Volunteers who serve as facility volunteers and work with offenders in the community must avoid fraternization or even the appearance of impropriety. Crossing the line from professional to personal (romantic or sexual) relationships with incarcerated or released offenders or serving as a conduit for information and/or contraband between released offenders and currently incarcerated offenders will be dealt with to the full extent of DOC operating procedures and the law.

D. Volunteers and interns may only have contact with offenders through their approved duties and are not authorized to visit with offenders at the facility where they volunteer/intern or any other DOC facility. An exception may be granted with the written permission of the Organizational Unit Head where they volunteer/intern and the Facility Unit Head of the facility that houses the offender they wish to visit.

VII. Volunteer/Intern Management

A. Volunteers and interns are subject to all work policies, laws, guidelines, rules, and regulations that apply to paid employees, including confidentiality and security procedures, unless otherwise stated in this operating procedure.

B. Volunteers and unpaid interns will, as part of their voluntary service, be exempt from all provisions of law relating to state employment, hours of work, rate of compensation, leave time, and employee benefits, except those enumerated in this operating procedure.

C. Volunteers/interns must agree in writing to abide by all DOC operating procedures, particularly those relating to security, PREA, strategic planning, and confidentiality of information. (5-ACI-1G-05; 4-4119; 4-APPFS-1C-07, 4-APPFS-3C-03; 2-CO-1G-08)

D. Volunteers/interns must receive prior authorization from the DOC Director through the Director of Communications before reporting to any news media on behalf of the Department of Corrections.

1. Volunteers/interns may request authorization by submitting a [Request for Media Contact](#) 022_F2 to the Director of Communications for approval.

2. Volunteers/interns, other than those authorized by a [Request for Media Contact](#) 022_F2, who make

comments to the media, must clearly indicate they are speaking as a private citizen not in any official capacity.

- E. Volunteers/interns should be provided adequate space, supplies, training, and supervision.
- F. Volunteers/interns may have limited access to DOC Information Technology (IT) systems and VACORIS in accordance with Operating Procedure 310.2, *Information Technology Security*.
 - 1. Interns may be given access to the DOC network and/or databases under the supervision of a DOC employee, provided they have successfully completed the background investigation and drug test.
 - 2. Facility and P&P Office volunteers must have the applicable Regional Operations Chief's approval to be given access to the DOC network and/or databases.
 - 3. Non-facility and non-P&P Office volunteers must have approval from the Chief of Corrections Operations or applicable Deputy Director to be given access to the DOC network and/or databases.
 - 4. All volunteers/interns having a DOC IT system account are required to read and consent to the terms of the DOC Information Security Agreement and to complete the annual IT Security Awareness Training requirements.
 - 5. Volunteers/interns must NOT allow offenders to have access (supervised or unsupervised) to any Information Technology Resource connected to the DOC network/systems, or any resource that can access the Internet.
 - 6. Volunteers/interns must not be given access to personnel files.
 - 7. DOC has no tolerance for use of DOC Internet services and information technology (personal computers, networks, etc.) for unacceptable, inappropriate, and unauthorized purposes. If the DOC determines that a volunteer/intern has used DOC resources to visit or attempt to visit one or more pornographic, gambling, or other web sites designated by the DOC as unacceptable, inappropriate and unauthorized, the volunteer will be reported to their Organizational Unit Head for appropriate action.
- G. The work unit will provide for volunteer/intern involvement in programs by assigning duties and providing opportunities to participate in unit activities to enhance the learning opportunities. (4-APPFS-1C-03)
- H. Mentors/managers must complete periodic intern assessments to evaluate the intern's progress throughout the internship.
 - 1. The assessment may be documented on forms provided by the school for student interns.
 - 2. If an assessment form is not provided, the [Intern Assessment](#) 027_F9 should be used.
 - 3. The assessment will be signed by the intern and mentor/manager and maintained in the work unit for three years and then discarded.
- I. Interns must provide a copy of any papers or final reports to the Organizational Unit Head or Department Internship Program Coordinator for final evaluation.

VIII. Volunteer/Intern Benefits

- A. Volunteers and interns may be furnished meals without charge, provided scheduled work assignments extend over an established meal period at facilities and programs that routinely serve meals.
- B. Public recognition of volunteer service through certificates, letters of appreciation, recognition ceremonies, etc. is encouraged.
- C. Interns may participate in relevant DOC training opportunities, contingent on Academy for Staff Development approval and available resources.
- D. Unpaid interns assume all risks and agree to hold the DOC harmless for injuries received while participating in DOC internship programs. Any claims against the DOC must be handled under the

Virginia Tort Claims Act (COV §8.01-195.1 et seq.).

- E. DOC volunteers are provided incidental medical coverage through the Commonwealth's Liability plan; see [Notice of Volunteer Accident \(NOVA\) 027_F6. \(2-CO-1B-11\)](#)
1. All volunteers should be made aware of terms of this insurance coverage.
 2. Registration information should include the name of the volunteer, social security number, and date volunteer service started.
 3. This information should be kept on file at the unit; it is not necessary to send this information to the Statewide Volunteer Coordinator.
- F. Interns who may be required to drive either their personal vehicle or a state vehicle in the performance of their duties, to attend training, or for other reasons related to their service other than commuting to their assigned unit(s) are required to complete an [Authorization for On-going License/Background Checks 102_F8](#) and provide a copy of their driver's license annually in accordance with Operating Procedure 102.3, *Background Investigation Program*.
1. Subject to the prior approval of the Organizational Unit Head, interns may be reimbursed for mileage, meals, and other approved expenses in connection with the performance of duties on the same basis as paid employees; see Operating Procedure 240.1, *Travel*.
 - a. Reimbursement should be from the budget of the unit concerned. Rates or amounts of reimbursement should not exceed those provided in [COV §2.2-2823, Traveling expenses on state business; public or private transportation.](#)
 - b. No distinction is made in accounting records between expenditures for interns and those of employees.
 2. Interns may use state vehicles in the performance of official DOC business, and are subject to all rules and procedures governing use of state vehicles by paid employees. The Organizational Unit Head should review and approve vehicle use by interns in advance.

IX. Intern Complaints or Dismissal

- A. Complaints pertaining to intern service will be referred to the Unit Internship Coordinator.
1. When the Unit Internship Coordinator cannot resolve a complaint, the matter may be referred to the Organizational Unit Head for resolution.
 2. If necessary, the matter may be referred to the Department Internship Program Coordinator for final disposition.
- B. Possible grounds for intern dismissal include failure to comply with DOC procedures, federal or state laws, or unit rules. Every effort should be made to provide appropriate internship training and supervision to help avoid violations and possible termination.
1. Any intern who engages in sexual abuse will be banned, prohibited from contact with offenders, and will be reported to relevant licensing bodies and reported to law enforcement agencies, unless the activity was clearly not criminal. ([§115.77\[a\]](#), [§115.277\[a\]](#))
 2. In the event of any other violation of DOC sexual abuse or sexual harassment policies by an intern, the facility will take appropriate remedial measures and will consider prohibiting further contact with offenders. ([§115.77\[b\]](#), [§115.277\[b\]](#))
- C. The Organizational Unit Head, or designee, may ban an intern from the unit when there is a threat to the security or orderly operation of the unit, or there is questionable activity on the part of the intern.
- D. The Organizational Unit Head should notify the intern, in writing, of the reasons for the dismissal or ban.
1. A copy of the notification will be sent to the Department Internship Program Coordinator.
 2. The Organizational Unit Head must notify any cooperating organization overseeing the internship

that the intern has been dismissed or banned from the DOC.

X. Volunteer Dismissal

- A. The Organizational Unit Head, or designee, may postpone or curtail a volunteer activity, and ban a Unit Volunteer when there is a threat to the security or orderly operation of the unit, or there is questionable activity on the part of the volunteer.
- B. The Organizational Unit Head should notify the banned Unit Volunteer, in writing, of the reasons for the ban. A copy of the notification should be sent to the Statewide Volunteer Coordinator.
- C. Volunteers with statewide access may be banned by the Statewide Volunteer Coordinator when there is a threat to the security or orderly operation of the unit, or there is questionable activity on the part of the volunteer.
- D. If factors indicate the individual's performance will be acceptable in the future, a volunteer may request to be reinstated after a period of 6 months.
 1. A Unit Volunteer may request reinstatement from the applicable Organizational Unit Head.
 2. A Statewide Volunteer may request reinstatement from the Statewide Volunteer Coordinator.

XI. Conclusion of Internship

- A. Upon completion of the internship, an exit interview will be conducted by the mentor/manager.
 1. The exit interview should provide opportunity for interns to contribute suggestions regarding the establishment of policy and procedure for the internship program.
 2. A copy of the [Intern Exit Interview](#) 027_F10 will be forwarded to the Department Internship Program Coordinator and kept for three years.
- B. The intern's supervisor/mentor is responsible to:
 1. Collect the state issued identification card and any issued equipment
 2. Provide copies of all internship documentation to the Unit Internship Coordinator
 3. Notify ITU to disable information technology access in accordance with Operating Procedure 310.2, *Information Technology Security*, when necessary

XII. Recordkeeping

A. Volunteer Program Assessment

1. The Statewide Volunteer Coordinator will ensure that an *Annual Volunteer Program Needs Assessment* is conducted. Representative input from unit employees, volunteers, and offenders should include: (2-CO-1G-10)
 - a. Volunteer program strengths and weaknesses
 - b. Goals for the coming year
 - c. Assessment of previous year's goals
 - d. Duties of volunteers
 - e. Suggestions from volunteers regarding the establishment of procedure for the volunteer services program (5-ACI-1G-07; 4-4122; 2-CO-1G-09)
2. Organizational Units are required to keep track of the number of volunteers and the number of volunteer service hours provided and report this information to the Statewide Volunteer Coordinator, annually. Organizational Units are not required to compile the data for an annual report.
3. The Statewide Volunteer Coordinator or designee, or the Unit Volunteer Coordinator, as applicable, will maintain a volunteer file with the following information for each volunteer:
 - a. Volunteer name

- b. [Application for Volunteer/Intern Services](#) 027_F2
 - c. [Volunteer/Intern Agreement](#) 027_F4
 - d. [Volunteer/Intern Data Sheet](#) 027_F5 (Organizational Units)
 - e. [Notice of Volunteer Accident \(NOVA\)](#) 027_F6, when applicable
 - f. *Prison Rape Elimination Act (PREA) Training Acknowledgement*
 - g. Start date
 - h. Number of hours of volunteer service documented in the VACORIS Volunteer Module
 - i. Type of service performed
 - j. Orientation and Training Completion Documentation
4. The Department Internship Program Coordinator will maintain the following information on each intern:
- a. Intern name
 - b. [Application for Volunteer/Intern Services](#) 027_F2 or employment application for paid interns
 - c. [Volunteer/Intern Data Sheet](#) 027_F5
 - d. Memorandum of Agreement, if applicable
 - e. Start date
 - f. Number of hours of internship service
 - g. Record of work performed
5. Supervisors/mentors will ensure that intern work hours are documented in the VACORIS Volunteer Module.

REFERENCES

28 CFR Part 115, *Prison Rape Elimination Act National Standards*

34 U.S.C. Chapter 303, *Prison Rape Elimination*

[COV](#) §2.2-2823, *Traveling expenses on state business; public or private transportation*

[COV](#) §2.2-3700 et seq., *Virginia Freedom of Information Act*

[COV](#) §8.01-195.1 et seq., *Virginia Tort Claims Act*

[COV](#) §42.1-76 et seq., *Virginia Public Records Act*

[COV](#) §59.1-442 et seq., *Personal Information Privacy Act*

Operating Procedure 025.1, *Public Access to DOC Public Records*

Operating Procedure 038.3, *Prison Rape Elimination Act (PREA)*

Operating Procedure 102.3, *Background Investigation Program*

Operating Procedure 105.2, *Employee Identification Cards*

Operating Procedure 135.1, *Standards of Conduct*

Operating Procedure 135.2, *Rules of Conduct Governing Employees Relationships with Offenders*

Operating Procedure 135.3, *Standards of Ethics and Conflict of Interest*

Operating Procedure 135.4, *Alcohol and Other Drug Testing*

Operating Procedure 150.4, *Line of Duty Death or Injury*

Operating Procedure 240.1, *Travel*

Operating Procedure 310.2, *Information Technology Security*

Operating Procedure 445.1, *Employee, Visitor, and Offender Searches*

Operating Procedure 803.1, *Offender Correspondence*

Operating Procedure 803.2, *Incoming Publications*

ATTACHMENTS

None

FORM CITATIONS

[Request for Media Contact](#) 022_F2

[Application for Volunteer/Intern Services](#) 027_F2

[Volunteer/Intern Agreement](#) 027_F4

[Volunteer/Intern Data Sheet](#) 027_F5

[Notice of Volunteer Accident \(NOVA\)](#) 027_F6

[Volunteer/Intern Orientation Checklist](#) 027_F8

[Intern Assessment](#) 027_F9

[Intern Exit Interview](#) 027_F10

[Background Investigation Questionnaire](#) 102_F2

[Request for Background Investigation](#) 102_F6

[Authority for Release of Information](#) 102_F7

[Authorization for On-going License/Background Checks](#) 102_F8

[Confidential Summary Background Investigation Report](#) 102_F10