

 <p style="text-align: center;"><b>ADMINISTRATIVE REGULATION</b></p> <p style="text-align: center;"><b>STATE OF ARKANSAS</b></p> <p style="text-align: center;"><b>BOARD OF CORRECTIONS</b></p>	<b>Section Number:</b> <b>AR 7.27</b>	<b>Page Number:</b> <b>1</b>
	<b>Board Approval Date:</b> <b>3/27/03</b>	
	<b>Supersedes:</b> <b>AR 7.27</b>	<b>Dated:</b> <b>4/29/94</b>
	<b>Reference:</b>	<b>Effective Date:</b> <b>6/20/03</b>
<b>SUBJECT: VOLUNTEER PROGRAM</b>		


- I. **AUTHORITY.** The Board of Corrections is vested with the authority to promulgate this regulation by Ark. Code Ann. §§12-27-105, 16-93-1203, and 16-93-1205.
- II. **APPLICABILITY.** This policy applies to citizens and Department of Community Correction (DCC) employees.
- III. **POLICY.** It shall be the policy of the DCC to administer a program which encourages, supports, and recognizes the value of citizen involvement in government operations, exerts a positive influence on offenders, and assists staff with routine and specialized duties. This program supplements employee efforts to accomplish the agency mission while providing citizens the opportunity to gain experience and serve the community. Citizens will be given an opportunity to participate in volunteer programs without discrimination based on race, color, sex, religion, age, national origin, pregnancy, or disability in compliance with State and federal law.
- IV. **DEFINITIONS.**
  - A. **Intern.** A person who provides goods or services (with or without compensation) as part of an educational program for the purpose of learning about and gaining experience in community corrections.
  - B. **Occasional Volunteer.** A person who provides volunteer services fewer than 10 hours per month and 50 hours per calendar year.
  - C. **Volunteer.** A person who provides ongoing goods or services, more than 10 hours per month or 50 hours per year, without financial gain. For the purposes of this policy, “volunteer” also applies to interns unless otherwise specified.
- V. **GUIDELINES AND PROCEDURES.** (4-ACRS-7D-04; 3-3117, 3-3118, 3-3119[P])
  - A. **Volunteer Program Coordinator.** A DCC employee will be designated by the Center Supervisor at each Community Correction Center (CCC), the Area Manager or designee at each Area office, and the HRS Administrator at the Central Office, to serve as Volunteer Coordinator. These coordinators must ensure background investigations are conducted on volunteers assigned to work with the DCC. Coordinators should encourage volunteer recognition.

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- B. Supervision of Volunteers.** A DCC supervisor will be assigned to each volunteer or volunteer group. The supervisor is responsible for support and day-to-day consultation with the volunteers. Problem resolution and clarification on policy and practice should come from the normal chain of supervision. The assigned supervisor must ensure volunteers obtain and wear identification which clearly states "VOLUNTEER," "INTERN," or "VISITOR." The supervisor should make the volunteer aware of new or revised policies that affect the volunteer's work. Upon request, supervisors of interns must provide the instructor with a written evaluation of the intern's performance. (4-ACRS-7F-10)
- C. Sign-In.** All volunteers at a CCC must sign in, be issued temporary identification cards, and be escorted according to CCC procedures.
- D. Duties that may be Authorized for Volunteers.** Volunteers may provide administrative assistance and serve as advisors, interpreter, tutors, mentors, mental health and substance abuse treatment and other service providers, teachers/trainers, and facilitators. Supervisors of volunteers must develop and provide written volunteer job duties, ensure volunteers have appropriate qualifications and/or credentials for the services they provide, and ensure volunteers do not handle tasks which are likely to impair safety/security, the agency's mission, or public image. Volunteers must not be allowed unsupervised access to confidential or sensitive client or employee information unless their supervisor has approved an exception. Also, Volunteers shall not be allowed to directly supervise offenders. (4-ACRS-7B-03; 3-3121)
- E. Recruitment.** Volunteers will be recruited without discrimination based on race, color, sex, religion, age, national origin, pregnancy, or disability in compliance with State and federal law. Recruitment efforts will solicit volunteers from a cross-section of the community. Once approved by the appropriate supervisor, recruiting can be handled informally through personal contact by employees or volunteer staff or formally through advertisements and presentations. (4-ACRS-7F-08; 3-3120)
- F. Volunteer Applications.** The prospective volunteer (other than occasional volunteer) must complete Form 1, Volunteer Application, and Form 2, Volunteer Release and Waiver of Liability for a volunteer position.

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- G. Interviews and Placement in Volunteer Jobs and Internships.** An informal interview must be conducted by the supervisor with the prospective volunteer (other than occasional) before the volunteer begins work. The purpose of the interview is to assess interests, motivation, job-related knowledge, skills and abilities, training needs, job duties, and expectations. Volunteers should be placed in jobs where the supervisor believes they will be successful. Interns should be placed to best serve their educational goals while supporting the agency mission. The supervisor may choose to establish a projected term of service.
- H. Background Investigation.** Unless the volunteer is occasional, supervisors of prospective volunteers must conduct or have conducted a background investigation that, at a minimum, includes an ACIC/NCIC check. (4-ACRS-7B-05[P])
- I. Orientation/Training.** Supervisors must orient new volunteers prior to assignment, and cover at a minimum the topics listed on Form 3, Orientation for Volunteers. Supervisors must provide instruction to volunteers that allows them to safely and efficiently fulfill their responsibilities and to effectively provide services. Training must be appropriate to the needs of the volunteer and the program. Supervisors must keep a volunteer record of training provided and the signed orientation form. (4-ACRS-7F-09; 3-3122, 3-3123)
- J. Volunteer Record.** At the beginning of service, supervisors must make a record of each volunteer (other than occasional) to include the volunteer's full name, home phone number, address, start date, a photo (for volunteers at CCCs), the volunteer application, background investigation results, and completed orientation form. Subsequent documentation and information may be kept in the record such as training and volunteer hours and service recognition documents. When the volunteer terminates service, the end of service date must be added to the record and the record must be sent to the appropriate Assistant/Deputy Director's office (administrative assistant) who must keep the record for three years.
- K. Volunteer Duties, Rules, and Responsibilities.** Volunteers should work within their job duties and follow supervisory guidance. Volunteers are expected to follow DCC policy, and any other appropriate guidance. Volunteers shall consider all inter-office communications as confidential in nature. Volunteers should keep a record of the time they work and provide this information to their supervisor.

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- L. Monitoring the Program.** Supervisors must periodically review and evaluate each volunteer's performance of assigned duties. The purpose of the evaluation is to monitor the progress of the program, identify areas for improvement, determine whether the needs and goals are being met, and identify achievements which deserve recognition. Participants, volunteers, and staff should be encouraged to provide feedback, new ideas, and exchange information to enhance the program.
- M. Recognition.** Supervisors and coordinators are responsible for developing and implementing appropriate recognition events, activities, and awards that demonstrate appreciation for volunteer services. Recognitions having a fiscal impact must be processed following guidance from the Assistant Director of Administrative Services.
- N. Expense Reimbursement.** Supervisors must provide clear guidance to volunteers about rules and procedures for expense reimbursement. Depending upon the work assignment, volunteers may be reimbursed for approved expenses incurred during the performance of their duties. Examples of reimbursable expenses may include bus fare or mileage from the work place to official places of DCC business and return, parking fees, and other minor work-related expenses incurred during the hours of service.
- O. Drug Testing.** Occasional and other volunteers except interns will be tested only on reasonable suspicion; interns will be drug tested in the same manner as employees; and all testing will be done as directed in the Drug-Free Workplace policy. The supervisor of an intern must provide the intern's name to the DCC Drug Testing Program Coordinator (DTPC). The DTPC will ensure intern drug tests are scheduled and conducted in the same manner as for employees.
- P. Exemptions.** Volunteers are exempt from all provisions of law relative to State employment, work hours, compensation, leave time, and employee benefits.
- Q. Safety, Security, Confidentiality, or Other Concerns.** When an employee has a concern about a volunteer regarding a security, confidentiality, or other issue, the concern should be brought to the attention of the volunteer's supervisor. Supervisors must act to stop or limit volunteer activity until concerns are addressed.

**R. Suspending or Ending Volunteer Activity.** The supervisor may suspend or end volunteer services without cause.

**S. Suggestions.** Volunteers are encouraged to submit suggestions for improving the volunteer program or other operations. Suggestions should be processed through the supervisory chain for review and response.

## **VI. ATTACHMENTS.**

Attachment 1	Volunteer Rules
AR 7.27 Form 1	Volunteer Application
AR 7.27 Form 2	Volunteer Release and Waiver of Liability
AR 7.27 Form 3	Orientation for Volunteers

**Volunteer Rules**

1. Volunteers must comply with applicable Department of Community Correction (DCC) policies and procedures.
2. No volunteer shall bring on to DCC property explosive devices, firearms or other weapons, ammunition, alcoholic beverages, tobacco products, narcotics, or objects or materials of any kind which might be used to compromise the security and safety of the center or office. Any attempt to bring such contraband onto DCC property will result in loss of volunteer privileges and may result in criminal prosecution.
3. Volunteers must not participate in DCC activities or be on DCC property while under the influence of illegal drugs or alcohol. Volunteers are subject to drug and alcohol testing based on reasonable suspicion.
4. Volunteers accept the reality that there are risks inherent with being in a Community Correction Center (CCC) or Probation/Parole Services office.
5. All persons and personal items on DCC property are subject to screening and may be searched as specified by DCC policy. Vehicles on DCC property are subject to search. Volunteers are requested to leave purses and unnecessary objects in the trunk of their vehicle to reduce the need for searching and to preclude theft.
6. Volunteers must provide sufficient information for review of criminal history and background. Any person may be denied access to DCC property if security, order, and discipline may be compromised.
7. Volunteers must possess, and present on demand, adequate identification such as agency identification, driver's license or other picture I.D., when entering DCC facilities.
8. All volunteers entering a CCC are required to sign in and out or use an electronic key card if issued.
9. All volunteers must be appropriately dressed. No miniskirts/short dresses, shorts, halter tops, see through or other provocative clothing will be allowed. Shoulders must be covered at all times.
10. Volunteers may be instructed by their supervisor about areas where it is acceptable or not acceptable to go within a CCC.
11. Volunteers shall not accept or exchange material (ie. notes, correspondence, money, food, or gifts) with a resident except as authorized by the Center Supervisor or designee. All such items are considered contraband and may be confiscated by staff.
12. Tobacco products are not permitted within the perimeter fence of a CCC and smoking is not permitted within any DCC facility.
13. Volunteers must conduct themselves in an exemplary manner at all times. Improper conduct may result in suspension of volunteer status.
14. Volunteers should work within their job duties and follow supervisory guidance. Volunteers are expected to follow all DCC policy and rules which would reasonably be considered applicable.
15. Volunteers must keep offender information confidential both inside and outside the department.
16. Volunteers shall not commit the DCC to any financial obligations.

**Department of Community Correction**  
**VOLUNTEER APPLICATION**

The Department of Community Correction welcomes your involvement in our volunteer program. We want to place you in the most beneficial and suitable position. To accomplish this, we ask that you provide the information requested on this application. The information will also be used to conduct a background investigation. The DCC is an equal opportunity agency and applications are accepted without discrimination based on race, color, sex, religion, age, national origin, pregnancy, or disability in compliance with State and federal law. Applications submitted are subject to disclosure as a public record under the Arkansas Freedom of Information act. Nothing contained in DCC policies, handbooks, applications, or other documents, or the granting of any interview or the placement in a volunteer status or any other administrative act, creates a contract between an individual and DCC for either employment or the provision of benefits. The volunteer relationship may be ended at any time, with or without notice, at the option of the volunteer or DCC.

Last Name	First Name	Middle Name	Other Name(s) Used
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Mailing Address	City	State	Zip Code	County
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Previous Mailing Address If less than 5 years at current	City	State	Zip Code	County
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☐ Male ☐ Female

Telephone # (Home)	Birth Date	Race	Place of Birth
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Driver's License #	State
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Employer	Work Address	Work Telephone
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I am applying to provide volunteer services at the:

\_\_\_\_\_  
CCC, Probation/Parole Services, or Central Office

Position Title for Which Applying or brief description of services to be provided.

\_\_\_\_\_

**AR 7.27 Form 1a**

## Volunteer Application continued

Related volunteer or work experience or training:

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**VOLUNTEER APPLICANT STATEMENT:** I, declare that, to the best of my knowledge and belief, the information on this application is true and factual. I have received, read, and will abide by Department of Community Correction (DCC) Volunteer Rules. If the work I will perform requires certification or license, a copy of my certificate or license is attached. I authorize release of information to DCC about any criminal background, information from current or former employers, and information from others listed in this application.

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Signature of Volunteer/Intern Applicant

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Date

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### Interns Only

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School Intern Contact Name

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Phone

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School Department

List all felony and misdemeanor convictions:

1.

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Charge

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Date

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Sentence

---

Current Status

2.

---

Charge

---

Date

---

Sentence

---

Current Status

If you are on the official visitation list for a Community Correction Center resident, indicate the resident(s) name(s):

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Name

---

DCC Number

---

Community Correction Center

Please provide two personal references:

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Name

---

Phone

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Name

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Phone

**AR 7.27 Form 1b**



**Arkansas Department of Community Correction  
VOLUNTEER RELEASE AND WAIVER OF LIABILITY**

For the good and valuable consideration of participating in the Department of Community Correction (DCC) volunteer program, I, for myself, my successors, heirs, assigns, executors, administrators, spouse, and next of kin understand and agree to the following:

1. My participation as a volunteer may involve risk of serious injury or harm.
2. I assume any and all risks of injury or harm, including permanent or partial disability, medical bills, death, damage to my property, or death caused by or arising from my participation in the volunteer program.
3. I will not, nor will any person or entity on my behalf, initiate or pursue a lawsuit or claim, including any for personal injury, property damage, or wrongful death, against the DCC, its employees, officers, agents, volunteers, or Board of Corrections, for damages arising out of or attributable to my participation in the volunteer program.
4. I release and discharge the DCC, its employees, officers, agents, volunteers, and Board of Corrections from any liability, loss, damage, claim, demand, or any cause of action against them arising out of or attributable to my participation in the volunteer program whether the same arises from negligence or otherwise.

I have read this document and understand that I am waiving substantial rights. I voluntarily sign this document and by doing so assume all risks attendant to participating in the DCC volunteer program.

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Printed Name

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Signature

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Date

## Orientation for Volunteers

At minimum, supervisors of volunteers will appropriately address the following topics in providing volunteer orientations:

1. ☐ HRS Orientation
2. ☐ Introduction to the agency, to include the agency mission and organization chart.
3. ☐ Overview and location of DCC Policy and Procedures and relevant division/local guidelines, and advise the volunteer that DCC policies apply to them “in general.”
  - ☐ The following policies must be covered in sufficient depth to ensure understanding and compliance:
    - ☐ Administrative Directive (AD) on Employee Conduct
    - ☐ Administrative Regulation and AD on Drug-Free Workplace
    - ☐ Safety and Security
    - ☐ Confidentiality of offender information
    - ☐ Offender Records
    - ☐ Reporting and Investigating Incidents and Hazards
    - ☐ Dress Policy
4. Other topics and information include the following:
  - a. ☐ Weapons cannot be carried by volunteers on State property or while working on behalf of the department
  - b. ☐ Facility Access; Searches and Contraband; Tobacco/Smoking restrictions policies
  - c. ☐ Reporting incidents or inappropriate actions to their supervisor - or other employee if the supervisor is not readily available - and avoid involvement in confrontational situations.
  - d. ☐ Relevant Safety information
  - e. ☐ Facility rules, if appropriate
  - f. ☐ Relevant operational procedures emphasizing any safety/emergency procedures and boundaries (e.g. areas of the building/grounds where the volunteer should not be without an escort)
  - g. ☐ Volunteer job duties
  - h. ☐ Relevant aspects of the volunteer program policy to include how to keep track of time in volunteer position and key results of their effort as a volunteer.
5. ☐ Review Volunteer Rules
  - ☐ Explanation of the offender population’s needs, attitudes, and lifestyles
  - ☐ For Probation/Parole Services, provide a copy of or access to the DCC Code of Ethics found in the Employee Conduct policy.

I have received an orientation addressing the above information. I agree to abide by DCC rules, conditions, policies and procedures, including those policies relating to security and confidentiality of information. I realize that violations may result in suspension or termination of my volunteer status. I realize that I am subject to searches while at a CCC or Probation/Parole Services Office when necessary to assure safety, security and orderly operations. I will abide by security procedures and maintain confidentiality of offender information.

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Signature of New Volunteer/Intern

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Date

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Supervisors’ Signature

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Printed Name of New Volunteer/Intern

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Printed Name of Supervisor