



STATE OF WASHINGTON
DEPARTMENT OF CORRECTIONS

APPLICABILITY
DEPARTMENT WIDE

REVISION DATE
10/1/24

PAGE NUMBER
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NUMBER
DOC 530.100

POLICY

TITLE
VOLUNTEER PROGRAM

REVIEW/REVISION HISTORY:

- Effective: 10/1/92
- Revised: 12/15/94
- Revised: 9/3/02
- Revised: 1/12/04
- Revised: 12/17/06
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- Revised: 7/19/10
- Revised: 5/1/12
- Revised: 1/13/14
- Revised: 11/1/17
- Revised: 3/22/22
- Revised: 10/1/24

SUMMARY OF REVISION/REVIEW:


Updated terminology throughout
Removed I.A.4. that prospective volunteers must not have been released from a state, local, or out-of-state correctional facility or supervision within the past 12 months

APPROVED:

Signature on file

CHERYL STRANGE, Secretary
Department of Corrections

9/30/24
Date Signed

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REFERENCES:


DOC 100.100 is hereby incorporated into this policy; [RCW 51.12.035](#); DOC 130.200 Lawsuit Processing/Liability Protection; DOC 150.150 Visits and Tours of Department Facilities and Offices; DOC 200.000 Trust Accounts for Incarcerated Individuals; DOC 230.500 Vehicle Use; DOC 280.525 Records Management; DOC 400.025 Department Identification Cards; DOC 420.340 Searching and Detaining Facility Visitors; DOC 490.800 Prison Rape Elimination Act (PREA) Prevention and Reporting; DOC 560.100 Privileged Communication and Chaplains Responsibilities; DOC 560.200 Religious Programs; DOC 810.015 Criminal Record Disclosure and Fingerprinting; DOC 850.025 Outside Employment/Volunteer Activities; DOC 850.030 Relationships/Contacts with Individuals; DOC 860.200 Recognition Program; DOC 870.400 Personal Appearance/Uniform Standards; DOC 890.000 Safety Program; [Volunteer Guidebook](#); [Records Retention Schedule](#)

POLICY:

- I. Volunteers offer their time, talents, and professional expertise and are crucial to the Department’s ability to achieve its mission.
- II. The Department will actively recruit from and engage with educational, cultural, religious, and various socioeconomic groups in the community in pursuing volunteers.
- III. Volunteers will not displace classified employees or be assigned to positions for which funding is available. Tasks assigned to classified employees may be shared, but not removed for the purpose of creating assignments for volunteers. Volunteers will not be substituted for classified employees when authorized positions can be filled. Volunteers may be eligible for service credit hours.

DIRECTIVE:

- I. General Requirements
 - A. Prospective volunteers must meet and maintain the following requirements. Exceptions must be approved by the Appointing Authority:
 1. Be at least 18 years old.
 2. Provide valid, government-issued photo identification.
 3. Not under active supervision of any local, county, state, or federal corrections agency, or under felony indictment.
 4. Meet the screening requirements in DOC 490.800 Prison Rape Elimination Act (PREA) Prevention and Reporting.

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5. Willing to provide a needed service without pay.
6. If providing professional services, appropriately certified or licensed with proof of credentials to perform the services. Credentials will be noted on DOC 03-440 Volunteer Application and Registration.
7. Not an immediate family member of an individual who is housed at the location where they are volunteering.
8. Does not have a current or prior personal relationship with an individual or the family of an individual who is housed at the location where they are volunteering.

B. Applicants must complete DOC 03-440 Volunteer Application and Registration, with the exception of occasional individual or group service volunteers who will be processed as facility guests per DOC 150.150 Visits and Tours of Department Facilities and Offices.

C. Before an assignment is offered, applicants will complete:

1. DOC 03-031 Criminal Disclosure,
2. DOC 05-370 Request for Criminal History Record Information WASIS/NCIC III Check NCIC/WACIC Check, and
3. DOC 03-506 Sexual Misconduct and Institutional Employment/Service Disclosure.


- a. To the extent possible, all previous institutional employers will be contacted for information on substantiated allegations of sexual misconduct or any resignation pending investigation of alleged sexual misconduct.

D. Volunteers will be subject to searches per DOC 420.340 Searching and Detaining Facility Visitors.


II. Responsibilities

A. The Volunteer Program will be managed by the Director of Correctional Services, who will ensure:

1. Volunteer Specialists are trained in their duties.
 - a. In Prisons, the Community Partnership Program Coordinator will serve as the facility Volunteer Specialist.

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- b. The Reentry Center Manager in each Reentry Center and Community Corrections Supervisor in each Field Office and Community Justice Center will designate an employee as Volunteer Specialist for the worksite.
 - c. The Director of Correctional Services/designee will serve as the Volunteer Specialist for all volunteers providing services at Headquarters.
 2. Electronic data on volunteers who have been suspended or terminated from service (i.e., "red-flagged") is posted on the electronic volunteer management system.
 3. The Volunteer Guidebook is updated as needed.
 4. Internet and intranet communication on the Volunteer Program is current.
- B. Volunteer Specialists will be responsible for local oversight of the Volunteer Program, and will:
 1. Facilitate and manage volunteer recruitment, orientation, training, retention, and volunteer recognition per DOC 860.200 Recognition Program.
 2. Post volunteer service hour data on the electronic volunteer management system under "Monthly Volunteer Report" by the 10th of each month.
 - a. The Department's Business Office will retrieve information from the electronic volunteer management system and report volunteer monthly service hours to the Department of Labor and Industries (L&I) on a schedule determined by L&I.
 3. Ensure eligibility, training, and screening requirements are met.
 - a. Criminal history records checks will be completed per DOC 810.015 Criminal Record Disclosure and Fingerprinting.
 - b. All applicants who will access confidential information (e.g., medical, personnel, records for individuals under the Department's jurisdiction) must be fingerprinted per DOC 810.015 Criminal Record Disclosure and Fingerprinting before an assignment is offered.

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- c. The electronic volunteer management system must be searched for information on prior suspensions/terminations before an assignment is offered.
4. Review volunteer service proposals from the community, employees, and/or individuals under the Department's supervision.
5. Create and maintain volunteer files per DOC 280.525 Records Management and the Records Retention Schedule using DOC 03-438 Volunteer File Checklist and DOC 03-437 Volunteer File Closure Sheet. All active files will be considered confidential and maintained in a locked, secure location.
 - a. Volunteer Specialists will post required volunteer information on the electronic volunteer management system under "DOC Volunteers".
6. Post a current schedule of volunteer services in areas of the facility accessible by volunteers, employees, and incarcerated individuals.
7. Address volunteer-related issues/problems and report suspended or terminated volunteers to the Director of Correctional Services. This data will also be posted on the electronic volunteer management system.
 - a. A volunteer will be notified in writing of any suspension or termination action.
8. Report Volunteer Specialist changes to docvolunteerprogram@doc1.wa.gov.

III. Volunteer Training

- A. Completion of mandatory volunteer orientation training is required before beginning services.
- B. All training requires approval from the Director of Correctional Services and will be provided by authorized employees or volunteers trained in the curriculum. Training will include:
 1. Site-specific orientation
 2. Safety and security issues
 3. Emergency response
 4. The role of correctional employees
 5. Unlawful and sexual harassment
 6. Reentry program information, if applicable
 7. Religious Program orientation, if applicable

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8. Intern-specific orientation, if applicable
9. Prison Rape Elimination Act (PREA), suicide prevention, and infectious disease control training, which will be conducted annually thereafter

C. Volunteers will review and sign the following forms during orientation, which will be maintained by the Volunteer Specialist in each volunteer file.


1. DOC 03-161 Volunteer Safety Orientation Information
2. DOC 03-421 Volunteer Confidentiality Agreement
3. DOC 03-435 Registered Volunteer Agreement
4. DOC 03-441 Volunteer Orientation Checklist
5. DOC 03-450 Volunteer Policy Review Check Sheet
6. DOC 03-451 Volunteer/Intern Program - Assignment Descriptions

IV. Standard Volunteer Functions

A. Volunteer duties must be approved before service delivery and will be limited to those documented in the volunteer assignment description.

B. Volunteers may:

1. Participate in more than one program and provide services at more than one Department site.
2. Be authorized to use state vehicles per DOC 230.500 Vehicle Use.
3. Participate in the following as part of their volunteer duties, with approval from their Appointing Authority:
 - a. Be on an approved visit list.
 - 1) DOC 20-450 Approval for Visits by Current/Former Employee, Contract Staff, or Volunteer will be used to document approval.
 - b. Correspond with or accept telephone calls from an incarcerated individual.
 - c. Provide transportation for a releasing individual or an individual residing in the community.
 - d. Serve as a community outing sponsor for individuals in Reentry Centers.
4. Observe while accompanying Field officers on routine field/home visits.

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5. Complete Department hearing documentation or testify to their knowledge of a case if requested by the Department.

C. Volunteers will not:


1. Develop a relationship with an individual outside the scope of their defined duties per DOC 850.030 Relationships/Contacts with Individuals.
2. Participate in arrests or conduct searches of individuals, homes, or property.
3. Escort individuals who are under arrest to jail or Prison.
4. Obtain urine samples for testing.
5. Accept correspondence, JPay eMessages, or telephone calls from individuals, transfer items between individuals, or in any way provide mail or communication service for or from individuals unless approved by the Director of Correctional Services and their Appointing Authority.
6. Provide a residence for a releasing individual or an individual residing in the community unless approved by their Appointing Authority per DOC 850.030 Relationships/Contacts with Individuals.
7. Provide medical or legal advice unless specified in their job duties.
8. Accept property or funds directly or indirectly from individuals per DOC 200.000 Trust Accounts for Incarcerated Individuals, except when allocated through the Incarcerated Individual Betterment Fund.
9. Proselytize per DOC 560.200 Religious Programs.

- D. Volunteers will track and report their service hours on DOC 03-434 Record of Volunteer Services or as requested by the Volunteer Specialist or Volunteer Sponsor. Volunteers are responsible for keeping track of their volunteer hours each month.

- E. Prison volunteers will comply with applicable dress code standards per DOC 870.400 Personal Appearance/Uniform Standards.

V. Identification Cards

- A. Volunteers will be issued volunteer identification cards per DOC 400.025 Department Identification Cards. All volunteers are required to wear the

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identification card on the outermost garment when providing volunteer services for the Department.

1. Identification card issuance, security, and destruction will comply with DOC 400.025 Department Identification Cards.
2. Department employees and contract staff may not wear their blue or yellow identification cards while performing volunteer duties.
3. Volunteers serving in multiple Department sites must be issued an identification card for each site.
4. Volunteer identification cards will be maintained at the Department site when not in use. Volunteers must return the identification card before leaving the site.

VI. Religious Volunteers


- A. In addition to other volunteer requirements, volunteers providing religious programs will follow DOC 560.200 Religious Programs.
- B. Religious Coordinators will follow procedures per DOC 560.100 Privileged Communication and Chaplains Responsibilities.

VII. Health Care Volunteers

- A. Volunteers assigned to deliver health care will be trained and supervised by health services personnel and provided specific job descriptions approved by the Health Services Division.

VIII. Employees/Contract Staff Serving as Volunteers

- A. In addition to meeting the provisions of this policy:
 1. Employees who wish to volunteer will complete DOC 03-433 Approval for Employee Serving as a Department Volunteer.
 2. Contract staff who wish to volunteer will receive prior authorization from their employer.
- B. Volunteer duties will not be the same as the employee/contract staff's regularly assigned work duties.
- C. Employees/contract staff must follow guidelines per DOC 850.025 Outside Employment/Volunteer Activities to avoid conflicts of interest.

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IX. Volunteer Sponsors

A. Volunteer Sponsors will:

1. Comply with 03-451 Volunteer/Intern Program - Assignment Descriptions
2. Serve as liaisons between their group volunteers and the facility
3. Supervise and coach volunteers
4. Report any concerns regarding a volunteer to the Volunteer Specialist
5. Ensure volunteer contact information is current

B. Volunteer Sponsors may access approved areas of the designated facility unescorted and may escort other volunteers and program visitors as approved by the Superintendent/designee.

C. Sponsor status is in effect for one year and is site specific. Annual renewal requires annual training and approval by the Volunteer Specialist and/or the Appointing Authority/designee.

1. For both new and renewing sponsors, training will include:

- a. Overview of Department/facility changes
- b. Annual volunteer in-service training
- c. Responsibilities and expectations of sponsors
- d. Boundaries/manipulation role play
- e. Relationships between volunteers and individuals under the Department's jurisdiction

2. New sponsors receive additional training that includes:


- a. Security mindset, contraband, emergency reporting, and
- b. Leadership, professionalism, confidentiality.

X. Lawsuit Processing Liability Protection

A. A volunteer who is sued may request defense through the Office of the Attorney General per DOC 130.200 Lawsuit Processing/Liability Protection.

B. Volunteers must report any accident or injury per DOC 890.000 Safety Program.

1. If a volunteer is injured while participating in an authorized volunteer service program, and within the parameters of the volunteer's assignment description, medical benefits will be covered by Washington State Industrial Insurance.

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XI. End of Service

- A. A volunteer who wishes to resign from the Volunteer Program will notify the Volunteer Specialist.
- B. Failure to participate in any scheduled activities for a period of 6 months will result in termination. Exceptions may be made by the Superintendent/designee.

DEFINITIONS:

The following words/terms are important to this policy and are defined in the glossary section of the Policy Manual: Institutional Employer. Other words/terms appearing in this policy may also be defined in the glossary.

ATTACHMENTS:

None

DOC FORMS:

- DOC 03-031 Criminal Disclosure
- DOC 03-161 Volunteer Safety Orientation Information
- DOC 03-421 Volunteer Confidentiality Agreement
- DOC 03-433 Approval for Employee Serving as a Department Volunteer
- DOC 03-434 Record of Volunteer Services
- DOC 03-435 Registered Volunteer Agreement
- DOC 03-437 Volunteer File Closure Sheet
- DOC 03-438 Volunteer File Checklist
- DOC 03-440 Volunteer Application and Registration
- DOC 03-441 Volunteer Orientation Checklist
- DOC 03-450 Volunteer Policy Review Check Sheet
- DOC 03-451 Volunteer/Intern Program - Assignment Descriptions
- DOC 03-506 Sexual Misconduct and Institutional Employment/Service Disclosure
- DOC 05-370 Request for Criminal History Record Information WASIS/NCIC III Check NCIC/WACIC Check
- DOC 20-450 Approval for Visits by Current/Former Employee, Contract Staff, or Volunteer