

**JAMES V. CROSBY, JR.**  
**SECRETARY**

**PROCEDURE NUMBER:** 503.004

**PROCEDURE TITLE:** VOLUNTEERS AND INTERNS

**RESPONSIBLE AUTHORITY:** OFFICE OF INSTITUTIONS,  
PROGRAM SERVICES

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**SUPERSEDES:** PPD 3.06.01

**RELEVANT DC FORMS:** DC2-813, DC5-601A, DC5-601B,  
DC5-601C, DC5-602A, DC5-  
602B, DC5-610 AND DC5-611

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**ACA/CAC:** 3-3117, 3-3118, 3-3119, 3-3120, 3-3121, 3-3122, 3-3123, 3-3124, 4-4114, 4-4115, 4-4116, 4-4117, 4-4118, 4-4119, 4-4120, 4-4121, 4-ACRS-7F-08, 4-ACRS-7D-04, 4-ACRS-7F-10, AND 4-ACRS-7F-09

**STATE/FEDERAL STATUTES:** SECTIONS 110.501, 110.502, 110.503, 110.504, 944.803 F.S. AND CHAPTER 440, F.S.

**FLORIDA ADMINISTRATIVE CODE:** 33-204.005; 33-208.001 (5); 33-503.001: 33-602.232

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**PURPOSE:** To establish guidelines for the recruitment, selection, orientation, training, supervision, and recognition of volunteers and interns at all facilities and offices of the department.

**DEFINITIONS:**

- (1) **Approving Authority**, where used herein, refers to the chaplaincy services administrator or institutional lead chaplain when the volunteer has no previous period of incarceration or supervision. When a proposed volunteer has a previous period of incarceration or supervision, the approving authority will be the Assistant Secretary for Institutions or designee.
- (2) **Basic HIPAA Training**, where used herein, refers to the department training on the confidentiality requirements of protected health information, as stipulated by the Health Insurance Portability and Accountability Act (HIPAA).
- (3) **Central Office Review Panel**, where used herein, refers to a panel composed of the chaplaincy services administrator and one (1) staff member from the Office of the Chief of Staff, Office of Classification and Programs, Office of Health Services, Office of Security and Institutional Support, and the Office of Community Corrections.

- (4) **Ex-Offender**, where used herein, refers to any person who has satisfied any obligation to a state or federal correctional system for a prior felony conviction.
  - (5) **Facility Access Secure Tracking** refers to a computer program designed to enhance facility security by storing pictures and bio-metric images of visitors' hands, times of arrival and departure, and other pertinent information related to the security and operation of the facility and to enhance the safety of staff, inmates, and visitors.
  - (6) **Intern**, where used herein, refers to any person who is a student at an accredited college or university fulfilling a requirement of an internship who provides a service to the department during the period of the internship. It also includes those students who may be performing practicums required of a non-degree or diploma program.
  - (7) **Mentor** refers to a regular service volunteer in a faith- and character-based institution, faith-based dorm, or honor dorm who is matched with one (1) or more inmates. The mentor will provide a positive role model for the inmate(s).
  - (8) **Occasional Service Volunteer** refers to any person who offers to provide a one (1) time or occasional voluntary service. The occasional service volunteer may serve as a volunteer up to five (5) times cumulatively in any department facility or facilities in a twelve (12) month period and still be classified as an occasional service volunteer.
  - (9) **Regular Service Volunteer** refers to any person engaged in specific voluntary service activities in any department facility or facilities on an ongoing or continuous basis six (6) or more times per year and who has completed volunteer orientation. The regular service volunteer may serve with or without direct staff supervision.
  - (10) **Volunteer**, where used herein, refers to any person who provides goods and/or services to the department without monetary or material compensation. This term includes both occasional and regular service volunteers.
  - (11) **Volunteer Coordinator**, where used herein, refers to the deputy circuit administrator for community corrections or the warden or warden's designee for institutions, who has been appointed to direct, coordinate, and monitor volunteer or intern activities and services. In the case of Office of Health Services' volunteers/interns, the director or the appropriate deputy director will appoint the volunteer coordinator.
  - (12) **Volunteer Services Administrator**, where used herein, refers to the central office employee responsible for the coordination and development of the volunteer/intern program for the department.
  - (13) **Volunteer Supervisor**, where used herein, refers to an employee who provides direct supervision and on-the-job training for a specific volunteer or intern.
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**SPECIFIC PROCEDURES:**

- (1) **VOLUNTEER JOB DESCRIPTIONS:**
  - (a) A job description or a listing of work activities will be developed before the regular service volunteer or intern begins work. When fully utilized, the job description or listing of work activities will prove valuable in the recruitment, screening, and supervision of a regular service volunteer or intern.
  - (b) The job description or listing of work activities for a regular service volunteer and intern will:
    1. provide and clearly identify meaningful, appropriate, measurable work activities,
    2. ensure that necessary work activities can be accomplished within the work environment, and
    3. establish a performance level at which the activities are to be accomplished.

- (c) The “Citizen Volunteer Job Description,” DC5-611 for regular service volunteers and interns will be signed by the:
  - 1. volunteer supervisor, and
  - 2. regular service volunteer/intern.
- (d) The volunteer training manuals are available through the volunteer services administrator.

(2) **VOLUNTEERS IN FAITH-BASED PROGRAMS:**

- (a) Volunteers in “Faith-based and Self-improvement Dormitory Program,” Procedure 506.003, and “Faith- and Character-based Institution, Procedure 506.032, are screened and selected using the same criteria as listed in section (3), “Recruitment, Screening, and Selection.”
- (b) Mentors are a special category of volunteers active in the faith- and character-based institutions, faith-based dormitories, and self-improvement dormitories. A mentor may maintain contact with the inmate during the inmate’s post-release supervision.
  - 1. A mentor is permitted to contact the family members of the inmate that she/he is mentoring when such contact is deemed by the chaplain to be appropriate and consistent with the rehabilitative goals of the “Faith-based and Self-improvement Dormitory Program,” Procedure 506.003, and “Faith- and Character-based Institution,” Procedure 506.032.
  - 2. A mentor will first receive permission from the chaplain to contact the family of the inmate that she/he is mentoring.
  - 3. Due to the nature of faith- and character-based institutions, faith-based dormitories, and self-improvement dormitories, regular approved volunteers serving as mentors will be permitted to send correspondence to and receive correspondence from the inmate that the volunteer is mentoring. If a problem arises, the mailroom will contact the chaplain to verify mentoring.
  - 4. A mentor may maintain contact with the inmate after the inmate’s release and not have her/his volunteer status inactivated or terminated when such contact is deemed by the chaplain to be appropriate and consistent with the rehabilitative goals of the faith-based dorm program.

(3) **RECRUITMENT, SCREENING AND SELECTION: (3-3118)**

- (a) Primary responsibility for the recruiting of a volunteer/intern will be vested in the volunteer supervisor at each location where the volunteer will be serving. **(3-3117, 4-4114, 4-4115, 4-ACRS-7F-08, 4-ACRS-7D-04)**
- (b) A volunteer or intern will not be refused on the basis of race, age, color, sex, religious creed, national origin, political opinions or affiliations, marital status, or disability, except when such requirement constitutes a bonafide qualification necessary to perform the essential tasks associated with the volunteer/intern position. **(3-3118, 3-3120, 4-4116, 4-ACRS-7F-08)**
- (c) A volunteer or intern must be at least eighteen (18) years of age. Underage exceptions will be considered on a case-by-case basis and must have the application forms signed and notarized by a parent or legal guardian. The underage occasional service volunteer will be under direct staff supervision at all times.
- (d) The names and identifying information of all regular service volunteers and interns will be submitted by the volunteer supervisor to the approving authority for approval processing. The volunteer coordinator will approve occasional service volunteers.

- (e) A background check on each volunteer will be conducted on the Florida Crime Information Center/National Crime Information Center and the offender and personnel databases of the department.
- (f) A regular service volunteer, and intern will complete and sign the “Volunteer Application,” DC5-601A, or “Intern Application,” DC5-610, respectively and “Volunteer Intern Identification Information Sheet,” DC5-601B, necessary to determine qualifications and availability of appropriate placement.
- (g) An occasional service volunteer will complete the DC5-601A.
- (h) A regular service volunteer or intern applicant must receive initial approval from the approving authority. After initial approval, a background check and reevaluation will be conducted on an annual basis by the volunteer coordinator. Occasional service volunteers will receive approval and an annual background check from the volunteer coordinator.
- (i) It is within the discretion of the approving authority to disapprove any individual for volunteer or intern service if the individual presents a risk to the security and/or operation of the facility or office. The justification will be based on substantiated information that will be articulated in writing and placed in the volunteer or intern’s file. The approving authority’s justification may be subject to review by the central office review panel. **(3-3119)**
- (j) The minimum criteria for service as an occasional service volunteer are as follows:
  - 1. a completed background check and initial approval from the volunteer coordinator, and
  - 2. an occasional service volunteer may not enter an institution until there is a scheduled and approved event for which the occasional service volunteer is an approved participant.
- (k) The minimum criteria for service as a regular service volunteer or intern are as follows, a:
  - 1. completed background check and initial approval from approving authority,
  - 2. completed orientation and training, and
  - 3. regular service volunteer or intern may not enter an institution until there is a scheduled and approved event or activity for which the regular service volunteer or intern is an approved participant.
- (l) The occasional volunteer must go through the regular volunteer training and be issued a volunteer identification card for the sixth (6<sup>th</sup>) and subsequent visits.
- (m) The volunteer coordinator of an institution may, with cause, restrict a volunteer or volunteers from approval at that facility without changing the status of that volunteer or volunteers for all institutions.
- (n) An employee of the department will only be allowed to serve as a volunteer or intern in the following situations:

1. The volunteer or intern service does not conflict with the requirements of fair labor standards laws or place the volunteer/intern in professional role conflict with the Florida Administrative Code or department procedures;
  2. The duties as an employee would not require the employee to respond differently than any other volunteer or intern in the event of an emergency. Emergency requirements related to work take priority over volunteer requirements. In an emergency situation, the employee must check with the supervisor in charge for permission to act in an official capacity;
  3. The volunteer or intern services are needed and are not similar to regular departmental duties;
  4. The approving authority approves volunteer or intern service; and
  5. The volunteer or intern service is not at the employee's work location. Exceptions to this will be addressed on a case-by-case basis as determined by the approving authority.
- (o) An ex-employee who terminated or resigned under duress must be approved by the regional director.
- (p) **Applicants with Prior Arrest or Conviction History:**
1. A volunteer or intern applicant with an arrest or conviction history will not be automatically disqualified to serve.
  2. Each ex-offender will be evaluated on an individual, case-by-case basis and will either be approved or disapproved by the approving authority and the volunteer coordinator.
  3. Criterion that may disqualify a volunteer or intern applicant are as follows:
    - a. an ex-offender with less than three (3) years since release from custody or supervision of the department or any other county/state/federal correctional agency;
    - b. an ex-offender prosecuted and found guilty of assaulting correctional staff or law enforcement officers;
    - c. an ex-offender prosecuted and found guilty of escaping from a correctional facility while incarcerated; or
    - d. an ex-offender prosecuted and found guilty of introduction of contraband into a correctional facility.
  4. An ex-offender's record of institutional adjustment and/or adjustment to supervision will be evaluated and considered prior to approval as a volunteer/intern.
  5. An ex-offender's involvement in activities related to the area of volunteer or intern service will have to be demonstrated.
  6. The ex-offender will be required to have a referral source or sponsoring reference.
  7. An ex-offender's positive readjustment to society will be considered.
  8. An individual who has received an unconditional pardon or clemency with no community supervision will not be considered an ex-inmate or ex-offender for approval as a volunteer/intern.
- (q) A volunteer or intern will not be on an inmate's visiting list or related to an inmate or offender housed or supervised where the volunteer or intern is assigned.

- (r) A volunteer providing professional service will require additional screening and approval by the approving authority to ensure the volunteer is certified, licensed, and/or otherwise qualified to provide such services. **(3-3121, 4-4118, 4-ACRS-7F-08)**

**(4) ORIENTATION AND TRAINING:**

- (a) Prior to assignment, the approving authority will ensure that the regular service volunteer or intern receives the basic volunteer orientation and training, including Basic HIPAA training. The regular service volunteer's or intern's role, appropriate rules and regulations, hostage policy, contraband issues, and expected conduct will be addressed in the orientation.
- (b) An extended volunteer or intern may also be required to attend additional training depending on the duties assigned to them.
- (c) The basic volunteer orientation and training and Basic HIPAA training are not required for the occasional service volunteer except as provide in section (e) below. However, should an occasional service volunteer become a regular service volunteer, this individual will be required to accomplish the basic volunteer orientation and training and Basic HIPAA training. **(3-3118, 3-3122, 4-4119, 4-ACRS-7F-09)**
- (d) A regular service volunteer or intern may attend scheduled departmental training events when authorized by the volunteer coordinator.
- (e) All volunteers (including occasional) must execute the "Acknowledgement of Responsibility to Maintain Confidentiality of Medical Information," DC2-813.

**(5) SUPERVISION OF VOLUNTEERS AND INTERNS:**

- (a) The volunteer coordinator and/or the volunteer supervisor will ensure that the regular service volunteer or intern understands the following:
  - 1. organizational structure of the facility or office,
  - 2. quality and quantity of work that is expected,
  - 3. work areas of responsibility and authority,
  - 4. whom to contact for information, direction, or advisement,
  - 5. whom to contact in order to communicate ideas and/or dissatisfactions,
  - 6. whom to contact in order to report any rule infraction or unusual incident,
  - 7. her/his expected conduct in the event of an emergency,
  - 8. confidentiality requirement(s) for certain records and documents,
  - 9. which accidents/incidents must be reported to the supervisor, and
  - 10. s/he may be subject to random drug testing and searches of person and property. **(4-4120)**
- (b) The contribution and performance of the intern will be evaluated by the volunteer supervisor at the end of the internship on the "Evaluation of Intern," DC5-602A. At the same time, every effort should be made to receive an "Evaluation of Internship," DC5-602B, from the intern.

- (c) By signing the “Ethical and Conduct Standards Information” section on the DC5-601A, a volunteer or intern will document her/his willingness to abide by all pertinent departmental rules and regulations that apply to an employee except for the following situations:
  - 1. A male volunteer or intern will not be subject to the same restrictions on hair length or beards. A volunteer or intern may be turned away from the facility or institution if her/his manner of dress or appearance causes security or other pertinent concerns. This action will be appropriately documented and included in the volunteer or intern’s file.
  - 2. Volunteers who are pastoral care professionals or come from organizations that provide aftercare for inmates upon their release or offenders under supervision, are permitted contact with the ex-offender and her/his family. This contact will be consistent with mission objectives of the volunteer organization or program with which the volunteer is involved and with pastoral care provisions established by the religious community with which the volunteer is affiliated. **(3-3123, 4-4120)**
- (d) Health services volunteers may not perform health care functions even though they may have professional licenses. Interns will perform health care functions within the guidelines identified in the agreement with the participating college or university and will be supervised by licensed department health care employees.
- (e) A volunteer or intern will be considered an asset to the department and will be treated with the same respect as an employee.
- (f) A volunteer or intern may be invited and encouraged to attend selected staff meetings in order to facilitate the exchange of ideas and promote a professional working relationship between employees and the volunteer or intern. **(3-3117)**
- (g) If there exists sound reason to question the actions of a volunteer or intern, the actions will be investigated in accordance with “Investigative Process,” Procedure 108.003. During the period of investigation, the volunteer or intern may be placed on inactive status.
- (h) A volunteer or intern who proves unwilling or unable to perform duties as agreed upon may have her/his status terminated or placed on inactive status by the volunteer coordinator and/or the volunteer supervisor until a more appropriate assignment can be arranged. **(3-3118)**
- (i) Any volunteer who remains inactive for twelve (12) consecutive months will have her/his status terminated. Further volunteer service will require starting the application process from the beginning.
- (j) The identity of the terminated or inactive status individual will be communicated to the approving authority on the day the decision is made. A memo or letter explaining the reasons why the regular services volunteer or intern’s status was terminated or placed in inactive status will be sent to the volunteer and a copy maintained in the volunteer or intern’s file. Credentials of a volunteer or intern who is terminated or placed on inactive status will be invalidated immediately. The approving authority will communicate the identity of the inactive or terminated volunteer or intern to appropriate staff members in

order to prevent further security/operational problems. The volunteer coordinator will ensure this information is entered into the facility access secure tracking computer program.

- (k) A volunteer receiving disapproval or inactive/termination status as a volunteer or intern will be notified by the volunteer supervisor. The volunteer may appeal the decision by having the case reviewed by the central office review panel. The review panel will forward the case to the deputy secretary for final review.

(6) **VOLUNTEER IDENTIFICATION CARDS AND DOCUMENTS:** Volunteers and interns will be provided with service provider identifications cards in accordance with “Employee Identification Cards,” Procedure 604.002. (4-4117, 4-ACRS-7F-10)

(7) **SCHEDULING:**

- (a) It is the responsibility of the volunteer supervisor to schedule approved volunteers and interns and communicate that information to the volunteer and the volunteer coordinator.
- (b) The volunteer coordinator will inform appropriate personnel of an approved volunteer or intern appointment, the area of assignment for the volunteer/intern, and corresponding implementation details.
- (c) Activities will be scheduled in coordination with the administration of the departmental facility or office. If a volunteer or intern is not on the volunteer schedule, the warden may authorize the addition of the volunteer to the schedule.
- (d) The volunteer coordinator at an institution will be responsible for coordinating with security staff to facilitate a timely call-out for an inmate to participate in a program or service involving a volunteer or intern. Efforts will be made to minimize disruption of an approved program or alteration of the intended program duration except when necessary for the security and operation of the facility.
- (e) A regular service volunteer or intern will be allowed access as determined by the warden to the general housing area, medical, and confinement areas in a facility consistent with the volunteer or intern duties to be performed and security considerations. An underage volunteer or intern will not be allowed access to the above listed areas in an institution or facility.

(8) **GROUPS OR ORGANIZATIONS:**

- (a) A volunteer group or organization will have a contact person designated for each institution or departmental facility and/or office.
- (b) The contact person for the group or organization will assist departmental staff in the screening and selection of a volunteer or intern who will provide a service under the organization’s auspices.

- (c) Any group or organization wishing to provide programming and/or service at a departmental facility/office must designate one (1) or two (2) individuals to be responsible for the group/organization. The individual(s) will be required to meet with the volunteer coordinator, the volunteer supervisor, and others as needed in advance before providing services for a brief orientation on facility/office guidelines, rules, and restrictions. All departmental procedures will apply to the regular service volunteer or intern and occasional service volunteer affiliated with a group or organization.
- (d) An individual who desires to volunteer under the auspices of a group or organization should demonstrate knowledge of the mission and rules of conduct of the group or organization.
- (e) Any literature or other materials sponsored by the group or organization must be approved by the volunteer supervisor. Approval of literature and other material will be subject to a determination of appropriateness, space availability, as well as offender possession rules in accordance with "Admissible Reading Material," Procedure 501.401.

(9) **PROGRAM MONITORING, REPORTING, AND REVIEW:**

- (a) The approving authority will maintain the electronic file (facility access secure tracking) for each regular service volunteer and intern. The file for the occasional service volunteer will contain a DC5-601A and be maintained by the volunteer supervisor.
- (b) The file for the regular service volunteer will contain:
  - 1. "Volunteer Application," DC5-601A,
  - 2. the checklist of work activities or job description, and
  - 3. the "Volunteer/Intern Identification Information Sheet," DC5-601B.
- (c) The file for the intern will contain:
  - 1. "Intern Application," DC5-610,
  - 2. "Intern Time Sheet," DC5-601C,
  - 3. "Evaluation of Intern," DC5-602A,
  - 4. "Evaluation of Intern," DC5-602B, if available,
  - 5. Checklist of work activities or job description, and
  - 6. "Volunteer/Intern Identification Sheet," DC5-601B
- (d) The volunteer supervisor will ensure that the following are reported on a monthly basis on the "Volunteer Monthly Report" utilizing the corrections data center database:
  - 1. the number of all volunteers and interns, and
  - 2. the number of all volunteer/intern service hours representing all work and program areas for each facility or office.

(10) **VOLUNTEER AND INTERN GRATUITIES:**

- (a) When acting within the scope of her/his assigned functions, a volunteer or intern will be entitled to the protections against tort claims afforded a state employee by section 768.28, F.S. **(3-3124)**
- (b) A meal, where available at a Department of Corrections' facility and with approval from the warden, may be furnished without charge to a volunteer or intern, in accordance with "Cash Meals and Special Group Meals," Procedure 604.105.
- (c) With the approving authority's consent, temporary lodging at a Department of Corrections' facility, if available, may be furnished to a regular service volunteer or intern whose presence is determined to be necessary to the department in the performance of department related duties. Written approval must be obtained from the approving authority prior to any commitment to the regular service volunteer or intern in accordance with "Staff Housing," Procedure 208.009.
- (d) A volunteer or intern will be covered by workers' compensation in accordance with Chapter 440, F.S.
- (e) A volunteer or intern will not be subject to any provision of law relating to state employment, nor is s/he entitled to unemployment compensation.

**(11) VOLUNTEER RECOGNITION:**

- (a) The volunteer coordinator will ensure that each departmental facility or office utilizing volunteer or intern services provides for the recognition of the volunteer or intern who has offered continuous and outstanding service to state-administered programs on, at a minimum, an annual basis.
- (b) Each departmental facility or office is authorized to incur per annum expenditures not to exceed one hundred dollars (\$100.00) plus applicable taxes for suitable framed certificates, plaques, or other tokens or recognition to honor, reward, or encourage the volunteer or intern for service.
- (c) Recognition of a volunteer or intern for service, such as a volunteer/intern recognition ceremony accompanied by the awarding of appreciation certificates, may be held at each facility or office with the approval of the approving authority.
- (d) The recognition of the contribution and achievement of the volunteer or intern is vital to any volunteer and intern program. Staff acceptance and encouragement of a volunteer or intern will foster motivation and productivity. The department will formally recognize one (1) volunteer and one (1) intern of the year:
  - 1. each for major institutions/work release centers,
  - 2. each for community corrections offices, and
  - 3. for central office (which includes regional offices and program centers.)

- (e) The volunteer services administrator will be responsible for organizing a volunteer of the year selection committee as well as coordinating the presentation of awards.

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**James V. Crosby, Jr., Secretary**