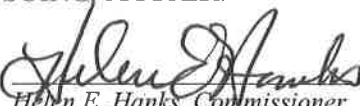


NH DEPARTMENT OF CORRECTIONS POLICY AND PROCEDURE DIRECTIVE	CHAPTER <u>Personnel</u> STATEMENT NUMBER <u>2.24</u>
SUBJECT: CITIZEN INVOLVEMENT AND VOLUNTEERS PROPONENT: <u>Kim Mackay, Director</u> <i>Name/Title</i> <u>Commissioner's Office 271-5601</u> <i>Office Phone #</i>	EFFECTIVE DATE <u>06/19/2018</u> REVIEW DATE <u>06/19/2020</u> SUPERSEDES PPD# <u>2.24</u> DATED <u>08/01/2007</u>
ISSUING OFFICER:  <u>Helen E. Hanks, Commissioner</u>	DIRECTOR'S INITIALS _____ DATE _____ APPENDIX ATTACHED: YES _____ NO _____
REFERENCE NO: See reference section on last page of PPD.	

I. PURPOSE:

To provide a comprehensive process for the recruitment and meaningful involvement of citizen volunteers in correctional programs and services

II. APPLICABILITY:

To all staff, community members and volunteers.

III. POLICY:

It is the policy of the New Hampshire Department of Corrections (NHDOC) that a structured citizen involvement and volunteer program shall be instituted throughout the agency and shall provide for the following:

- A. The recruitment, selection, orientation, training and supervision of volunteers to perform a variety of roles, including advisors, interpreters, liaison with the public, direct service to Persons Under Department Control (PUDC), and other cooperative endeavors, including professional services.
- B. The official registration and identification of volunteers and other citizens authorized for involvement with this agency.
- C. The delineation of applicable authority, responsibility and accountability governing volunteers.
- D. All persons who provide voluntary services must be 21 years of age or older, are required to complete a formal application and are subject to a background investigation to include a criminal history records check and fingerprinting. Academic intern applicants may be 18 years of age or older and are subject to the same criminal history record check and fingerprinting if required by designated area.
- E. A volunteer may perform professional services only when they are certified and licensed to do so. When voluntary professional service is offered, the applicant shall submit copies of any valid professional certificates, licenses, and liability insurance coverage for any occupation requiring certification or licensure by a State or Federal board or agency, or any

- regional or national association or organization, with the application and whenever requested during the term of authorization
- F. Prior to assignment and any contact with PUDC, each volunteer will complete a documented orientation and/or training program appropriate to the nature of the assignment.
 - G. Volunteers must acknowledge, in writing, to abide by all agency policies, including confidentiality of records and other privileged information.
 - H. Each on site supervisor will be responsible to provide relevant data and statistics to the administrator of programs on a monthly basis.
 - I. Each on site supervisor in conjunction with the administrator of programs shall have overall responsibility for coordinating the volunteer program and shall review and evaluate the program, making changes if needed on an annual basis.
 - K. The Warden/Division Director shall curtail, postpone or discontinue the services of a volunteer or volunteer organization for just cause. Any change to the volunteer's status will be communicated in writing to the volunteer within two weeks by the Director of Community Corrections or designee. Notice of decision will be given to all other Wardens/Division Directors and the Supervisor of Volunteer Activities.
 - L. Volunteers are encouraged to offer voluntary services at more than one prison or division.
 - M. Volunteers are not permitted to offer volunteer services and be on a PUDC visiting list.
 - N. Volunteers can either be a volunteer assigned to facilities or volunteers assigned to visiting room, not both, as outlined in Procedure C.
 - O. DOC employees may not be designated as volunteers. Refer to PPD 4.01 for cross training procedures, for work experiences other than their current assignment.
 - P. Former DOC employees may be considered for volunteer service following five (5) years separation from either full or part time employment with the agency.
 - Q. Any employee, elected or appointed official of the Federal, State or local government unit, acting in their official capacity, shall register in advance providing suitable identification and function prior to entry into the correctional facility.

IV. PROCEDURES:

A. Citizen Involvement Categories

1. All voluntary services shall be for a specified term, at the direction and authority of the Commissioner of Corrections, and as delegated to a designated staff supervisor.
2. The Citizen Involvement Application (Attachment 1 & 2) must be completed for any of the volunteer categories listed below. This application will incorporate a written release to conduct a criminal records and other background investigation. Any intended service to be performed requiring a license or certificate by state law or authority of a credentialing entity, requires the applicant to attach a photocopy of the current document and a professional liability rider to the Citizen Involvement Application.
3. Types of volunteers are:
 - a. Guest: A person entering our facilities for 3 visits or under per calendar year.
 - b. Visit Room Only Volunteer: Clergy, Social Service Agents and governmental representatives will be certified as official visitors only for individual offender services and counseling within the visit room only and subject to provisions of PPD 7.09.
 - c. Professional Liaison: anyone who is conducting official business in our facilities with our offender population but is not employed by the Department of Corrections.
 - d. Regular Volunteer: Applicants volunteering in areas to include but are not limited to: institutional services, Education, Health, Wellness and Recreation – fitness, nutrition and leisure pursuits, Life Skills – for cognitive learning, social learning and parenting training, recovery – all 12-step fellowships and addiction, relapse support and prevention, Re-Entry Preparation and Community Corrections – pre-

and post-release transitioning and mentoring, Spiritual Care – including all group cultural enrichment, faith tradition corporate worship, sacred ritual and religious education services.

e. Internship: A student from an approved location where an affiliation agreement is in place who is 18 years or older looking for school credit or experience in a particular field offered within the Department of Corrections.

4. Factors Disqualifying Volunteer Involvement:

- a. Current employee or contract service provider of the NHDOC;
- b. Past NHDOC employee separated less than 5 years;
- c. Immediate family or household member of a person incarcerated or under the continued supervision of the NHDOC;
- d. Person under any correctional custody or supervision within the past 5 years;
- e. Persons with established personal association with an individual under DOC custody (i.e. correspond with or on visiting or phone lists of an individual within the past 12 months);
- f. Person with unresolved criminal charges;
- g. Person with any level drug conviction in the past five years;
- h. Person with any other conviction within the past 12 months;
- i. Person with any conviction that is sexual in nature;
- j. Person subject to provisions of RSA 651-B (persons required to register their crime);
- k. Person filing an incomplete, deceptive or false Citizen Involvement Application; and
- l. Person found in violation of any State of NH Administrative Rules, COR Chapter 300 that pertains to the NHDOC.
- m. Additionally, the Director of Community Corrections or designee has the authority to approve or deny a citizen involvement application based on the following criteria:
 - i. It has been determined that the individual does not pose a safety threat, based on considerations such as the length of time that has passed since the activity described in standard 115.17(a)(1)-(3), the evidence of rehabilitation on the part of the individual, or other relevant factors, and documents all relevant factors and rationale leading to the safety threat determination;
 - ii. The individual is considered to be important to the success of a specialized PUDC rehabilitative program;
 - iii. The individual is not permitted to have contact with PUDC without staff supervision (e.g., circumstances where an individual would have the opportunity to potentially sexually abuse an individual, due to the ability to privately interact with, or to supervise, individuals). For example, a presentation by a previously incarcerated individual, to a group of PUDC, under constant in-person supervision, would be acceptable under this section, so long as the above requirements have been met.

B. Citizen Involvement Programs shall include any departmental program, event, service or activity provided on a voluntary basis for the benefit of PUDC and/or the institution by persons not employed or compensated by the NHDOC. NHDOC staff supervisors will have a clear, on-going understanding of the context and content of all voluntary services provided.

1. The Activity Proposal and Curriculum Review Form (Attachment 3) shall be prepared and submitted for all existing and potential activities conducted by, or supported with volunteers as requested by the supervising staff.
2. The Activity and Proposal Review may be initiated by a volunteer, outside agency or organization or departmental staff member and is subjected to change during division

review. Volunteer programs are subject to annual and interim review and adjustment to support the division's needs and overall Mission of the NHDOC.

3. Citizen Involvement Position Description (Attachment 4) shall be prepared from approved activity proposals. Each position description will delineate content, context, scope, qualifications and expected outcomes and accountability of volunteer to staff member or bureau.
4. Recruiting will be from all cultural and socioeconomic segments of the community for positions using the approved position descriptions.
5. Volunteers may be assigned more than one citizen involvement position description. Placement of a volunteer will be at the discretion of each facility/division at which volunteer services may be offered.
6. PUDC may not gather independent of qualified volunteers or authorized staff supervision.

C. Volunteer description, Training and Certification.

1. Guest
 - a. Applicant will submit an Official Citizen Involvement Application (Attachment 1).
 - b. Upon review with the on-site supervisor the applicant will sign off on Rules and guidance for Citizen Involvement and Volunteers, PREA and Sexual Harassment.
 - c. Guests, special event volunteers and consultants will be certified for facility entry and restricted offender interaction that will be limited to a maximum of 3 visits to any facility in a calendar year. If said guest, after the 3rd visit would like to become a regular volunteer, they must fill out the "Volunteer" application and attend training prior to gaining entrance into any facilities.
 - d. It is the responsibility of the requesting employee to coordinate with facility operations to have the guest cleared to enter the facility. A copy of said operations bulletin, the guest application and the signed "Rules and Guidance for Citizen Involvement and Volunteers" as a package should be sent to the Supervisor of Volunteer Activities.
2. Official Visitor (Visit Room Only)
 - a. Applicant will submit an Official Citizen Involvement Application (Attachment 1).
 - b. Ordained clergy or faith community appointees will be certified as Official Visitors offering pastoral visitation and spiritual guidance to a PUDC only within a correctional facility visiting room during established visitation schedule and subject to the provisions of PPD 7.09. This certification will not include privileges for individual's group activity or services. Each applicant must attach a letter from affiliated ecclesiastic authority specifying an endorsement of religious qualification, preparation, experience and competence for spiritual counseling of criminal offender(s) incarcerated within the NH state prison system.
 - c. Applicant will attend an initial orientation prior to volunteering in a NHDOC facility.
 - d. Social Service agents and governmental representatives will be certified as official visitors only for individual PUDC services and counseling within the visit room only and subject to provisions of PPD 7.09.
 - e. Official visitors will remain on the list until they request to be removed or at the discretion of the Department.
3. Professional Liaison

Professional Liaison is listed as anyone who is conducting official business in NHDOC facilities with the PUDC population but is not employed by the NHDOC.

 - a. Applicant will submit an Official Citizen Involvement Application (Attachment 1).

- b. Applicant will attend an initial orientation prior to working in our facilities.
 - c. Annually, a professional liaison must submit a new application; have a full background check completed and sign off on any relevant policy changes to continue to work in our facilities.
 - d. Applicant's name will be removed from the gate list once business is no longer being conducted.
4. Regular Volunteer
- a. Applicant will submit an Official Citizen Involvement Application (attachment 1).
 - b. Once application is accepted, volunteer will attend volunteer orientation training.
 - c. Certification will be renewable annually anticipating continuous collaboration with supervision staff and submission of quarterly attendance sheets. Recertification will require a new application, a new background check, attendance at required training and signing off on any revisions of all applicable position descriptions for another renewable 1 year term.
5. Internship Applicant
- a. Applicants are requiring post-secondary academic study requiring a minimum of 120 contact hours per semester; applicant will submit an Official Citizen Involvement Application labeled Academic Internship (Attachment 2).
 - b. Internship applicants must submit a learning contract and follow all other provisions of PPD. 1.32.
 - c. Internship applicants must be 18 years old, have a complete background check run and must attend orientation prior to being accepted as an intern with the NHDOC.
6. Orientation shall include instruction on the State of New Hampshire and NHDOC's sexual harassment policies (PPD 2.39), undue familiarity with PUDC (PPD 2.16) and the Prison Rape Elimination Act (PREA) (PPD 5.19). Orientation attendance will be documented with the records retained during the certification term (Attachment 5).
7. Approved volunteers will be given a letter stating their specific duties for the purposes of complying with the provisions of RSA 508:17, The Volunteer Immunity Law, their term of service with the department and prompt notice of personal information changes (Attachment 6).
8. All Volunteers of all types will be required to sign off that they received and understand the following information:
- a. Rules and Guidance for Citizen Involvement;
 - b. Types of Sexual Assault & Victimization Covered by PREA; and
 - c. Sexual Harassment.

D. Rules and Guidance for Citizen Involvement and Volunteers

1. Dress code – certified volunteers will comply with attire standards prescribed in PPD 2.29 “Guidelines for Professional Attire.”
- a. Clothing should be conservative, dress casual and shall be clean, in good repair and suitable for voluntary services to be performed.
 - i. Acceptable:
 - a) Dresses and suits;
 - b) Dress slacks, loose-fitting knit pants, culottes/skorts;
 - c) Skirts, blouses, sweaters, dress shirts, collared shirts, sports coats and ties; and
 - d) All hemlines can be no shorter than 2 inches above the knee.
 - ii. Unacceptable
 - a) Clothing with holes, tears or stains;
 - b) Jeans of any color, cutoffs, sweatpants, overalls, form-fitting pants and shorts;
 - c) Sweatshirts, fishnet shirts, t-shirts, tank tops, low-cut necklines and bare midriffs; and any decaled clothing other than NHDOC logos.

- b. Footwear shall be of solid construction. No sandals, flip-flops, stiletto heels or other shoes of questionable safety.
 - c. Body piercing jewelry, with the exception of earrings, is not acceptable. Jewelry shall be chosen in a way that contributes to a safe environment and will not become a distraction.
 - d. Hair shall be clean and groomed. Extreme color, punk or spikes hair is not permitted.
 - e. Appropriate undergarments that provide adequate and discreet support are expected.
2. All persons, vehicles and any property brought onto any prison grounds, transitional housing unit or district office are subject to search without warning.
 3. Possession of contraband is prohibited and subjected to criminal prosecution.
 4. Use of or being under the influence of, alcohol or drugs is prohibited.
 5. Prison grounds are tobacco-free.
 6. All vehicles must be secured including windows rolled up completely, doors locked and personal items removed from view.
 7. No persons or pets may remain in a vehicle while a certified volunteer is within a correctional facility.
 8. Communications with staff members of the NHDOC:
 - a. Seek clarification of supervising staff or any other DOC employees regarding all prison or field services protocols.
 - b. Cooperate immediately with any officer's request or directive.
 - c. Know that certified volunteers are accountable to NHDOC staff members for all voluntary services and shall provide periodic (weekly/monthly) updates on program outcomes and anticipated curriculum.
 - d. NHDOC staff supervisors will have a clear, on-going understanding of the context and content of all voluntary services provided.
 - e. Certified volunteers are encouraged to refer observations and concerns to their staff supervisor.
 - f. Duty to report - at the earliest opportunity, a volunteer must report to their assigned supervisory staff or to the facility's Shift Commander or Chief Probation/Parole Officer the following:
 - i. Any existing or past association or personal connection to an PUDC;
 - ii. Sexual misconduct alleged by an PUDC;
 - iii. PUDC threat of self-harm or extreme hostility towards another person;
 - iv. PUDC revelation of criminal activity or parole violation;
 - v. Requests by an PUDC for personal favors or other non-authorized subjects; and/or
 - vi. Personal criminal arrest or becoming the subject to a judicial order.
 9. Communications with PUDC and Parolees.
 - a. Focus on the assigned tasks detailed in your position description
 - b. Keep everything in the open. Do not say or do anything with an offender that you would be embarrassed to share with your peers or supervisors.
 - c. Maintain a clinical/professional distance with PUDC/parolees. Know boundaries and maintain personal space.
 - d. Respect PUDC/parolees' privacy, confidentiality of records and privileged information.
 - e. Respect diversity.
 - f. Accept that certified volunteers cannot substantiate PUDC conversation
 - g. Volunteers are prohibited to correspond with PUDC. Correspondence includes written or telephone communications. Volunteers may not facilitate communications between PUDC or parolees of any correctional jurisdiction.

- h. Volunteers should protect personal identity information from PUDC and not reveal their address, phone numbers, social life or other confidential personal or family information.
 - i. Volunteers may not knowingly convey to a PUDC any information of a confidential or restricted nature (i.e. intended for staff use only).
10. Undue familiarity with PUDC and their families is not permitted by a volunteer. Undue familiarity includes unprivileged touching, kissing, groping or hugging or conduct that is likely to result in intimacy or close personal association. Volunteers shall not permit persons under departmental control or their families to become unduly familiar towards them.
 11. Sexual contact, misconduct or indecent behavior with persons under departmental control or their families is prohibited for volunteers or staff and subject to criminal prosecution under RSA 632-A:2 and 3.
 12. Giving, selling or accepting items from or to PUDC or their families or extending them any favors is not permitted by volunteers.
 - a. Give nothing to a PUDC.
 - b. Take nothing from a PUDC.
 - c. Carry nothing out of a correctional facility for any PUDC.
 13. Direct exchange of personal property between a volunteer and a PUDC is prohibited. All items received by, in the possession of, or being relinquished by any individual must be pre-screened and accounted for by correctional staff and are subject to ongoing staff inspections. Materials used for group program shall only be accessed by PUDC during those times when the group is scheduled, unless the supervising staff provides written authorization for personal study.
 14. In-processing into a state prison or transitional housing unit requires all volunteers to:
 - a. Be subject to all the provision of PPD 5.22 regarding the introduction of contraband;
 - b. Be subject to the applicable provisions of the NH Code of Administrative Rules; and
 - c. Be without:
 - i. Cell phone, other small concealable electronics, photographic or audio recording devices;
 - ii. Weapons of any kind;
 - iii. Money in significant quantity, purse, wallet, unneeded items in pockets;
 - iv. Tools;
 - v. Books, newspapers or magazines;
 - vi. Tobacco products;
 - vii. Cosmetic or grooming supplies;
 - viii. Food, beverage (especially glass containers, gum or personal photos); and/or
 - ix. Any item not specifically authorized in writing by the Warden/Director or designee.
 - d. Bring only a valid government-issued photographic identification, vehicle key and limited items authorized in writing necessary for your voluntary service or activity session; state their scheduled activity/function and/or name of the staff member visited.
 - e. Sign in on the visitor log and be issued a "visitor badge" to be worn on the breast area of their outermost garment.
 - f. Expect a security inspection of all property.
 - g. Be escorted to and from an activity and periodically be monitored by staff throughout the activity when inside the secure perimeter. Volunteers do not need to be escorted when outside the secure perimeter.

15. Volunteers with parolees should interact only in district offices or common areas of community organizations and provide services in close coordination with the parolee's Probation/Parole Officer (PPO).
16. Donations to the NHDOC are subject to state rules and PPD 3.30. Volunteers will consult with supervising staff prior to any donation to verify agency need and capacity to accept the item(s). All donated items will be delivered to the prison warehouse for inspection and transfer within the agency. A donation record indicating donor, description and value of the item(s), and intended purpose will be prepared and attached to the donation at delivery.
17. Food items may not be introduced by volunteers for routine individual programs or activities. All food items available to PUDC must be furnished through NHDOC oversight. An exception for light refreshments may be given with written approval by Warden/Director or designee for a volunteer activity exceeding 7 continuous hours, and only by donation following PPD 3.30.
18. Volunteer events continuing through individual meal schedules may receive that meal at an alternate location from the prison kitchen. Volunteers may be authorized to join PUDC for the meal, though volunteers will be subject to PPD 2.26 and required to furnish sufficient paper goods and plastic ware for all participants by donation (PPD 3.30).
19. Individual PUDC counseling by any volunteer will be arranged by the staff supervisor following a request slip from the PUDC to the staff member and conducted outside of the normal visiting protocol.
20. Proselytizing is prohibited.
21. Volunteers in any capacity that resign or are terminated, must allow a minimum separation of one (1) year from their last instance of citizen involvement before consideration as an PUDC personal visitor. Time limit exceptions may be considered for an immediate family member of a newly incarcerated criminal offender.

E. Record Keeping Control

1. There shall be a centralized file of each volunteer. All Citizen Involvement Applications, orientation documents, position descriptions, incident reports involving a volunteer and other volunteer-related records originated by a division shall be forwarded to the departmental Supervisor of Volunteer Activities. Records will include the application, documented orientation, position description(s), individual attendance logs and other personnel documents necessary for reporting purposes.
2. An electronic database will be maintained by the NHDOC of all volunteers and accessible through the NHDOC intranet.
3. Divisions will forward copies of volunteer records as requested by other divisions.
4. A roster of authorized volunteers will be published periodically and provided to the institution's control room(s), security sections and volunteer coordinator.
5. Administrator of Programs will submit a quarterly report to the Director of Community Corrections with a copy to the Supervisor of Volunteer Activities, containing relevant data as described in (Attachment 7).
6. Institutional entry officers will verify volunteer status and authorized access from available rosters.
7. Volunteers not on the approved roster or approved operations bulletin will not be authorized access into the facilities questions and concerns with the list should be forwarded to the Department Supervisor of volunteer activities.

F. Adverse Action towards a Citizen/Volunteer

1. The Director of Community Correction in conjunction with the Supervisor of Volunteer Services reviews any case leading to potential adverse action.
2. An applicant who fails to qualify for all volunteer requirements shall receive written notice of the adverse action.

3. A volunteer found in violation of departmental policies and procedures is subject to suspension or termination and shall receive written notice of the adverse action. A volunteer or applicant may appeal an adverse action decision in writing to the Director/Designee of the Division of Community Corrections within thirty (30) days from the date of the notice. The outcome of an appeal may affirm, reverse or modify the adverse decisions. A volunteer may further appeal to the Commissioner of Corrections for reconsideration within thirty (30) days of an adverse decision at the division level.
- G. All volunteers shall be supervised by an on-site NH DOC staff member. The Division Director/Warden is ultimately accountable for the use of volunteers in their area of responsibility and may curtail, postpone or discontinue the services of any volunteer or volunteer organization.
 - H. Additional independent movement or activity by a volunteer within high security locations shall only be permitted by specific written authority of the Warden/Division Director for a term not exceeding one (1) year.
 - I. This policy is not applicable to members of the general public who interact exclusively with individual s through the regular visitation process or to the Citizen's Advisory Board that is appointed by the Governor pursuant to RSA 21-G.
 - J. All incident reports or correspondence regarding a volunteer should be forwarded to the Supervisor of Volunteer Activities to be placed in their individual file.
 - K. In the case of a serious medical incident or injury where the volunteer/intern is incapacitated and unable to speak for them-selves, only the individual designated by the volunteer/intern as an emergency contact will be notified. Emergency contact can be found on the most recent volunteer/intern application. An emergency contact must be designated prior to entrance into any facility. Emergency contact information should only be accessed by the shift commander, Chaplain, Supervisor of Volunteer Activities or the Division Director or Designee. When the incident has been resolved, proper notifications and copies of all incident reports should be sent to the Director of Community Correction and the Supervisor of Volunteer activities.

V. REFERENCES:

ACA

Standards for Adult Correctional Institutions
Fourth Edition Standards

Standards for Adult Community Residential Services
Fourth Edition Standards

PPD

PPD 1.21 Rules & Guidance for Contract Service Providers
PPD 2.16 Rules of Conduct
PPD 2.29 Guidelines for Professional Attire
PPD 2.39 Sexual Harassment
PPD 5.19 Prison Rape Elimination Act
PPD 5.22 Contraband
PPD 7.09 Visiting Policy

OTHER

RSA 508:17
RSA 622:24, 25

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