

 <p style="text-align: center;">DIVISION OF ADULT INSTITUTIONS</p> <p style="text-align: center;">POLICY AND PROCEDURES</p>	DAI Policy #: 309.06.03	Page 1 of 19
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Chapter: 309 Resources for Inmates		
Subject: Volunteers, Pastoral Visitors, Program Guests and Interns		

POLICY

The Division of Adult Institutions recognizes the valuable contribution of volunteers to the rehabilitation efforts for inmates. Facilities shall ensure community volunteers, pastoral visitors, program guests and unpaid interns are properly screened and oriented prior to interacting with inmates. All volunteer activities are directly or indirectly supervised by DOC staff members.

REFERENCES

Wisconsin Statutes s. 302.095 – Delivering articles to inmates
Wisconsin Statutes s. 961.49 – Offenses involving intent to deliver or distribute a controlled substance on or near certain places
Wisconsin Statutes s. 961.495 – Possession or attempted possession of a controlled substance on or near certain places
Wisconsin Statutes s. 946.44 – Assisting or permitting escape
Wisconsin Administrative Code s. DOC 309.02(4) – Close family member definition
Wisconsin Administrative Code s. DOC 309.06 – Visitation
Wisconsin Administrative Code s. DOC 309.10 – Special Visits
Wisconsin Administrative Code s. DOC 309.12 – Revocation, suspension and termination of visiting privileges
Wisconsin Administrative Code s. DOC 309.13 – Special events
Wisconsin Administrative Code s. DOC 309.61 – Religious beliefs and practice
Executive Directive 16 – Fraternalization Policy
Executive Directive 63 – DOC Photo Identification Badges
Executive Directive 72 – Sexual Abuse and Sexual Harassment in Confinement (PREA)
Executive Directive 76 – Criminal History Record Information
DAI Policy 309.06.01 – Visiting
DAI Policy 309.06.02 – Visitor Entrance – Special Needs
DAI Policy 309.61.01 – Religious Beliefs and Practices

DEFINITIONS, ACRONYMS AND FORMS

Active Status – See “Volunteer Status.”

Chain-of-Command – Hierarchy of decision-making authority for volunteer’s supervision, includes: Volunteer Advisor, Facility Volunteer Coordinator, Security Supervisor, Warden/designee and DAI Administrator/designee.

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Challenge Incarceration Program (CIP) – An earned release opportunity that includes manual labor, military drill and ceremony, strenuous physical exercise and treatment directly related to the participant’s criminal behavior.

Corrective Status – See “Volunteer Status”

DAI – Division of Adult Institutions

DCC – Division of Community Corrections

DJC – Division of Juvenile Corrections

DOC – Department of Corrections

DOC-310 – Student Field Placement Program Agreement

DOC-762 – Emergency Contact Information

DOC-1098T – Employee Fingerprint Information

DOC-1267/DOC-1267A – Visitor Notification (commonly known as “gate memo”)

DOC-2270A – Fraternalization Policy Exception Request - Volunteer/Contractor (DOC-2270 is electronically processed form)

DOC-2424 – Visitor Requesting Accommodations

DOC-2466 (WICS) – Incident Report (electronic)

DOC-2674 – DAI Volunteer Application

DOC-2809 – Volunteer Orientation Roster & Attendance Record

Earned Release Program (ERP) – Also known as the Wisconsin Substance Abuse Program (per Wisconsin Statutes s. 302.05). Programs that afford inmates the opportunity to earn a reduction in their term(s) of confinement.

Facility Volunteer Coordinator – See “Chain-of-Command.”

ID – Identification

Inactive Status – See “Volunteer Status.”

Intern – A student approved to work (unpaid) with a staff member for the purpose of professional training within an accredited educational program. Also known as a Practicum or Student in Field Placement.

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LTE – Limited Term Employee

Pastoral Visitor – An approved clergy or religious volunteer who may provide spiritual counseling, study or service per DAI Policy 309.61.01. May be one-time visit or ongoing. Subject to all expectations of volunteers, including adherence to Executive Directive 16.

POC-0079 – DAI Volunteer, Pastoral Visitor, Program Guest & Intern Orientation Manual (Used for ‘Full Orientation’)

POC-0080 – DAI Brief Volunteer Orientation

Prison Rape Elimination Act (PREA) Compliance Manager - A designated facility-based staff member who has the authority to coordinate the facility’s efforts to comply with PREA standards.

Program Guest – Any individual approved to come into the facility for a one-time event to provide a specific program/service/activity (guest speaker, performer, reentry fair, etc.).

Revoke – See “Volunteer Status.”

Suspend – See “Volunteer Status.”

Vendor/Contractor – An external agency with which DOC has established a business relationship to provide certain program/service/activity to the institution and/or inmate population.

Volunteer – Any individual approved to provide a program/service/activity at a facility in an unpaid status.

- Includes volunteer, pastoral visitor, program guest or unpaid intern;
- Excludes employees (also LTE), paid interns, and vendors/contractors providing services to the institution as a whole (e.g. deliveries, facility maintenance, medical care).
- May include individuals working directly with inmates and paid by vendors/contractors, at the discretion of the Administrator/designee (e.g. disability benefits, veterans’ benefits).

Volunteer Advisor – See “Chain-of-Command.”

Volunteer Database/Volunteer Record – Data about each volunteer (both approved and non-approved candidates) which is accessed and maintained by all DAI sites. Staff access is restricted to protect personally identifiable information (PII). Includes the following elements:

- DAI SharePoint database – access is controlled via MS Outlook email distribution list [**DOC DL DAI Volunteer Database Access**].
- Associated electronic forms scanned into secure, restricted-access group folders [**G:\DAI\Volunteer Information**] – access is controlled via DOC AD TaskPads.

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Volunteer Database Instruction Sheet - Attachment

Volunteer Database “SuperUser” – Staff members with authority to delete duplicate records and assist with problem-solving (listed on Volunteer Database Instruction Sheet).

Volunteer Orientation – A training session for volunteers, pastoral visitors, program guests and unpaid interns prior to any inmate contact; a standardized DAI volunteer orientation is supplemented by facility-specific information. Level of orientation is determined by frequency of facility entry and/or the level of inmate contact.

Volunteer Status – Determination of individual’s approval/readiness to enter DAI facilities and provide program/service/activity, as recorded in Volunteer Database.

- Good Standing (no rule violations or identified issues/concerns have been resolved):
 - Active (facility specific) – Orientation is up-to-date; available for scheduling.
 - Inactive – Not currently available for scheduling due to:
 - Application in progress (pending background check/approval)
 - Application – No Action/Hold File
 - Orientation update required
 - Facility-Specific:
 - Family member incarcerated at site;
 - Not approved due to conflict of interest;
 - Self-identified personal situation or choice (e.g. medical, travel).
- Corrective Status (identified rule violations or issues/concerns):
 - Denied Volunteer Application
 - Suspension Pending Investigation (applies to all DAI facilities)
 - Reinstatement Following Investigation
 - Revocation of Volunteer Privileges (applies to all DAI facilities)
 - Approved Following Revocation & Reapplication (may be facility specific)

WCCS – Wisconsin Correctional Center System

WICS – Wisconsin Integrated Corrections System

WICS User Guide – Visitation – An electronic instruction manual available on MyDOC.

WICS Visitor List – An electronic posting of individuals approved to visit a specific inmate.

WWCS - Wisconsin Women’s Correctional System

PROCEDURE

I. General Information

- A. For the purposes of this policy, volunteer refers to any individual serving a role as a volunteer, pastoral visitor, program guest or unpaid intern.

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- B. Volunteers shall not receive monetary compensation from DOC, although religious volunteers may be eligible to receive an honorarium and/or expenses per DAI Policy 309.61.01.
- C. To avoid potential liability, volunteers shall not be given decision-making authority over inmates or be assigned tasks that are otherwise part of a staff member's job duties (e.g. assessment/evaluation, classification, discipline, education, employment, health care, religious accommodation approval/denial, security protocols). The only exception may be an intern under the direction of a supervisory-level staff member.

II. Facility Management of Volunteers/Chain-of-Command

- A. Hierarchy of decision-making authority for volunteer's supervision includes:
 1. Volunteer Advisor – Individual volunteer's primary facility contact. Facility staff member assigned to facilitate/supervise activities of individual volunteers or volunteer groups (e.g. chaplain for religious services/studies; treatment provider for self-help groups, guest speakers, interns; teacher for tutoring; recreation leader for gardening, hobbies);
 2. Facility Volunteer Coordinator – A supervisory staff member appointed by the facility Warden/designee to coordinate the facility's overall volunteer management functions;
 3. Shift Supervisor – Staff member in charge for a particular work shift.
 4. Warden/designee – Final authority for decisions related to volunteers and volunteer-led program/service/activity at a particular facility, including corrective status.
 5. DAI Administrator/designee – Final authority for revocation of volunteer privileges throughout all DAI facilities.
- B. Facility Entrance Procedure
 1. Volunteers shall comply with DAI Policy 309.06.01 and 309.06.02 (e.g. dress code, personal items, security screening procedures).
 2. Program/service/activity materials shall be approved in advance, to ensure proper screening upon entrance.
 3. Volunteer Advisor/designee shall complete DOC-1267.
- C. WICS Tracking of Individual Pastoral Visitors
 1. Per DAI 309.06.01 and DAI 309.61.01:
 - a. Professional visitors conducting spiritual care with individual inmates shall be documented in WICS. (NOTE: WICS is not used for tracking group pastoral visits and/or congregate program/service/activity).
 - b. DOC-1267/DOC-1267A (commonly known as "gate memo") may be used for intra-facility communication.
 - c. DOC-1267/DOC-1267A is not accessible to other DAI facilities; is not sufficient documentation of pastoral visits for historical record.
 2. Per *WICS User Guide – Visitation*, designated facility staff shall enter Pastoral Visitors as a Relative/Associate for each applicable inmate.

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3. Designated staff shall record each individual professional visit per *WICS User Guide - Visitation*:
 - 1) User Guide 28 – Start a Special-Professional Visit.
 - 2) User Guide 29 – View Current Special-Professional Visits.
 - 3) User Guide 30 – End a Special-Professional Visit.
 - 4) User Guide 40 – Deny a Professional Visitor.

D. Event Termination

1. Security Supervisor/designee may interrupt and/or immediately end a volunteer-led program/service/activity for any instance where the safe and controlled functioning of the facility is thought to be affected, such as:
 - a. Facility issues and/or need to redirect resources (e.g. emergency, disturbance, lockdown), at no fault of the volunteer;
 - b. Volunteer alleged violation of rules, policies and regulations.
2. Security Supervisor/designee shall document terminated program/service/activity via DOC-2466 (WICS), with notice to:
 - a. The Facility Volunteer Coordinator;
 - b. All DAI Security Directors, as appropriate.
3. If event termination results from volunteer behavior, Suspension Pending Investigation procedure shall be initiated.
 - a. Security Supervisor/designee shall verbally notify the volunteer prior to facility departure they cannot enter any DAI facility until further notice.
 - b. Facility Volunteer Coordinator, in consultation with the Warden/designee, shall assess and determine follow-up actions.

E. Volunteer Support Following a Critical Incident

1. In the event of an identified critical incident, the Facility Volunteer Coordinator/designee may offer volunteer(s) access to DOC Peer Supporters, in accordance with the DOC Employee Services Program guidelines for utilization and procedures.
2. Volunteer status does not qualify for contracted Employee Assistance Program eligibility under State of Wisconsin employee benefits.

III. Eligibility

- A. The Warden/designee shall have final approval for all volunteers at that facility, with the exception of volunteers in Corrective Status.
 1. All potential volunteers shall be screened by designated Volunteer Advisor(s) at each facility to determine if their proposed program/service/activity is needed/appropriate (e.g. religious volunteer verified by the Chaplain/designee as an appropriate representative of a faith group; program volunteer has necessary qualifications; etc.).
 2. Basic expectations for the volunteer's program/service/activity shall be clarified and agreed upon prior to application process at each facility (e.g. religious service/study format or curriculum pre-approved, etc.).
 3. Current and former DOC employees may be eligible for volunteer privileges at the discretion of the Warden/designee. If approved, must

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follow all provisions of this policy and may be required to complete Volunteer Orientation.

- B. All volunteers shall be eighteen (18) years of age or older.
- C. Volunteer Candidates with Incarcerated Family Members
1. A volunteer candidate shall not be in active status at a facility if they are:
 - a. A close family member of an inmate housed at that facility, as defined by Wisconsin Administrative Code s. DOC 309.02(4);
 - b. Identified as a family member or friend on the WICS visiting list or relative/associate list of an inmate housed at that facility.
 2. Active status shall change to inactive at a specific facility if an inmate is transferred making the volunteer subject to C.1.; and shall remain inactive for the duration of the inmate's incarceration at that site.
 3. If all other requirements are satisfied, Warden/designee may approve of:
 - a. A volunteer made inactive at one facility per Section C.1., to be an active volunteer at another facility.
 - b. Professional/pastoral visitors recorded on an inmate's WICS Relative/Associate list per Section II, C. above, to be a facility volunteer for congregate program/service/activity(ies) at the same site.
- D. Volunteer Candidates with Criminal History
1. A person under correctional probation/parole/extended supervision under any jurisdiction may apply for volunteer privileges after being on supervision for two consecutive years and with the approval of the supervising agent.
 2. A former inmate from any jurisdiction who is no longer under correctional supervision may apply for volunteer privileges after being released for two consecutive years, with no re-incarceration in any jurisdiction (including any temporary jail placement).
 3. The WCCS/WWCS Warden/designee may authorize a CIP or ERP graduate to serve as a Program Guest at special events prior to two-years post-release, provided there will be direct staff supervision throughout the event.
- E. Eligibility Changes Due to Law Enforcement Interaction
1. Volunteer privileges may be affected by events or issues in the community – subsequent to disclosures on initial application and background check.
 2. Volunteers are required to notify the Facility Volunteer Coordinator/designee at their primary program/service/activity facility of all non-DOC related law enforcement contact, with the exception of volunteers who are victims of a crime. Notification shall also include:
 - a. Arrest or charge, and any updates or outcome of court proceedings;
 - b. Volunteer becomes aware that law enforcement has identified them as a possible subject in a police investigation;
 - c. Volunteer is subject to a restraining order or injunction;
 - d. Volunteer is placed under a deferred prosecution agreement.

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3. Volunteer is required to provide notification by the next business day.
4. In consultation with the Security Director/designee, the Facility Volunteer Coordinator shall assess whether it is appropriate/necessary to initiate Corrective Status.
5. The Facility Volunteer Coordinator shall document relevant information and follow-up via:
 - a. DOC-2466 (WICS) – incident report may be marked confidential/restrict access, as appropriate;
 - b. Notation in SharePoint Volunteer Database.
6. A volunteer's failure to notify DAI of any incidents referenced in E.2., may result in Corrective Status.

IV. Application Process

- A. Candidates meeting eligibility criteria shall complete DOC-2674.
- B. Facility shall conduct/review background check to include:
 1. Criminal history per DAI Policy 309.06.01.
 2. DAI Volunteer Database (suspensions, revocations, concerns, DOC-2270A on file, etc.).
 3. WICS Person Search (inmate visiting lists, pastoral/professional visits).
- C. Approved Volunteer Applications
Prior to scheduling new volunteer for program/service/activity, facility staff shall:
 1. Provide DAI volunteer orientation.
 2. Require volunteer to complete DOC-762.
 3. Issue an ID per Executive Directive 63.
 4. Complete fingerprinting per Executive Directive 76 and relevant Human Resources Procedures.
 5. Inform volunteer to submit DOC-2270A, if applicable.
 6. Instruct volunteer to submit DOC-2424, if applicable, to request special accommodation for facility access, per DAI 309.06.02.
 7. Complete DOC-310 (interns only).
- D. Volunteer Application – No Action/Hold File
Warden/designee may determine – at no fault of applicant – proposed program/service/activity cannot be implemented (e.g. insufficient resources/time/space; lack of inmate interest, duplicates existing programming; etc.).
 1. Application process may be interrupted/discontinued at the discretion of the Facility Volunteer Coordinator/designee.
 2. Check “No Action/Hold File” on DOC-2674.
 3. Facility Volunteer Coordinator/designee shall issue a letter to the applicant indicating application not processed – no fault.
 4. Indicate “inactive status” in SharePoint Volunteer Database; enter comments detailing reason.
 5. Scan DOC-2674 and letter into group folders, per Section V.

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E. Denied Volunteer Applications

1. Warden/designee may determine applicant is not an appropriate candidate for volunteer privileges.
2. Carry out steps in Section VIII. regarding "Corrective Status."

F. Volunteer Privileges at Additional Facilities

1. Approved volunteers may be eligible for facility entry at additional sites, at the discretion of each facility Warden/designee.
2. Each secondary/subsequent facility shall:
 - a. Evaluate whether volunteer's proposed program/service/activity is needed or appropriate.
 - b. Conduct brief orientation. Full orientation or additional training may be required at the discretion of the Warden/designee.
 - c. Each facility shall issue an ID per DOC Executive Directive 63.
 - d. Complete a background check if prior review was more than one year ago.
 - e. Updated DOC-2674 is not required unless volunteer has been inactive at all DAI sites for more than one year.

G. Inactive Volunteers – Reapplying for Privilege/Facility Entry

1. After being inactive at all DAI facilities for more than one year, volunteer candidates wishing to resume facility entry shall submit a new DOC-2674.
2. All steps outlined in this policy shall be completed, including assessment of facility program/service/activity needs, background check, approval/denial, orientation.
3. Staff shall update existing SharePoint Volunteer Record, rather than creating a new record for the same individual.

V. DAI SharePoint Volunteer Database

A. Database access will be limited to protect Personal Identifying Information (PII).

1. Each Warden/designee shall designate staff member(s) responsible for updating the DAI Volunteer Database.
2. Facility Volunteer Coordinator shall notify the DAI Religious Practices Coordinator of staff needing database access.

B. Facility Volunteer Coordinator/designee shall ensure that records are created and/or updated for each:

1. Volunteer.
2. Pastoral visitor.
3. Program guest.
4. Unpaid intern.
5. Individual applying for volunteer privileges at secondary /subsequent sites.
6. Individual reapplying after more than one year inactive status.
7. Volunteer in corrective status, including denied applicant.

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- C. Designated staff shall update volunteer records within five business days of any event/change, per attachment - Volunteer Database Instructions.
- D. Each individual Volunteer Record includes:
1. Electronic data within SharePoint Volunteer Database.
 2. Associated forms scanned into secure, restricted-access group folders.
[G:\DAI\Volunteer Information]
 - a. DOC-2674.
 - b. DOC-762.
 - c. Correspondence regarding Corrective Status (e.g. suspension, reinstatement, revocation, denied application).
 3. File naming protocol for scanned volunteer records:
[LAST first – form number or letter purpose – month year]
(e.g. SMITH john – DOC-762 – March 2016; SMITH john – reinstatement ltr – April 2017).
 4. Additional optional forms shall be scanned into appropriate location, per other DAI procedures:
 - a. DOC-2270A, per ED 16.
 - b. DOC-2424, per DAI Policy 309.06.02.
[G:\DAI\Security Directors\DOC 2424s ONLY]
- E. The electronic record (including scanned forms) becomes the official record.
1. Completed paper forms shall be retained in confidential manner by Security Director/designee, until instructed of applicable Records Retention/Disposition Authorization (RDA).
 2. No additional copies of completed forms shall be created or maintained.
 3. Prior electronic forms shall be retained when scanning updated forms into the designated group folders
(e.g. SMITH john – DOC-762 – March 2016; SMITH john – DOC-762 – April 2017).
 4. Electronic volunteer records shall not be deleted/destroyed without consent of a SharePoint Volunteer Database “SuperUser.”

VI. Orientation/Training

A. Level of Training

Volunteers are required to complete an orientation prior to facility entry and inmate interaction, based upon type, frequency and level of inmate contact. The following are minimum expectations for all DAI volunteers:

1. Full orientation shall be required for any volunteer entering any DAI facility (one or any combination of sites) five or more times per year.
2. Brief orientation shall be required for any volunteer entering any facility four or fewer times per year.
3. Persons changing status to increase facility entry to five or more times per year shall be required to complete the full orientation.
4. Warden/designee may:
 - a. Require full orientation on a case-by-case basis at any time;
 - b. Limit volunteer one-to-one contact with inmates;

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c. Provide direct/line-of-sight staff supervision.

B. Full Orientation

1. Shall be presented by facility staff (preferably a combination of security and non-security staff).
2. Shall include a thorough review of the standardized manual (POC-0079).
3. Volunteer candidates may attend full orientation at any DAI facility:
 - a. Facility Volunteer Coordinator/designee shall enter all full orientation dates on the DAI-wide calendar in the group folder.
[G:\DAI\Volunteer Information\Orientation Information]
 - b. Facility Volunteer Coordinator/designee shall request/arrange attendance with other site's Facility Volunteer Coordinator/designee.
 - c. Facility providing full orientation shall record/update training date in SharePoint database for each attendee.
 - d. Volunteer's primary program/service/activity site shall process/scan/file form/record updates (e.g. DOC-2764, DOC-762, DOC-2424, DOC-2270A), as needed.

C. Brief Orientation

1. Shall include a review of the standardized brief orientation (POC-0080).
2. Shall include an opportunity for the volunteer to ask questions of staff.
3. May be conducted by phone or e-mail at discretion of Warden/designee.

D. Facility-Specific Information

All full and brief orientation sessions shall include:

1. Entrance guidelines.
2. Emergency procedures.
3. Facility contact information.
4. Absence reporting procedures (e.g. talk to a person not voicemail).

E. Annual Orientation Update

1. All DAI volunteers shall be required to undergo orientation once per calendar year to maintain active status (e.g. once in 2015, 2016, 2017 – may be more than 12 months between sessions).
2. Orientation update content:
 - a. Shall at minimum include a review of the standardized brief orientation (POC-0080) and facility-specific information.
 - b. Shall include an opportunity for the volunteer to ask questions of staff.
 - c. May be conducted by phone or email at discretion of Warden/designee.
 - d. May be incorporated into facility volunteer appreciation events.
 - e. May include additional site-specific training requirements (including, but not limited to the DAI full orientation), at the discretion of the Warden/designee.
3. Volunteers may update DOC-2674 and DOC-762, as needed. If information has not changed, updated forms are not required.

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4. The Facility Volunteer Coordinator shall provide all site volunteers with pertinent information regarding policy and procedure updates. At the discretion of the Warden/designee, this may be done by email or written form.

F. Prison Rape Elimination Act (PREA) Acknowledgement

1. Facilities shall require each volunteer to sign DOC-2809 to verify attendance for all brief and full volunteer orientations (conducted by group or individually), including annual orientation update.
2. Completed DOC-2809 shall be scanned and filed into group folder.
[G:\DAI\Volunteer Information\Orientation Information\Orientation Rosters – Attendance Records]
3. File naming protocol for scanned DOC-2809:
[FACILITY – volunteer prea record – month-date-year]
(e.g. CVCTF – volunteer prea record – 03-12-16; WSPF – volunteer PREA record – 11-30-16).
4. Original paper DOC-2809 shall be provided to facility PREA Compliance Manager.

VII. Fraternalization

A. Relationships/Contacts with Inmates/Offenders/Youth

1. Volunteers are prohibited from associating with, accompanying, corresponding with, consorting with or exchanging personal contact information/goods/services/funds with:
 - a. Any inmate/offender/youth incarcerated in a DOC facility.
 - b. Any offender under DOC supervision including DCC and DJC.
 - c. Any family/friends/associates of an inmate/offender/youth under the supervision of DOC.
 - d. Any inmate/offender/youth within two years following discharge from incarceration or community supervision, whichever is last.
2. A volunteer shall not personally intercede on behalf of an inmate/offender regarding:
 - a. Facility discipline;
 - b. Classification/programming;
 - c. Rules of supervision;
 - d. Employment;
 - e. Petitions for parole, pardon, commutation or judicial matters.

B. Volunteer Notification

1. Volunteer shall disclose to their primary site Volunteer Advisor any relationship or contact with individuals listed in paragraph A.1.:
 - a. At time of application for volunteer privileges – on DOC-2674;
 - b. Unplanned/inadvertent contact – by the next business day;
 - c. Anticipated/ongoing contact – in advance of initial contact or by the next business day after identifying possible contact;
 - d. New incarceration/supervision – by the next business day after learning of offender status.

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2. Volunteer Advisor shall notify Facility Volunteer Coordinator.
 3. Facility Volunteer Coordinator/designee shall complete a DOC-2466 (WICS), as appropriate.
 4. The Facility Volunteer Coordinator, in consultation with the Warden/designee, shall advise the volunteer to submit a DOC-2270A if appropriate.
 - a. Upon submission, Facility Volunteer Coordinator shall advise the volunteer to limit contact with that inmate/offender/youth until the DOC-2270A is approved/denied.
 - b. Pending approval/denial of the DOC-2270A, volunteers may be granted facility entry at the discretion of the Warden/designee.
 5. Volunteers who fail to disclose familial or personal relationships with offender/inmate may be subject to Corrective Status.
- C. DOC-2270A Submission per Executive Directive 16
1. Facility Volunteer Coordinator/designee shall:
 - a. Initiate an electronic DOC-2270.
 - b. Check the box indicating the volunteer/contractor.
 - c. Transfer all information from DOC-2270A to the electronic DOC-2270, making sure all sections and required fields are completed.
 - d. Attach a PDF of the DOC-2270A with volunteer signature.
 - e. Submit for approval/denial via e-form procedure.
 2. Following the DAI Administrator/designee review and decision, electronic notice shall be sent via e-form procedure to:
 - a. Facility Warden (confidential e-form mailbox).
 - b. Facility Volunteer Coordinator's email.
 3. Facility Volunteer Coordinator/designee shall:
 - a. Provide a copy of the final approval/denial to the volunteer via U.S. mail, email (PDF), or in-person, including:
 - 1) Completed DOC-2270 (electronic).
 - 2) Copy of DOC-2270A attachment with volunteer signature.
 - b. Record DOC-2270A status (e.g. submitted/pending/approved/denied) in the SharePoint Volunteer Database comments field.
 - c. Scan the approval/denial documentation into secure, restricted-access group folders.
[G:\DAI\Volunteer Information\1 - Scanned Volunteer Forms\DOC-2270 Volunteer Fraternalization Exception Forms]
 - d. DOC-2270A file naming protocol:
[LAST first – DOC-2270A for inmate/offender name – month year]
(e.g. SMITH john – DOC-2270A for Mary Jones - March 2016; SMITH john – DOC-2270 for Michael Jones – April 2017).
 4. At the discretion of the Warden/designee, further documentation may be made in inmate's record via DOC-2466 (WICS), if appropriate to share information with other DAI sites.

VIII. Corrective Status

A. Denied Volunteer Application

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1. Per Section IV.E., Warden/designee may determine applicant is not an appropriate candidate for volunteer privileges.
 2. The Warden/designee shall issue a letter to the applicant specifying reason for denial, sharing a copy with the DAI Security Chief and/or DAI Religious Practices Coordinator.
 3. The DAI Security Chief/designee may advise the DAI Administrator on further restrictions to facility entry on a case-by-case basis.
- B. Suspension Pending Investigation
1. The Security Director/designee shall issue a letter to the volunteer (or each volunteer of a suspended group) stating the reason for suspension.
 2. Suspension pending investigation prohibits facility entry at all sites for:
 - a. Program/service/activity.
 - b. Pastoral/professional visits.
 - c. Inmate visiting list(s) per DAI 309.06.01, unless Warden/designee grants special permission.
 3. The Security Director/designee shall investigate the violation.
 4. The DAI Security Chief may assign additional facilities to assist with the investigation.
- C. Reinstatement Following Investigation
1. Facility investigation may result in determination to reinstate privileges.
 2. The Warden/designee shall issue a letter to the volunteer specifying conditions for reinstatement of volunteer privileges, if any (e.g. further orientation, instruction, procedures).
 3. Reinstatement of volunteer privileges may or may not apply to all DAI sites, at the discretion of each facility Warden/designee.
- D. Revocation of Volunteer Privileges
1. At the conclusion of the investigation, the Warden/designee may recommend revocation of volunteer privileges to the DAI Security Chief.
 - a. The DAI Security Chief shall advise the DAI Administrator whether:
 - 1) Revocation should be site-specific;
 - 2) Volunteer should be prohibited entry to all DAI facilities; and/or
 - 3) Volunteer should be removed from inmate visiting list(s).
 - b. DAI Religious Practices Coordinator may be consulted for issues with religious volunteers.
 2. The DAI Administrator/designee shall issue a letter to the volunteer stating:
 - a. Reason (e.g. delivery of contraband, fraternization).
 - b. Scope (facility-specific or DAI-wide).
 - c. Duration (date eligible to re-apply for volunteer privileges).
 3. Each Security Director/designee shall ensure that each revoked volunteer identification badge is destroyed.
- E. Approved Following Revocation & Reapplication

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1. Former volunteers may re-apply for volunteer privileges after the conclusion of the revocation period.
2. All steps of application process shall be followed (e.g. assessment of facility need for proposed volunteer-led program/service/activity, background check, orientation, documentation).
3. Reinstatement of volunteer privileges may or may not apply to all DAI sites, at the discretion of each Warden/designee.

F. Documentation of Corrective Status

1. Group Folders

[G:\DAI\Volunteer Information\2 - Suspension-Reinstatement-Revocation-Denial Letters]

- a. Letter Templates are available for:
 - 1) Suspension Pending Investigation by Security Director/designee
 - 2) Reinstatement Following Investigation by Warden
 - 3) Revocation of Volunteer Privileges by DAI Administrator
 - 4) Volunteer Application – No Action/Hold File (no fault)
 - 5) Denied Volunteer Application – Corrective Status
- b. Electronic copy of corrective status letters shall be:
 - 1) Filed in the group folders.
 - 2) Distributed to Security Directors and Facility Volunteer Coordinators.

2. SharePoint Database

Facility Volunteer Coordinator/designee shall document volunteer corrective status, including:

- a. Scope of corrective status.
- b. Reason for corrective status.
- c. Effective date.
- d. Duration of corrective status.
- e. Eligible for reapplication date, as applicable

3. WICS Visiting Lists

- a. DAI 309.06.01, Section IV – Voluntary and Involuntary Removal Process shall be implemented, as applicable.
 - 1) Security Director/designee shall notate facility-level visitation status changes.
 - 2) DAI Security Chief/designee shall notate statewide visitation status changes.
- b. Consistent with *WICS User Guide – Visitation*, designated staff shall complete:
 - 1) User Guide 11 – Remove Visitor from Inmate’s Approved Visitor List.
 - 2) User Guide 15 – Add a Person Consideration.

Administrator’s Approval: _____ **Date Signed:** _____
 Makda Fessahaye, Administrator

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Facility: Prairie du Chien Correctional Institution		
Original Effective Date: 02/06/03	DAI Policy Number: 309.06.03	Page 16 of 19
New Effective Date: 08/13/20	Supersedes Number: 309.06.03	Dated: 04/14/15
Chapter: 309 Resources for Inmates		
Subject: Volunteers, Pastoral Visitors, Program Guests and Interns		
Will Implement <input type="checkbox"/> As written <input checked="" type="checkbox"/> With below procedures for facility implementation		
Warden's/Center Superintendent's Approval: Warden Peter J. Jaeger		

REFERENCES

PDCI Entrance Guidelines for Non-inmate Visitors

DEFINITIONS, ACRONYMS, AND FORMS

PDCI 900.401.02 Personal Screammers

DOC-1267 Visitor Notification

RH – Restrictive Housing**FACILITY PROCEDURE****I. General Information**

- A. The Program Supervisor shall serve as the PDCI Volunteer Coordinator.
- B. Staff shall consult with the Volunteer Coordinator regarding volunteer-led programming and prior to inviting an individual to serve as a volunteer at PDCI. The purpose is:
 1. To avoid duplicating contacts of same persons/organizations.
 2. To ensure appropriate / approved program content prior to contact with the public.
- C. Assigned Volunteer Advisors will ensure compliance with all policy steps from application through orientation, scheduling entrance and monitoring.

II. Volunteer Escort

- A. All new volunteers will be escorted to their destination within the institution by staff.
- B. Regular volunteers (only after initial visit) may travel to their destination with only a "visual escort" provided.
 1. Control staff will radio a support (or other) officer for availability to visually monitor the volunteer as they move from one building to another.
 2. The designated officer will monitor the volunteer to ensure they avoid mass inmate movement and arrive safely at their intended destination.
 3. Control staff will notify the area officer (whose post includes control of the destination area: chapel, classroom, RH, etc.) that the volunteer is in transit.
 4. Volunteers who report to RH must report to the HSU Sergeant prior to and immediately after a RH visit.

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- C. All volunteers must sign a log maintained by the area officer and note arrival and departure time.
- D. The area officer shall contact Control prior to the volunteer departure to arrange visual escort to the next destination (gatehouse, RH, etc.)

III. In case of emergency

- A. At the start of a visit, volunteers shall be instructed by the area officer on the following:
 - 1. For building evacuation, the volunteer will exit via the nearest exit and report to staff in the central courtyard and await further instruction.
 - 2. In the event of a different type of emergency, report back to the area officer and await further instruction.
- B. Officers will be expected to direct and account for all volunteers as soon as possible after an emergency or drill is called.

RESPONSIBILITY**I. Staff**

- A. Program Supervisor / Volunteer Coordinator
 - 1. Administer, support, and coordinate the PDCI Volunteer Program in consultation with the Security Director and Warden's Office as needed.
 - 2. Review volunteer applications and render decisions on approvals, orientation and database updates.
 - 3. Assign staff as a volunteer advisor for each volunteer and consult regularly with advisors.
 - 4. Ensure compliance for applications, orientations, and database updates.
- B. Staff assigned as Volunteer Advisors
 - 1. Consult with the Volunteer Coordinator throughout each step. If individual is already an approved volunteer at another site, inform Volunteer Coordinator who will review and determine next steps.
 - 2. Ensure DOC-2674 is completed as required. Forward to Security PA for background check and database entry.
 - 3. Upon approval:
 - a. Arrange for orientation which must include facility specific information from policy section VI.D.
 - b. Have volunteer complete needed forms and forward:
 - i. DOC-762; forward to HR Assistant.
 - ii. DOC-2270 as needed; forward to Volunteer Coordinator.
 - iii. DOC-2424 as needed; forward to Security PA.
 - iv. Interns also complete DOC-310.
 - c. Arrange for an ID (Volunteer Coordinator will provide staff contact)
 - d. Request Volunteer Database update
 - 4. Complete DOC-1267 and submit to supervisor.

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- a. Provide volunteer with a copy of PDCI Entrance Guidelines for Non-inmate Visitors.
 - b. Provide instruction on initial entrance, as well as plan for further visits.
 5. Ensure WICS entry for Professional / Pastoral Visits, per PDCI 309.06.01.
 6. Meet and escort new volunteer(s) from gatehouse to program area, as needed (or make other arrangements).
 7. Monitor compliance with rules/ regulations as well as program expectations for duration of volunteer involvement.
 - a. Report all issues or concerns to the Volunteer Coordinator as soon as possible; if unavailable, consult a supervisor.
 - b. Document concerns via DOC-2466.
 8. Monitor volunteer attendance and program participation.
 - a. Report any changes or concerns to Volunteer Coordinator as soon as possible to ensure database is updated.
 - b. Log the number of hours a volunteer is present and submit to Volunteer Coordinator annually for reports.
 - c. Annually, review volunteer-led program for effectiveness and consult with the Volunteer Coordinator.
- C. Staff assigned to complete background checks and other related duties shall:
1. Security Program Assistant (PA)
 - a. Scan and maintain files for DOC-2674
 - b. Process DOC-2424 as needed for new volunteer.
 - c. Scan and save DOC-762 to appropriate security folder.
 2. Deputy Warden's Secretary (back-up)
 3. Warden's Secretary (back-up)
 4. Human Resources Assistant (back-up)
- D. Staff assigned to update Volunteer Database
1. Chaplain
 2. Volunteer Coordinator
 3. Security PA
- E. Gate Staff / Control Staff
1. Upon authorized entry, issue volunteer identification cards and personal screamer; instruct in use of personal screamer as needed.
 2. Assign a security escort for volunteer movement within the institution, if needed or assign available security staff to provide a visual escort. Notify area officer of volunteer movement.
 3. In the event of an emergency or drill, ensure volunteers have been accounted for prior to allowing exit from the institution.
 4. Document entry/exit for professional visits in WICS, per PDCI 309.06.01.
- F. Area Officer (security staff whose assigned post includes school, chapel, RH, or other area where volunteers work with inmates: e.g. HSU Sergeant, School Officer, RH Sergeant.)

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1. Maintain a sign-in sheet for each area and have each volunteer sign in/out of the area. The sign-in sheet should be placed in the mail cart or Chaplain's box near the chapel just prior to the end of the shift.
2. Monitor volunteer and inmate activity.
 - a. Instruct volunteers in proper procedure when needed.
 - b. Report any problems to shift supervisor immediately.
 - c. Document via DOC-2466.
3. Notify Control as needed to provide escort for volunteers from one area to another.
4. In the event of an emergency or drill, account for all volunteers to Control and provide direction as needed.

II. Volunteers

- A. Complete all required forms and attend orientation; follow all rules and guidelines. Accept direction from, and direct questions to PDCI staff.
- B. Wear identification card and personal screamer as instructed while at PDCI.
- C. Sign in and out of each area upon arrival/departure.
- D. Await instructions from officer in charge of the area in the event of an emergency.