



# Illinois Department of Corrections

## Administrative Directive

Number: <b>04.01.122</b>	Title: <b>Volunteer Services</b>	Effective: <b>8/1/2024</b>
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<b>Authorized by:</b>	<i>[Original Authorized Copy on File]</i> <b>Latoya Hughes</b> Acting Director
<b>Supersedes:</b>	04.01.122 effective 2/1/2022

<b>Authority:</b> 730 ILCS 5/3-2-2 20 IAC 435	<b>Related ACA Standards:</b> 5-ACI-1A-07, 10, 11 – 17, 5-ACI-1C-09, 14, 16, 25, 5-ACI-1D-01 – 05, 5-ACI-1F-01, 06 – 08, 12, 5-ACI-1G-01 – 07, 5-ACI-3D-14, 5-ACI-5E-02, 08, 5-ACI-6B-10, 5-ACI-6C-03, 5-ACI-7C-02, 5-ACI-7E-02, 5-ACI-7F-03, 07
<b>Referenced Policies:</b> 01.02.104 03.02.200 04.01.301 05.01.106	<b>Referenced Forms:</b> DOC 0005 – Volunteer/Unpaid Intern Services Application DOC 0032 – Request for Background Investigation DOC 0035 – Background Investigation Release and Consent DOC 0041 – Volunteer Service Agreement and Release DOC 0042 – Volunteer Services Orientation Checklist DOC 0267 – Volunteer Information Sheet DOC 0434 – Incident Report DOC 0689 – Volunteer Sign-In Sheet DOC 0759 – Withdrawal of Volunteer Services Program

### I. POLICY

The Department shall promote the use of volunteers to provide services and enrichment to the Department and its individuals in custody.

### II. PROCEDURE

#### A. Purpose

The purpose of this directive is to establish written instructions to staff regarding the recruitment and use of volunteer services.

#### B. Applicability

This directive is applicable to all correctional facilities, offices, programs and parole services within the Department.

#### C. Facility Reviews

A facility review of this directive shall be conducted at least annually.

#### D. Designees

Individuals specified in this directive may delegate stated responsibilities to another person or persons unless otherwise directed.

#### E. Definitions

Inactive Volunteer – a volunteer who has been removed from the active volunteer list due to failure to maintain proper identification, provide documentation of required TB testing or inactivity in a facility during

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the most recent twelve-month period. A volunteer can be deemed inactive in one facility but remain active in other facilities.

Limited Volunteer – an individual who will provide a volunteer service on a one-time basis or no more frequently than once every three months per facility. Services shall be limited to a maximum of two facilities and shall be for a specific activity or function, such as guest speaking. Limited volunteers shall be escorted or supervised while the service is provided.

Parent Facility – the initial facility to which a volunteer applies or has been approved to provide services.

Regular Volunteer – an individual who provides volunteer services more than once every three months at one or more facilities that may also, with permission, include ongoing volunteer or mentoring services to individuals in custody upon their release; as well as an individual who oversees other volunteers on a regular basis. Regular volunteers may be allowed non-escorted movement in designated areas.

Restricted Volunteer – an individual whose volunteer services have been temporarily restricted at all facilities or program sites.

Terminated Volunteer – an individual whose volunteer services have been permanently suspended from all facilities.

Volunteer – a person who is at least 18 years of age and who individually or through an organization will give the time to provide a service for the Department in the performance of an approved function or activity; it does not include non-paid interns.

## **F. Requirements**

### **1. Office of Volunteer Services**

- a. The Department's Statewide Volunteer Coordinator and the Chief Chaplain shall comprise the Office of Volunteer Services.
- b. The Office of Volunteer Services shall:
  - (1) Monitor volunteer activities within the Department and be responsible for ensuring random external audits of volunteer activities at facilities in accordance with this directive.
  - (2) Ensure a volunteer orientation manual is maintained, which addresses all items listed on the Volunteer Services Orientation Checklist, DOC 0042. The manual shall be reviewed annually and updated as necessary.
  - (3) Ensure Facility Volunteer Coordinators are appointed and trained to maintain volunteer records.
  - (4) Produce uniform forms and correspondence for use by the Facility Volunteer Coordinators.
  - (5) As needed, request Facility Volunteer Coordinators maintain data on volunteer activities and provide reports.

### **2. Facility Volunteer Coordinators**

- a. The Chief Administrative Officer (CAO) of each facility or program site shall ensure:

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- (1) Appropriate staff, including security staff, are trained in the use of the Visitors/Volunteers module in Offender 360 (O360) and understand the importance of maintaining accurate volunteer records.
- (2) A Volunteer Sign-In Sheet, DOC 0689, is maintained for volunteers and a copy is provided to the Facility Volunteer Coordinator on a daily basis.
- (3) If no staff member has been hired to serve as Facility Volunteer Coordinator, the CAO of each facility or program site shall appoint a Coordinator. The name, title and telephone number of the current volunteer coordinator shall be submitted to the Office of Volunteer Services.

b. The Facility Volunteer Coordinator shall:

- (1) Oversee and/or delegate the recruitment of volunteers from surrounding areas in the community to perform, among other matters, religious, professional and service work.
- (2) Coordinate programs and ensure a current schedule of applicable volunteer services is available to individuals in custody.
- (3) Ensure volunteer applications and background documents are submitted in a timely manner.
- (4) Review any DOC 0689 on a daily basis and compare with records in O360.
- (5) Process and maintain individual volunteer files and records of volunteer activity, as outlined in Section II.F.4.
- (6) Maintain data on volunteer activities and submit reports as requested by the Office of Volunteer Services.
- (7) Ensure volunteers receive orientation and training appropriate to the type of volunteer assignment at the facility or program site prior to service. Training shall include all aspects of the Volunteer Standards of Conduct, as outlined in Section II.F.6.
- (8) Review the status of volunteers at least twice annually. Volunteers not having provided services during the past twelve-month period at any facility shall be placed in inactive status by the parent facility.
  - (a) If the individual is no longer active at the parent facility, the volunteer may be transferred to another facility for which active service is performed. A request to transfer to another parent facility shall be submitted to the Agency Volunteer Services Coordinator who, upon approval, shall change the parent facility status.
  - (b) If an individual in inactive status subsequently wishes to again perform volunteer services, the individual must re-apply in accordance herein, unless the individual is still in active status at another facility.

3. Volunteer Records

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- a. The Department shall maintain individual volunteer files that include: the volunteer's application and volunteer information or documentation, request for background investigation, signed volunteer statement, any certificates or licenses, documentation of required TB testing, and training documentation including documented orientation and any additional training. Training documentation shall be signed and dated by the volunteer along with the volunteer coordinator, stating what training has been completed. Such files shall be maintained by each facility where the volunteer provides service; copies of documentation shall be obtained from the parent facility.
- b. The Department shall maintain the following records in O360:
  - (1) Volunteer information that shall include, but not be limited to, name, address, date of birth, gender, telephone contact numbers, individual in custody visiting privileges and the type and status of volunteer;
  - (2) Types of volunteer programs such as specific religious denomination and non-religious programs;
  - (3) Numbers of volunteers;
  - (4) Number of volunteer visits; and
  - (5) Volunteer hours donated.

4. Volunteer Application Process

- a. Limited Volunteer Requests: Individuals or groups who wish to provide volunteer services on a limited basis (no more than once every three months and at no more than two facilities) shall be directed to submit a written statement to the Facility Volunteer Coordinator at the facility or program site. The statement shall be submitted in advance of the volunteer activity and shall include: a statement that volunteer service is not being provided at any other facility; the purpose, goals and target group of the proposed program; a summary of the material to be distributed or presented; and the frequency of visits to the facility or visits with the individuals in custody or releasees. In lieu of a statement from a volunteer group, the Facility Volunteer Coordinator may provide a statement of the proposed activity.
  - (1) The Facility Volunteer Coordinator shall submit a Request for Background Investigation, DOC 0032, to the Background Investigations Unit via [DOC.BackgroundInvReq@illinois.gov](mailto:DOC.BackgroundInvReq@illinois.gov). The name, date of birth, social security number, gender and address of each prospective volunteer shall be provided.
  - (2) Upon completion of the background investigation, the Facility Volunteer Coordinator shall submit the written statement provided by the group or individual requesting to provide limited volunteer service to the CAO.
  - (3) The CAO shall review the request and either approve or deny the request.
  - (4) Approval shall be granted prior to service.
- b. Regular Volunteer Requests: Individuals or groups who wish to provide regular volunteer services (more than once every three months or at more than two facilities) shall be

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directed to complete and submit a Volunteer/Unpaid Intern Services Application, DOC 0005, a Volunteer Information Sheet, DOC 0267, and a Background Investigation Release and Consent, DOC 0035, to the Facility Volunteer Coordinator of the parent facility or program site. Individual applications and information sheets shall be required for each member of a group.

- (1) If service will be performed at more than one facility, the application shall be screened and processed by the parent facility.
- (2) The Facility Volunteer Coordinator shall submit a DOC 0032 to the Background Investigations Unit via [DOC.BackgroundInvReq@illinois.gov](mailto:DOC.BackgroundInvReq@illinois.gov).
  - (a) A computer criminal history check shall be obtained for all prospective volunteers.
  - (b) Regular volunteers shall be subject to a complete background investigation, including a drug test prior to service at sites designated by the Department. Regular Volunteers shall also be subject to random drug testing in accordance with Administrative Directive 03.02.200.
  - (c) Volunteer applicants who anticipate providing professional-level or specialized services that require specific education, licensure, certification, etc., shall provide documentation of such with the DOC 0032.
- (3) The Facility Volunteer Coordinator of the parent facility shall forward each application with a recommendation to the CAO for approval. Due to the time required for receiving complete background information, the CAO may temporarily approve and clear the individual for entrance after the computer criminal history check and drug test are conducted.

c. IDOC Employee Volunteer Requests: Any Department employee who wishes to provide volunteer services shall submit the request to his or her CAO. This request shall outline the type of service they will be providing and what organization they shall be representing. If approved by the CAO the request shall be forwarded to the respective Deputy Directors for final approval, and the employee shall complete the Regular Volunteer application at his or her respective facility.

- d. Volunteer Requests by Individuals Discharged from Department Custody: Individuals discharged from Department custody may be considered for volunteer services by submitting the appropriate application and background investigation documents in accordance with Section II.F.4.b.
- (1) Discharged individuals shall only be permitted to provide volunteer services with the approval of the CAO of the facility where they wish to serve and the Director.
  - (2) In making their decision, the CAO and the Director shall consider matters such as the discharged individual's committing offenses, criminal history, disciplinary history while incarcerated and program participation while incarcerated.
  - (3) Discharged individuals being considered shall:

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- (a) Have had no arrests within the previous 18 months; and
  - (b) Possess a special talent or skill that will benefit the Department, facility or individual in custody population.
- e. The Facility Volunteer Coordinator at the parent facility shall advise the individual or group of approval or disapproval of the volunteer activity.
- (1) If disapproved, the applicant shall be notified in writing within ten working days of the decision. The notification shall include a brief reason for disapproval and the appeal process outlined in Section II.F.10.
  - (2) With the approval of the Office of Volunteer Services and the CAO of the new facility, the volunteer may be reassigned to a different parent facility without the need to repeat the application process.
- f. The requirements for a group may be modified at the discretion of the CAO dependent upon facility needs including, but not limited to, the type of volunteer activity to be provided and the level of staff supervision to be required. Any modifications shall:
- (1) Be made in writing;
  - (2) Expressly reference this provision; and
  - (3) Be signed by the CAO.
5. Volunteer Orientation
- a. The volunteer coordinator of the parent facility shall ensure:
- (1) The signature of the approved volunteer is obtained on a Volunteer Service Agreement and Release, DOC 0041.
  - (2) Orientation is completed and documented on the DOC 0042 before volunteer services begin.
  - (3) Proper identification is obtained and maintained in accordance with Administrative Directive 01.02.104. This includes information to be contained in the hostage file for regular volunteers.
  - (4) Annual TB screening is provided for regular volunteers. Failure to submit to TB screening shall result in revocation of volunteer status.
- b. If the volunteer will be providing ongoing volunteer or mentoring services to individuals in custody upon their release, approval shall be obtained in writing from the Chief of Programs prior to the volunteer providing services to any releasee. The approval shall indicate the individuals in custody affected and the scope of ongoing services that may be provided.
- (1) The Facility Volunteer Coordinator shall notify the CAO of any volunteer wanting to continue with services, who shall then provide information to the Chief of Programs Office.

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- (2) Any ongoing services provided after an individual in custody's release shall be provided at the individual level, and not as a representative of the Department.

6. Volunteer Standards of Conduct

a. Compliance with Laws and Regulations

- (1) Volunteers shall obey all federal, State and local laws. Volunteers shall immediately report in writing to the Facility Volunteer Coordinator any arrest, indictment, or conviction for any felony or misdemeanor, other than a minor traffic offense such as a parking ticket.
- (2) While performing volunteer services or while present at Department facilities, volunteers shall comply with departmental rules, written procedures, bulletins and written or verbal orders issued by Department staff.
- (3) Volunteers shall utilize State equipment, property and services only as authorized for their volunteer service.
- (4) Volunteers shall not have access to confidential information of the Department, Department employees, or individuals in custody.
- (5) While on Department property, volunteers shall not engage in any conduct defined as "prohibited political activity" under the State Officials and Employees Ethics Act, 5 ILCS 430/1-5.

b. Socializing with Individuals in Custody

- (1) Volunteers shall conduct themselves in a professional manner while volunteering at any IDOC facility.
- (2) Except as permitted by Section II.F.2.c, volunteers shall not, by any means, socialize or fraternize with any individual in custody.
  - (a) Volunteers shall not communicate with individuals in custody by telephone, mail, or electronic communications. Volunteers shall not exchange personal notes or disclose personal information such as phone numbers, email, or social media accounts. No physical contact between volunteers and individuals in custody is permitted, except that staff shall permit limited physical contact, such as handshaking, between an individual and a visitor, unless there is clear and convincing evidence that such contact would jeopardize the safety or security of the institution.
  - (b) Volunteers shall not engage in business transactions with individuals in custody. Volunteers may not provide any funds or other items of value to individuals in custody. Volunteers may not accept any funds or other items of value from individuals in custody.
  - (c) A volunteer shall not be permitted to perform volunteer services at any facility if they visit an individual in custody on a personal basis or provides legal representation to any individual in custody.

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- (3) The limitations on volunteer contact with individuals in custody may be modified at the discretion of the CAO dependent upon facility needs. Any modifications shall:
  - (a) Be made in writing;
  - (b) Expressly reference this provision; and
  - (c) Be signed by the CAO.

c. Property and Dress Code

- (1) Volunteers shall comply with the Department's Visitation Rules as they relate to visitor property and dress code. The rules are contained in Administrative Directive 05.01.106 and are posted on the Department's website and at all facilities.
- (2) Administrative Directive 05.01.106 limits the items that a visitor may possess in a facility, unless otherwise approved by the CAO.
- (3) Bringing contraband into an IDOC facility is a criminal offense as specified in the Illinois Criminal Code of 1961. "Contraband" means items which are prohibited by criminal law, departmental or facility rules or posted notices. They are items which an individual in custody has no authority to possess; or property which is in excess of that which is authorized by the facility.
- (4) Volunteers may only bring video, photographic, and audio recording equipment into a facility with written permission of the CAO. All recordings are subject to review by Department staff prior to leaving the facility. The CAO may confiscate or delete any recordings that, in the CAO's discretion, are deemed to be inappropriate. A recording may be inappropriate if it depicts:
  - (a) Any clothing, signs, symbols, or gestures associated with a gang, Security Threat Group, or other illegal activity.
  - (b) Any nudity or behavior of a sexual nature.
  - (c) Any physical contact between a volunteer and an individual in custody.
- (5) The dress code for visitors is posted on the Department's website and at each facility. All volunteers shall be dressed appropriately for a prison environment, or the volunteer will not be admitted.

d. Reporting and Investigation of Unusual Incidents

- (1) Unusual incidents or situations shall be immediately reported verbally to the CAO or Facility Volunteer Coordinator. As soon as practicable, the volunteer should also complete a written report of the incident or situation using the DOC0434.
- (2) Volunteers are required to notify either the CAO or Facility Volunteer Coordinator, if any Individual in Custody or family member of an Individual in



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Custody, contacts or attempts to contact the volunteer outside of the volunteer program.

- (3) Volunteers shall fully cooperate with any internal investigation conducted by the facility Internal Affairs Office, Investigations and Intelligence Unit or any other investigative authority, including the Office of Executive Inspector General (OEIG). Information pertaining to an internal or OEIG investigation shall be considered confidential and shall not be disseminated.

e. Discrimination and Sexual Harassment

- (1) Volunteers shall refrain from discrimination, defined as less favorable treatment because of race, color, religion, gender, national origin, ancestry, age, marital status, citizenship status, sexual orientation (including gender identity), military status, unfavorable military status, arrest record, language, order of protection status, pregnancy or disability.
- (2) Volunteers shall refrain from sexual harassment, defined as unwelcome sexual advances, requests for sexual favors or any conduct of a sexual nature.
- (3) A volunteer who believes that they have been subjected to discrimination or sexual harassment in connection with their service to the Department shall immediately report the incident in writing to the Volunteer Service Coordinator or CAO.
- (4) Volunteers are required to cooperate in any discrimination or sexual harassment investigation conducted by the Department.

f. Volunteers shall be familiar with and comply with the provisions of Administrative Directive 04.01.301, Sexual Abuse and Harassment Prevention and Intervention Program. Volunteers should note that Administrative Directive 04.01.301 defines "staff" to include volunteers. It requires, among other things, that volunteers immediately report to IDOC employees:

- (1) Any knowledge, suspicion, or information they receive regarding an incident of sexual abuse or sexual harassment that occurred in a facility, whether or not it is an IDOC facility.
- (2) Any retaliation against individuals in custody or staff who reported an incident of sexual abuse or sexual harassment.
- (3) Any staff neglect of violation or responsibilities which may have contributed to an incident of sexual abuse, sexual harassment, or retaliation.

7. Restriction or Termination of Volunteers

- a. Volunteers or volunteer groups may be temporarily restricted or dismissed as approved by the CAO with concurrence by the Chief of Programs, and the Chief of Operations or the respective Deputy Director, for any violation of the Volunteer Standards of Conduct in Section II.F.6. or based upon facility needs and concerns.

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- b. Any individual or volunteer group whose conduct has resulted in temporary restriction or termination from one facility shall be temporarily restricted or terminated from participation in volunteer activities at all facilities or program sites. The CAO shall ensure:
  - (1) The Office of Volunteer Services, and for religious volunteers the Chief Chaplain, is notified if termination or restriction is recommended.
  - (2) The volunteer profile is updated accordingly in O360.
  - (3) The volunteer is notified in writing of the action that his or her volunteer activity has been temporarily restricted or terminated.
  - (4) The volunteer is advised in writing of the appeal process in accordance with Section II.F.10.
- c. Volunteers may not have restrictions lifted or be reinstated following termination without the approval of the Chief of Programs and the Chief of Operations or the respective Deputy Director.

8. Appeals

- a. An individual or group may appeal the disapproval, restriction or termination of volunteer services within 30 days of the action that gave rise to the appeal. The appeal should include the specific details of the disapproval, restriction or termination of volunteer services.
- b. The appeal should be submitted in writing to the Office of Volunteer Services with a copy submitted to the CAO of the facility or program site where services were disapproved, restricted or terminated.
- c. The Agency Volunteer Services Coordinator shall forward any appeal regarding Administrative Reviews to the Director's Office for handling. For all other appeals, the Agency Volunteer Services Coordinator shall:
  - (1) Review the appeal and discuss the issues with the respective CAO and Deputy Director and the Chief of Operations, as appropriate.
  - (2) Forward the appeal with a written recommendation to the respective Deputy Director for review and determination. This determination shall be considered the final decision.
  - (3) Upon receipt of the determination, the Agency Volunteer Services Coordinator shall advise the individual or group that filed the appeal and the respective CAO in writing of the final decision.
- d. The Director's Office shall review any appeal regarding administrative reviews or background investigations. A final determination shall be made in writing by the Director. A copy of the final determination shall be submitted to the individual that filed the appeal, to the CAO of the facility involved and to the Agency Volunteer Services Coordinator.
- e. The CAO shall ensure the status of the volunteer is entered in the O360 volunteer profile.

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9. Volunteer Request to Withdraw

- a. If a volunteer wishes to terminate their service, they shall notify the Department of their intention to withdraw.
- b. An individual may request to withdraw from performing volunteer services at their designated facility through completion of the Withdrawal of Volunteer Services Program, DOC 0759 which shall be submitted to the identified correctional facility's Volunteer Services Coordinator.
- c. The form shall be signed by the volunteer, facility CAO and Volunteer Services Coordinator of the parent facility. The form shall be placed in the volunteer's physical file and scanned to the digital volunteer file under the Attachments & Notes tab. The Facility's Volunteer Services Coordinator shall change the volunteer's status in O360 to inactive and note the withdrawal in the comments section including noting the option(s) the volunteer selected from the form on why they chose to withdraw from performing volunteer services.
- d. The Volunteer Services Coordinator shall communicate to all facilities indicated on the form regarding the individual's request to no longer serve as volunteer and that their status is inactive. Once the volunteer has submitted the form they shall reapply to serve as a volunteer through the Volunteer Services Coordinator.

10. Recognition

- a. Each facility shall establish a Volunteer of the Year program to recognize a volunteer who has provided continuous or outstanding service to the facility. The name, type of service provided, year and reason for nomination shall be submitted by each facility to the Office of Volunteer Services by March 1st of the following year.
  - b. Each facility shall establish an annual recognition program to honor and recognize all volunteers for their service and to give special recognition to the Facility Volunteer of the Year. The date and time of the recognition event shall be submitted to the Office of Volunteer Services prior to the event.
  - c. The Department shall establish a program to recognize the Department Volunteer of the Year who shall be selected from the facility Volunteers of the Year.
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