Policy and Procedure # 1.601

Volunteers and Student Interns

Authority: Wyoming Statute(s): 25-1-104; 25-1-105 ACA Standard(s): 4-4115; 4-4116; 4-4117; 4-4118; 4-4119; 4-4120; 4-4121; 4-4122; 4-4391; 4-4392; 2-CO-1G-01; 2-CO-1G-02 2-CO-1G-03; 2-CO-1G-04 2-CO-1G-05; 2-CO-1G-06 2-CO-1G-07; 2-CO-1G-08 2-CO-1G-09; 2-CO-1G-10 PREANS 115.17; PREANS 115.32	**Effective Date:** December 15, 2015 **Revision/Review History:** 10/15/14 03/14/14 10/15/13 09/10/12 11/21/11 02/01/06 **Summary of Revision/Review:** Updates existing policy pursuant to annual review.
Cross Reference of Policy: P&P #1.009, *Release of Information*; P&P # 1.205, *Workplace Harassment and Discrimination*; P&P #1.215, *Code of Ethics*; P&P #1.216 *Dress and Grooming Standards for Non-Uniformed Employees*; P&P #3.007, *Facility Access*; P&P # 3.013, *Searches*; P&P #3.402, *Protection from Sexual Misconduct Against Offenders*; P&P #5.400, *Inmate Visiting*; P&P #5.600, *Inmate Religious Activities*	**Supersedes Existing Policy :** P&P #1.601, *Correctional Facility Volunteers and Interns*, dated 11/21/11
Approved: R.O. Lampert Robert O. Lampert, Director	12-14-15 Date

APPROVED FOR INMATE DISTRIBUTION

REFERENCE

1. **ATTACHMENTS**
   - **A.** WDOC Form #133, *Volunteer/Student Intern Application Form*
   - **B.** WDOC Form #159.1, *Confidentiality Statement*

2. **OTHER** – None Noted

I. PURPOSE

A. Volunteers Who Serve the Correctional Needs of Inmates. The purpose of this policy is to establish guidelines that determine the responsibility, screening, training, and operation of the Wyoming Department of Corrections (WDOC) volunteer program. This policy fosters a respected and recognized volunteer community of appropriate size and quality that is capable of serving the rehabilitative, religious/spiritual, and other correctional needs of inmates and offenders from incarceration to reentry back to the community. Guidelines are also established herein for the use of student interns.

II. POLICY

A. General Policy. It is the policy of the WDOC to utilize volunteers and student interns with appropriate training, guidance, and supervision as a means to enhance programs in all WDOC divisions, offices, and correctional facilities and to further the mission of the Department.

B. Citizen Involvement. It is the policy of the WDOC to establish the operation of a citizen involvement and volunteer program, including responsibility, screening, and training.

1. Written policy provides for securing citizen involvement in agency programs including service as advisors, interpreters, and similar direct service roles. (ACA 2-CO-1G-01)

II. DEFINITIONS

A. Affiliation: (*For this policy only.*) An organization, such as a school, college, university, agency, faith group, spiritual group, 12-step program, non-profit corporation or foundation, or similar type organizations, that has defined structure and recognition as a legitimate organization in the community.

B. Chief Executive Officer (CEO): A CEO is identified, but not limited to, the following positions: Director, Deputy Director, division administrators, deputy administrators, wardens, district managers, adult community corrections coordinator, and adult community corrections directors.

C. Correctional Facility Volunteer Coordinator: A correctional facility employee, who may be assigned by the facility CEO, as part of his/her job, to

assist the Volunteer Program Manager in conducting the volunteer program at a particular correctional facility.

D. **Criminal History Check:** A check for active wants and warrants, as well as past arrests and convictions for criminal violations, using the national, state and local law enforcement data system.

E. **Emergency Situation:** The occurrence of an unforeseen circumstance requiring immediate or remedial action.

F. **Endorser:** (*For this policy only.*) An official of the volunteer's affiliation who has the authority to certify to the Wyoming Department of Corrections that the volunteer is endorsed by that group to provide services for inmates or offenders. If the volunteer is the endorser for his/her affiliation, another official of the affiliation will need to provide the endorsement. A student intern shall be recommended to the Wyoming Department of Corrections by the appropriate official of the school, college, or university where the intern is enrolled.

G. **Non-Intrusive Sensors:** Electronic or mechanical devices which do not physically intrude or permeate human body orifices, manufactured for the purpose of detecting materials of various types which may be considered contraband, i.e., narcotics, narcotic paraphernalia, weapons. (Examples: metal detectors; fluoroscopes; ion scanners; and ZETA-SCAN, thermal imaging or heartbeat detection equipment used to detect the presence of persons)

H. **Programs:** (*For this policy only.*) Activities such as vocational education, work skills training, religious services, adult education classes, self-help meetings, cognitive-behavioral classes, life-skills training, and other approved activities, which are established solely at the discretion of the Wyoming Department of Corrections to meet its needs and those of the inmates or offenders and is overseen by one or more program services managers.

I. **Religious Mentor:** (*For this policy only.*) A person who has been approved by a faith-based group and the Wyoming Department of Corrections to serve as an individual spiritual guide and mentor for the inmate or offender upon his or her release from incarceration. Religious mentors shall be listed on the inmate's approved visitor's list and may meet individually with the inmate as an approved visitor during normal visitation hours or as otherwise approved during formalized inmate re-entry programming.

J. **Search:** A close inspection, including the physical touching in an impartial manner, of a person, a person's cell or other living unit, vehicle, possessions, or other property, or buildings or premises, to check for contraband. (See WDOC Policy & Procedure # 3.013, *Searches*.)

K. **Shift Commander:** The ranking correctional supervisor responsible for the overall supervision of a scheduled correctional shift for a correctional facility.

L. **Student Intern/Practicum:** (*For this policy only.*) An approved student in a college or university who, as part of an academic program, donates time and effort to enhance the mission, activities and programs of the Wyoming Department of Corrections and to further his/her professional development. Student interns may be stipend or non-stipend. (*For purposes of this Policy, wherever the term "carded-volunteer" is used, it shall also apply to student interns within correctional facilities.*)

M. **Visitor:** Any person, not an employee, who is within the boundaries of Wyoming Department of Corrections' facility property.

N. **Volunteer:** An approved person who donates time, knowledge, skills, and effort to enhance the mission, activities and programs of the Wyoming Department of Corrections.

O. **Volunteer Position Description:** A specific position description used to define the duties of a volunteer or student intern, developed prior to approval of the volunteer or student intern for service.

P. **Volunteer Program Manager:** A Wyoming Department of Corrections manager or employee assigned by the correctional facility CEO to assist in volunteer program development and management at an office or facility within the immediate area.

III. PROCEDURE

A. General Guidelines

1. Policy, procedure, and practice provide that a senior staff member is responsible for coordinating the agency volunteer service program. (ACA 2-CO-1G-02)

2. The Prison Division Deputy Administrator for Support Services is responsible for operating a citizen involvement and volunteer service program for the benefit of inmates. In consultation with the Prison Division Administrator, Deputy Director, and Director, this staff member is delegated the authority, responsibility, and accountability for the WDOC prison volunteer program. (ACA 4-4115)

i. The authority of the Prison Division Deputy Administrator for Support Services includes but is not limited to oversight responsibility for religious programming, activities and services in accordance with WDOC Policy and Procedure #5.600, *Inmate Religious Activities*.

ii. Wardens shall have the administrative authority for the day-today management of their respective facilities. Issues involving volunteers at a correctional facility may be addressed by the warden in consultation with the Prison Division Deputy Administrator for Support Services.

iii. Any volunteer activity that is shown to threaten the facility's order and security or the safety of a volunteer shall be limited or discontinued until the problem is resolved.

iv. Policy, procedure and practice provide that the agency reviews and evaluates volunteer programs at least annually. (ACA 2-CO-1G-10)

a. The Prison Division Deputy Administrator for Support Services shall ensure this review is conducted on an annual basis.

b. Areas of evaluation will include:

(1) The training curriculum;

(2) General evaluation of the program (to include review of this policy); and

(3) The volunteer approval process.

3. The Field Services Administrator is responsible for the coordination of volunteers and student interns within Field Services' offices and programs. Operational Standards and Procedures may be developed for the administration of volunteer or intern programs for Field Services consistent with this policy.

4. The Deputy Director may approve volunteer or student intern programs within Central Office consistent with this policy.

5. Volunteers serve at the pleasure of the Wyoming Department of Corrections and are not considered employees. Agency policy specifies the lines of authority, responsibility, and accountability for citizen involvement and volunteer services. (ACA 2-CO-1G-03)

6. The following are categories of volunteers in facilities:

i. **Non-carded-volunteer.** An individual who:

a. Participates in nonrecurring programs of limited duration, such as a special program, concert, or other activity pre-approved by the CEO; or,

b. Volunteers less than six (6) times a year per office or facility; or,

(1) Facility specific operational procedures shall outline the manner in which this is to be tracked.

c. Wishes to have an experience of volunteering as part of the process of deciding whether or not to be a volunteer and may serve in this capacity for up to six (6) visits to a facility or office after which the individual must cease volunteering or become a carded-volunteer; or,

d. Is being evaluated for approval as a carded-volunteer and may serve in this capacity for up to six (6) visits to a facility or office after which the individual must cease volunteering or become a carded-volunteer.

(1) The correctional facility CEO, in consultation with the Correctional Facility Volunteer Coordinator or

designee, may extend the evaluation period on a case-by-case or facility-by-facility basis.

(2) Completion of volunteer training is required for those volunteers whose non-carded status is extended.

ii. **Carded-volunteer.** An individual who has completed a volunteer application, volunteer training, Wyoming Department of Corrections orientation, and correctional facility or office orientation, and who has been approved by a CEO or his/her designee.

7. Volunteers and student interns shall adhere to all WDOC policies and procedures and shall be required to sign WDOC Form #159.1, *Confidentiality Statement*, prior to providing services.

B. Recruitment

1. Agency policy governs the recruitment, selection, orientation, training, and supervision of volunteers. (ACA 2-CO-1G-04)

2. To recruit a volunteer or student intern, a position description proposal shall be written and submitted to the CEO or designee for approval. Draft position descriptions may be obtained from Human Resources, the Prison Division Deputy Administrator for Support Services, or Field Services Administrator to use as a guide.

3. Prospective volunteers and student interns who best meet program needs will be recruited from all ethnic, cultural, gender, religious and socioeconomic segments of the community. The screening and selection of volunteers and student interns shall allow for recruitment from all cultural and socioeconomic parts of the community. (ACA 4-4116)

4. Recruitment shall be based on the identified needs of inmates/offenders and individual division, office or correctional facilities and programs. Consideration shall be given to space and schedule limitations of the division, office or facility and the availability of WDOC staff to supervise volunteers or student interns prior to recruitment.

5. Volunteers shall require the endorsement of an official of the volunteer's affiliation who has the authority to certify to the Department that the volunteer is endorsed by that group to provide services for inmates/offenders. Student interns shall require the endorsement of a school official.

6. Volunteers must be at least twenty-one (21) years of age. Exceptions may be made for programs that do not have inmate contact. Student interns under the age of twenty-one (21), may be considered on a case-by-case basis. Exceptions must be approved by the CEO or designee.

C. Volunteer/Student Intern Program Supervision

1. The Prison Division Deputy Administrator for Support Services is responsible for the establishment, development and management of the overall structure and operation of the Prison Division volunteer/student intern program. The Field Services Administrator is responsible for the management of the structure and operation of the Field Services volunteer/student intern program. The Deputy Director is responsible for the management of the structure and operation of the Central Office volunteer/student intern program.

i. The Prison Division Deputy Administrator for Support Services shall utilize the list available in WCIS to monitor the number of volunteers/student interns, hours donated, and area of contribution.

ii. The Prison Division Deputy Administrator for Support Services shall monitor/audit Prison Division volunteer/student intern programs soliciting both participant and facility suggestions on improvement.

iii. The Field Services Administrator shall monitor Field Services volunteer/student intern programs and shall ensure annual review of the program occurs.

2. The Deputy Director provides department-wide direction on the use of volunteers and student interns. Responsibilities of the Prison Division Deputy Administrator for Support Services and the Field Services Administrator for administration of volunteer/student intern programs within their respective divisions include: administration of the overall volunteer/student intern program, the development and interpretation of

volunteer/student intern policies and procedures, and assisting with the utilization, recruitment, training, and management of volunteers and student interns.

3. The Prison Division Deputy Administrator for Support Services and Field Services Administrator shall maintain a listing of volunteers/student interns within their respective areas who have been denied approval, along with the date and reason(s) for the denial, as reported by the approving authorities, for reference in case of future applications by the same individuals at the same or another office or facility.

4. Field Services Division, Central Office and each facility shall ensure there is a designated person or person(s) to be the Volunteer Program Manager and/or volunteer coordinator. This person or person(s) is/are responsible for overseeing the recruiting, training, and coordination of volunteers and student interns for their respective office or facility. At a minimum the individual(s) will:

i. Arrange for volunteer/student intern ID cards and facility or office orientation;

ii. Assist with the recruitment, coordination and utilization of volunteers/student interns;

iii. Maintain and update the volunteer/student intern information management system; and

iv. Serve as the volunteer/student intern contact person on behalf of the correctional facility or office.

v. Volunteer Program Manager(s) or designee shall solicit input from volunteers/student interns regarding policy and policy implementation. Input from volunteers/student interns will be considered by the Volunteer Program Manager or designee to assist in the development of policies and procedures dealing with volunteers/student interns and their utilization.

5. If volunteers are used in the delivery of health care, there shall be a documented system for selection, training, staff supervision, facility orientation, and a definition of tasks, responsibilities, and authority that is approved by the health authority. Volunteers may only perform duties consistent with their credentials and training. Volunteers shall agree in

writing to abide by all facility policies, including those relating to the security and confidentiality of information. (ACA 4-4391)

6. Any students, interns, or residents delivering health care in the facility, as part of a formal training program, shall work under staff supervision, commensurate with their level of training. There shall be a written agreement between the facility and training or educational facility that covers the scope of work, length of agreement, and any legal or liability issues. Students shall agree in writing to abide by all facility policies, including those relating to the security and confidentiality of information. (ACA 4-4392)

7. Agency policy requires that there is a system for official registration and identification of volunteers. (ACA 2-CO-1G-06)

i. WDOC may develop a component of the information management system or another computerized database to manage the volunteer/student intern program and to monitor and control access of volunteers/student interns to offices and facilities.

a. This component would serve as the repository of demographic, performance, emergency, medical, and other information on volunteers and student interns that would otherwise be retained on file in the administration area of each facility.

D. Application and Approval

1. A prospective volunteer/student intern must complete a volunteer/intern application including the name currently used by the prospective volunteer/student intern, birth name, date of birth, place of birth, citizenship, social security number, driver's license number and issuing state, full address, phone numbers, name of endorsing or sponsoring organization, and types of services to be provided. (See WDOC Form #133, *Volunteer/Student Intern Application Form*.) The completed application shall be reviewed and approved by the Volunteer Program Manager or a correctional facility volunteer coordinator or designee.

i. By submitting WDOC Form #133, the volunteer shall indicate that he or she has no expectation of compensation while providing services to WDOC.

ii. Student interns may be in paid or unpaid internships. Those in unpaid internships shall acknowledge in writing that they have no expectation of compensation while providing services to WDOC. Paid interns shall complete an At-Will Employment Contract with WDOC.

2. Approval by one correctional facility CEO is sufficient for prospective volunteers/student interns with no criminal history who provide services at more than one Department facility, following coordination of services between the Volunteer Program Managers at each of those facilities, unless the CEO at the other correctional facility requires additional review prior to approval to provide volunteer/student intern services at his/her respective facility.

i. Volunteers/interns who are approved for participation in the prison volunteer/intern program may be approved to provide services for Field Services or Central Office at the discretion of the CEO.

ii. Volunteers/interns who are approved for participation in the Field Services or Central Office volunteer/student intern program may be approved to provide services for the prison volunteer/student intern program at the discretion of the CEO.

3. The CEO approving the volunteer/student intern status must insure that a prospective volunteer/student intern has met all the background check and selection criteria clearance outlined in this policy, and all necessary approvals before access to the office or facility is allowed.

i. Applications should be processed within thirty (30) days of receipt.

4. 12-Step/Narcotics Anonymous (NA)/Alcoholics Anonymous (AA) and other substance abuse self-help group volunteers must be able to verify through written self-disclosure or sponsorship verification that they have had continuous sobriety under nonresidential, independent living conditions for the immediate past two (2) years. These volunteers must be actively involved in 12-Step/NA/AA or similar self-help groups in the community.

5. Religious services volunteers may only represent a single spiritual/religious tradition, one that is generally recognized as a legitimate

tradition by the broader faith community, and may only teach and lead activities associated with that tradition.

i. The Prison Division Deputy Administrator for Support Services or designee may grant an exception to these requirements based on the programming needs of inmates and the qualifications of the volunteer, if such an exception is recommended by the facility chaplain and/or the correctional facility CEO.

ii. Volunteers must be active participants in that spiritual/religious tradition in the community.

6. Employees, ex-employees not terminated for cause that are not on any inmate's visitors list at the institution at which they are volunteering, retired employees, and contractors may serve as volunteers with the concurrence of the CEO where the volunteer is to provide services. Correctional facilities may also require chaplain approval.

7. **Active Employees.** An active employee's volunteer activities must be substantially different from the employee's daily job responsibilities.

i. Active employees wanting to volunteer shall submit a written request to the CEO or designee in lieu of submitting a volunteer application.

ii. Active employees are not required to attend the orientation or annual training.

iii. Active employees are expected to ensure a separation of duties when providing volunteer services, separate identification badges are not necessary while acting as a volunteer.

iv. CEOs or designee shall ensure the differentiation between the active employee's volunteer activities and job responsibilities must be noted in the position description.

8. Religious services volunteers shall be utilized only in cooperation and/or conjunction with activities authorized by the facility chaplain.

E. **Background Check and Selection Criteria.** The purpose of background checks and selection criteria clearance is to ensure not only the safety and

security of WDOC offices and facilities, but also to ensure that volunteers/student interns are appropriate role models for inmates/offenders. To become a volunteer/student intern, or to continue to volunteer, the individual must clear the following sets of criteria:

1. Policy, procedure, and practice require a criminal background check on all volunteers who have direct, unsupervised contact with inmates.. (ACA 2-CO-1G-05; PREANS 115.17)

2. An initial criminal background check shall be completed prior to prospective volunteer/student intern providing any service or being in direct, unsupervised contact with inmates.

3. The agency shall conduct criminal background records checks on long-term carded volunteers at least once every five (5) years. (PREANS 115.17)

4. **Criminal History Clearance.** To clear the criminal history check, the volunteer/student intern must have:

i. No felony or misdemeanor convictions or incarcerations in the past five (5) years. (*For the purpose of this policy, misdemeanor traffic violations, except for those involving alcohol or intoxicating substances, shall not be considered.*)

a. When a prospective volunteer/student intern has a felony or misdemeanor conviction or was incarcerated in the past five (5) years, but not the past three (3) years, the prospective WDOC supervisor may request a review by the CEO where the prospective volunteer/student intern would perform volunteer activities.

b. If approved by the CEO(s), the prospective volunteer/student intern may become a volunteer/student intern providing he/she meets the other requirements of this Policy and Procedure.

c. Juvenile offenses and adjudications shall be excluded for purposes of criminal history clearance.

ii. No outstanding warrants or pending criminal charges.

iii. No felony or misdemeanor convictions for introduction and/or supplying, attempting or conspiring to introduce or supply contraband into a jail or correctional facility.

iv. No felony or misdemeanor convictions for possession, control or delivery of an explosive device, weapon or substance into a jail or correctional facility, including attempt or conspiracy to do the same.

v. No felony or misdemeanor convictions for assisting an inmate to escape or unlawful departure from a correctional facility, including an attempt or conspiracy to do the same.

vi. Current (less than a year old) criminal history clearance is required for all volunteers.

vii. **Persons with Prior Criminal Convictions.** Prospective volunteers/student interns with prior felony or misdemeanor convictions who meet the above listed criteria may be approved when the following additional criteria have also been met:

a. May be under supervision, but must have no parole/probation violations in the past three (3) years and have a letter of recommendation from his/her parole officer. The letter must be verified by the Volunteer Program Manager or designee;

b. No unresolved or pending criminal charges; and

c. Prospective volunteers with a prior felony or misdemeanor conviction who perform services inside a correctional facility must have the approval of the CEO at each facility where the service is to be provided. If the facility is inside the secure perimeter of a correctional facility, (*e.g.*, administrative offices), approval of the CEO for that work area is required.

5. **Review of Driving Record.** The prospective or active volunteer/student intern may not have been convicted of driving or having control of a vehicle while under influence of intoxicating liquor or controlled

substances in the last year. The number and type of other driving offenses/convictions may be considered in determining whether the volunteer/student intern is a good role model for inmates/offenders.

6. Check for Presence on Individual Inmate Visiting and Personal Phone Lists. Each prospective volunteer/student intern shall be required to acknowledge and self-disclose the establishment or presence of any personal or familial relationship with any person who is an inmate or offender.

i. A volunteer/student intern may not be on the personal visiting list as a visitor or religious mentor-, or approved personal phone list of an inmate and continue to serve as a volunteer/student intern, unless specifically approved to do so by the CEO of the office or facility where he or she is or will be volunteering or interning.

a. A volunteer may not be on the inmate visiting list or approved personal phone list of an inmate assigned to the same correctional facility at which he or she is approved to serve as a religious volunteer, unless the facility chaplain and correctional facility CEO concur, in writing, that allowing the volunteer to become or continue as a personal visitor of the inmate is in the best interest of the facility and of the inmate.

b. Volunteers for group worship services may, upon the recommendation of the correctional facility chaplain and approval of the correctional facility CEO, be placed on an individual inmate's visitors list or personal phone list as his/her religious mentor, when so requested by the inmate, if doing so would be in the best interest of the facility and the of the inmate.

ii. Religious mentors shall be allowed to visit various inmates (individually). Such mentors shall be treated as a non-carded volunteer for purposes of the visit.

a. A religious mentor may not provide any materials to the inmate except at the time of service. All materials must be pre-approved by the chaplain and will exit the facility at the end of the mentor session.

iii. A volunteer/student intern may not be on the personal visiting lists of more than one inmate at a time, unless all the inmates are immediate family members of the volunteer/student intern.

iv. A volunteer/student intern, who is also an immediate family member of an inmate, may not serve at the facility where the immediate family member inmate is housed, but may be on the visiting list and/or personal phone list of an inmate who is the immediate family member at another correctional facility without jeopardizing his/her approved volunteer/student intern status at the office or facility(ies) that do not house the immediate family member.

v. A volunteer/student intern, who is also an immediate family member of an inmate, may serve at the facility where a co-defendant of the immediate family member inmate is housed, unless doing so would present a threat to safety, security or good order.

vi. All individual inmate visits authorized under this section shall be conducted in the inmate visiting room, only during approved hours for visitation, and in compliance with WDOC Policy & Procedure #5.400, *Inmate Visiting*.

7. Verification of Affiliation with an Approved Organization. Verifiable affiliation and active participation in a recognized and endorsing community or religious organization shall normally be required for volunteers. Verifiable affiliation with an academic institution shall normally be required for student interns. The Volunteer Program Manager or designee and the CEO must approve exceptions when the volunteer/student intern has no identifiable affiliation.

8. Department Criteria Clearance

i. No prospective volunteer/student intern or approved volunteer/student intern, who is also the registered victim of a particular inmate's/offender's crime, may enter or serve in a correctional facility or field office where that inmate/offender is housed or supervised, unless specifically authorized to do so by the Prison Division Deputy Administrator for Support Services, for

facility volunteers, or the Field Services Administrator, for field office volunteers, with the concurrence of the facility/office CEO. The facility/office CEO cannot be delegated this authorizing authority.

ii. No prospective volunteer/student intern or approved volunteer/student intern may enter or serve in a correctional facility where a co-defendant in any criminal act is incarcerated or serve at an office where a co-defendant is supervised. Co-defendant status may be verified through Departmental records or by self-disclosure of the prospective volunteer/student intern.

iii. No prospective volunteer/student intern shall receive volunteer/student intern status or be allowed to enter a correctional facility or office, if he/she has been determined by WDOC to have possessed, introduced and/or supplied a controlled substance or drug related paraphernalia or tobacco to an inmate or other person in a WDOC facility.

iv. No prospective volunteer/student intern shall receive volunteer/student intern status or be allowed to enter a correctional facility or office, if he/she has been determined by WDOC to have possessed, introduced and/or supplied a weapon to an inmate or other person in a WDOC facility.

v. No prospective volunteer/student intern shall receive volunteer/student intern status or be allowed to enter a correctional facility or office, if he/she has been determined by WDOC to have possessed, introduced and/or supplied money to an inmate or other person in a WDOC facility, other than an immediate family member on whose inmate visitors list his/her name appears.

vi. No prospective volunteer/student intern shall receive volunteer/student intern status or be allowed to enter a correctional facility or office, if he/she has engaged in sexual abuse in a prison, jail, lockup, community confinement facility, juvenile facility, or other institution as defined in 42 U.S.C. 1997, or been convicted of engaging or attempting to engage in sexual activity in the community facilitated by force, overt, or implied threats of force, or coercion, or if the victim did not consent or was unable to consent or refuse. (PREANS 115.17)

vii. No prospective volunteer/student intern shall receive volunteer/student intern status or be allowed to enter a correctional facility or office, if he/she has been determined through previous or ongoing investigation by WDOC to have engaged in a sexual or other inappropriate relationship with an inmate or offender.

viii. No prospective volunteer/student intern shall receive volunteer/student intern status or be allowed to enter a correctional facility or office if he/she:

a. Has been found to have been sponsored or endorsed by a religious group under investigation for radical activities; or

b. Has direct ties to terrorist groups; or

c. Has ties to fund raising for terrorist groups.

ix. Disclosure Required

a. Prospective volunteers/student interns must self-disclose on their volunteer/student intern application (WDOC Form #133) any connection to WDOC inmates or offenders by name such as friends, relatives, and associates who are incarcerated.

b. Prospective volunteers/student interns must self-disclose on their volunteer/student intern application (WDOC Form #133) if they are a crime victim and, if so, who the inmate(s) or offender(s) is/are that committed the crime.

c. Prospective volunteers/student interns must self-disclose on their volunteer/student intern application (WDOC Form #133) any and all ties to radical or terrorist groups as described in this policy.

d. The Volunteer Program Manager or facility or office designee shall review this information with the volunteer/student intern's prospective supervisor and the CEO to determine if the applicant should be approved as a volunteer/student intern.

e. Carded-volunteers/student interns must notify the Volunteer Program Manager or designee in writing should any personal friendship or familial connection with a WDOC inmate or offender develop within thirty (30) calendar days of becoming aware of the connection. The Volunteer Program Manager or designee shall review this information as above and make a determination whether or not the volunteer/student intern can safely continue volunteer/student intern service.

F. Training and Orientation

1. All volunteers and student interns shall be required to complete the WDOC core orientation and training program for volunteers/student interns prior to assignment as a carded-volunteer or student intern. This orientation and training shall be documented. (ACA 4-4119) (ACA 2-CO-1G-07)

i. WDOC core training for prison volunteers/student interns shall be developed by the Prison Division Deputy Administrator for Support Services. WDOC core training for Field Services volunteers/student interns shall be developed by the Field Services Administrator. WDOC core training for Central Office volunteers/student interns shall be developed by the supervisor and approved by the Deputy Director.

a. In accordance with WDOC Policy and Procedure #3.402, *Protection from Sexual Misconduct Against Offenders,* all core training for prison volunteers/student interns shall include training on their responsibilities under WDOC's sexual abuse and sexual harassment prevention, detection and response policies and procedures. (PREANS 115.32)

b. Only the approved WDOC core training curriculum shall be used to train all new volunteers/student interns.

c. Facilities may modify the required annual training to fit the needs of the facility only if the volunteer/student intern completed the WDOC core training.

ii. WDOC core training for prison volunteers/student interns shall be delivered at the local facility level by the Volunteer Program Manager, chaplain and/or the correctional facility volunteer coordinator, or designee after they have been trained to do so by the Prison Division Deputy Administrator for Support Services or designee.

a. WDOC core training may be conducted at the sponsoring facility or other WDOC location more convenient to applicants, so as to maximize participation by prospective volunteers.

2. Any additional volunteer/student intern training that has been approved by the Prison Division Deputy Administrator for Support Services and the Volunteer Program Manager or designee for correctional facility assignment shall also be required for carded-volunteer or student intern status at a correctional facility. Additional volunteer/student intern training for Field Services shall be at the discretion of the Field Services Administrator. Additional volunteer/student intern training for Central Office shall be at the discretion of the supervisor.

3. Volunteers/student interns must complete core training within sixty (60) calendar days of the end of non-carded status. Extensions may be granted by the volunteer program manager or designee with the approval of the CEO.

4. For prison volunteers/student interns, WDOC orientation and correctional facility orientation shall be provided to a carded-volunteer/student intern by the facility Volunteer Program Manager, correctional facility volunteer coordinator, or other facility staff before the start of service in the facility. Facility orientation(s) shall be include, at the minimum, the following:

i. Facility safety and security procedures;

ii. Fire safety and emergency evacuation plan;

iii. Responsibilities during any emergency;

iv. Supervisor’s name and line of authority;

v. List of primary rules and procedures associated with services provided;

vi. Time and place to report for service and whom to call when unable to report for duty; and

vii. Walk through the facility for familiarization.

5. For prison volunteers/student interns, unit orientation shall be provided by the chaplain or by the WDOC supervisor or designee to whom the carded-volunteer has been assigned.

6. For Field Services and Central Office volunteers/student interns, orientation shall be the responsibility of the supervisor to who the volunteer/student intern has been assigned.

7. WDOC sponsored in-service training and other training may be offered periodically to volunteers/student interns.

8. Before volunteer/student intern services are provided, the role of volunteers/student interns, including the limits of their authority, and the mutual responsibilities of the inmate/offender and the volunteer/student intern should be explained to the volunteer/student intern and inmates/offenders.

G. Guidelines for Utilization of Volunteers/Student Interns

1. Any services provided by the volunteer/student intern must be listed on his/her position description.

i. If a volunteer/student intern provides services to more than one office or facility and the services vary from one to another, a position description shall be created for each area of service.

ii. Position descriptions must be updated prior to any change in the services provided by the volunteer/student intern.

iii. The volunteer/student intern may only perform those services specified in the position description.

iv. To maximize the effectiveness and efficiency of the volunteer program, volunteer service shall normally be delivered concurrently to a number of individuals in a group setting.

a. Volunteers shall not be approved for one-on-one service delivery, unless specifically authorized to do so in the position description (*e.g.*, a volunteer tutor who delivers services in the classroom to small groups and to individual inmates or a reentry or community-based volunteer or mentor who will continuously work with an individual inmate from their community through the reentry process.)

v. Volunteers/student interns may not bring any non-state issued item into a correctional facility without the prior written approval of the facility CEO or designee, including books, food items, *etc*.

2. Volunteers/student interns shall not be placed in positions of authority over WDOC employees or contractors.

3. Volunteers/student interns shall not perform professional services requiring certification or licensing, unless the Volunteer Program Manager, correctional facility volunteer coordinator, or designee verifies the validity of the license. (ACA 4-4118)

i. Volunteers/student interns who wish to offer professional services shall be asked to cite their credentials and/or certificate status in their initial application (WDOC Form #133).

ii. Licensure verification shall be conducted on at least an annual basis for any volunteer/student intern performing any professional services requiring certification or licensing.

iii. Copies of certification or licensure and documentation of annual verification shall be retained by the WDOC office or facility.

iv. Tutoring or sponsorship of a recreational, craft or hobby program is not considered a professional service.

4. Volunteers may provide volunteer services in the community, as well as in WDOC offices or facilities, provided it does not present a conflict of interest.

5. Reentry/community-based volunteers or mentors may be given ID cards when frequent access to WDOC offices or facilities is a regular part of the service they are providing.

i. All reentry/community-based volunteers or mentors shall complete volunteer training, other training required by WDOC, and must also complete a volunteer/student application (WDOC Form #133).

ii. Those reentry/community-based volunteers or mentors who are issued ID cards must meet the same background check and selection criteria clearance as other carded-volunteers.

6. Non-carded volunteers shall be admitted to WDOC offices or facilities utilizing a visitor authorization form and must be escorted and supervised by WDOC staff or a carded-volunteer approved by the CEO or designee.

i. Non-carded volunteers who enter facilities using the visitor authorization form, are not considered as facility visitors as defined in WDOC Policy & Procedure # 3.007, *Facility Access*.

7. Volunteers/student interns shall be treated with the same respect as staff and recognized as having unique roles that differ from, but are complimentary to staff roles.

8. Each institution shall maintain an identification record for each registered volunteer/student intern that includes a photograph, address, current telephone number and other relevant information. Such records shall be treated as confidential records and shall be stored in an area not accessible to inmates. (ACA 4-4117)

9. Each institution shall maintain a current schedule of volunteer services that are available to inmates and shall post the schedule in appropriate areas of the institution. (ACA 4-4121)

10. Each WDOC office or institution shall provide a mechanism for volunteers/student interns to contribute suggestions regarding policy and procedure for the volunteer/student intern services program. (ACA 4-4122) (ACA 2-CO-1G-09)

H. Rules and Guidelines for Volunteers/Student Interns

1. General Rules of Conduct

i. Volunteers/student interns shall agree in writing to abide by all Department and division/office/facility policies, particularly those relating to the security and confidentiality of information, as well as security practices. (ACA 4-4120) (ACA 2-CO-1G-08)

a. Volunteers/student interns shall specifically be advised of WDOC Policy and Procedure #1.009, *Release of Information*, WDOC Policy and Procedure #1.215, *Code of Ethics*, WDOC Policy and Procedure #1.216, *Dress and Grooming Standards for Non-Uniformed Employees*, WDOC Policy and Procedure #3.402, *Protection from Sexual Misconduct Against Offenders*, this policy, and any other policy specific to the service(s) or function(s) they may provide.

ii. Volunteers/student interns shall be required to read and sign off on all applicable WDOC policies, as determined by the Volunteer Program Manager or designee, prior to serving in that capacity.

iii. Volunteers/student interns shall be registered with the office, facility and/or parent agency and shall sign in and display their identification card at all times they are within the office or facility.

iv. Volunteers/student interns shall conduct themselves in accordance with WDOC Policy & Procedure # 1.205, *Workplace Harassment and Discrimination*, to ensure the promotion and maintenance of a respectful work environment that is free from discrimination and/or harassment.

v. Volunteers/student interns may not proselytize (*i.e.*, attempt to persuade another individual, against that individual's wishes, to convert to one's belief) or criticize the religious beliefs of others within the confines of any WDOC office or facility. Nothing in this provision shall prohibit the sharing of information regarding religious beliefs as a religious volunteer in a manner authorized by policy.

vi. Every volunteer/student intern shall constantly strive to attain the highest standards of conduct and professional public service. This requires that volunteers/student interns be faithful to the principles of providing professional service.

vii. Volunteers/student interns shall not knowingly commit or omit acts which constitute a violation of any of the policies, procedures, regulations, directives or orders of the WDOC or a division, office or facility thereof.

viii. Volunteers/student interns shall not remove information from files or make copies of records or documents, except in accordance with established procedures or upon proper authorization.

ix. Volunteers/student interns shall maintain the integrity of information received in the course of providing services to WDOC and/or inmates/offenders, and not seek information beyond that needed to perform their duties as outlined in their position description; or reveal such information to anyone not having proper authorization.

x. Volunteers/student interns shall not engage in any activities or personal business while performing services for the WDOC that would cause them to neglect their duties as outlined in their position descriptions.

xi. Volunteers/student interns shall not use, remove, or borrow property from WDOC or its offices or facilities for other than official business, unless authorized in writing by the WDOC Director or his/her designee.

xii. Volunteers/student interns shall not use their position or identification card for:

a. Personal or financial gain, or partisan political purpose;

b. Obtaining privileges not otherwise available to them except in the performance of approved duties; or,

c. Avoiding consequences of illegal acts.

xiii. Volunteers/student interns shall not engage in any form of gambling on any facility grounds.

xiv. Volunteers/student interns shall be truthful in rendering any report, in giving testimony, or in giving any official statement about any action taken that relates to the volunteer/student intern's position.

a. Every volunteer/student intern shall promptly complete a written report documenting what they saw and/or did during any use of force incident or inmate altercation and provide such report to the shift commander.

b. Every volunteer/student intern shall promptly report to the proper line of authority any illegal acts, acts that would pose an immediate threat to the safety, security and welfare of staff, volunteers, student interns, and/or inmates/offenders, and violations of policies, procedures, rules and regulations which they directly observe.

(1) Volunteers/student interns who have knowledge of such conduct by others are encouraged, when it is appropriate and safe to do so, to inform those persons committing the act that unless they turn the information in themselves, the volunteer/student intern will have to do it for them.

(2) Volunteers/student interns who possess factual knowledge of behavior that should be communicated to the proper authority and choose not to report it may be subject to the loss of their volunteer/student intern status.

(3) Nothing in this section shall require violation of the sanctity of a vow of confidentiality or the confessional, unless the information received by the person is otherwise required to be reported by law or policy.

xv. Volunteers/student interns shall remain awake, fully alert and attentive while involved in service delivery at any office or facility.

xvi. The introduction of contraband by a volunteer/student intern into or upon any facility or worksite, without the knowledge and express written consent of the CEO or designee is prohibited.

a. The WDOC maintains a drug/alcohol free work place/living environment through zero tolerance.

b. Volunteers/student interns shall not use tobacco products within facilities designated as tobacco-free and/or where such use has been prohibited.

xvii. In the event of an emergency situation, volunteers/student interns shall comply with the instructions provided to them by WDOC staff.

2. Relationship Boundaries for Volunteers/Student Interns and Inmates

i. All volunteers/student interns shall confine their relationships with inmates/offender, or the inmates'/offenders' families and friends, to those activities which are within the scope of their professional duties as outlined in their position descriptions.

a. Requests for exceptions must be submitted in writing to, and approved by the appropriate CEO.

b. Upon receipt of authorization for an exception, the volunteer/student intern shall provide a copy of the authorization to the volunteer/student intern's supervising authority.

ii. Volunteers/student interns shall not become emotionally, romantically, or sexually involved with inmates/offenders, or allow an inmate to engage in any behavior of a sexual nature with another inmate.

a. It is the policy of the WDOC that an offender is not able to give "consent" to sexual misconduct with a staff, including but not limited to employees, contract personnel and volunteers. Wyoming law makes it a criminal act for a volunteer/student intern of WDOC to engage in sexual activity with an offender. (See W.S. § 6-2-301, *et seq*.,

specifically at 6-2-303(a) (vii).) WDOC shall report all suspected criminal activity to the proper authorities.

iii. Volunteers/student interns shall not use brutality, physical violence, profane, obscene, discriminatory, or otherwise abusive language or intimidation towards inmates or offenders.

3. **No Gifts.** Volunteers/student interns may not solicit, accept, give or receive gifts from inmates/offenders, or the family or friends of inmates/offenders, including, but not limited to, money, tangible or intangible personal property, food, beverage, loan, promise or service.

i. There may be circumstances where a group of inmates/offenders may wish to present some token of their appreciation to a volunteer, or a group of volunteers may want to present a group of inmates/offenders some token of accomplishment.

ii. Such cases must have prior approval of the appropriate CEO and the item given must be of minimal economic value such as a certificate of appreciation or a simple plaque.

4. **Conflicts of Interest.** All volunteers/student interns shall declare in writing potential conflicts of interest to their supervisor, as soon as the volunteer/student intern knows a potential conflict of interest exists.

i. A conflict of interest may be any transaction where a person acting in the capacity of a volunteer/student intern takes any action or makes any recommendation, the effect of which would be to that person's own benefit or detriment.

ii. The CEO shall determine if a conflict of interest exists.

a. The CEO may direct the volunteer/student intern to refrain from engaging in the conduct causing the potential conflict of interest while the matter is under review.

b. If the CEO determines a conflict of interest exists, he/she shall direct the volunteer/student intern to cease the activity causing the conflict, either immediately or after allowing a reasonable period of time for the volunteer/student intern to dispose of the matter.

5. **Limited Authority of Employee Volunteers.** A WDOC employee approved to serve as a volunteer shall observe boundaries around the supervision of inmates/offenders so that, as a volunteer, the WDOC employee does not exercise greater authority than is appropriate for a volunteer.

6. **Access to More Than One Facility.** Carded-volunteers/student volunteers may be approved to access more than one office or facility.

   i. Access to WDOC facilities must be in compliance with the WDOC policy on facility access (See WDOC Policy & Procedure # 3.007, *Facility Access*.)

   ii. If a volunteer/student intern is assigned to more than one office or facility, the volunteer/student intern must complete an orientation at each office/facility.

   iii. The volunteer/student intern's supervisors shall notify the CEO or designee that the volunteer/student intern will be serving at that office or facility before the volunteer/student intern begins service.

   iv. A correctional facility CEO has final authority over who may enter their facility.

7. **Supervision of Carded-Volunteers/Student Interns**

   i. Direct physical supervision of a carded-volunteer/student intern may not be necessary when other forms of supervision and the use of radios, body alarms, surveillance cameras or similar devices are available to help ensure the safe and orderly functioning of the volunteer/student intern's program.

      a. In such cases, the CEO or designee shall determine the appropriate level of supervision.

   ii. Non-carded volunteers shall remain under the direct supervision of Department of Corrections' employees, or under the supervision of a carded-volunteer authorized by the CEO or designee to provide supervision to non-carded volunteers assigned to the same program.

8. Volunteer/Student Intern ID Card

i. Within sixty (60) calendar days of a volunteer/student intern being approved to continue providing services past non-carded status, the volunteer/student intern's supervisor shall arrange with the Volunteer Program Manager or designee for fingerprinting and orientation and shall submit to the Volunteer Program Manager or designee an ID card request form.

a. The Volunteer Program Manager or designee must approve exceptions.

ii. Carded-volunteers/student interns may enter authorized facilities only at their scheduled time and access to areas within the facility will be limited to those areas approved by the facility chaplain and security manager.

a. Carded-volunteers/student interns may go unescorted from the place of check-in to the place where their program is held within the office or facility, unless the CEO requires that some or all volunteers/student interns be escorted.

b. As approved by the facility chaplain and security manager, a carded-volunteer/student intern may visit inmates on a special housing status in the non-contact visitation area, or in a specifically designated programming space within the special housing area in which the inmate may be secured separately, but the carded-volunteer/student intern shall be escorted to and from any such visit when it is conducted within the special housing area.

c. If escort is required, the office or facility shall provide staff to escort the volunteers/student interns.

d. Volunteer/student intern ID cards must be visibly displayed at all times while inside the WDOC office or facility.

iii. Volunteers/student interns shall not lend to another person their identification card or permit identification cards to be photographed or reproduced.

iv. If a volunteer does not enter a WDOC office or facility to do volunteer work at least three (3) times in a calendar year, a review must be conducted by the Volunteer Program Manager to determine if the volunteer should be returned to non-carded status.

v. If a volunteer/student intern severs connection with an endorser, the volunteer/student intern's service to WDOC shall end immediately.

a. The volunteer/student intern may reapply after ninety (90) calendar days of active association with a new endorser/affiliation.

b. Exceptions may be granted by the volunteer/student intern's CEO or designee.

vi. When a volunteer/student intern's services are ended, the ID card and all other WDOC owned equipment must be returned to the WDOC.

9. Rule Violations and Unsafe Practices

i. If a volunteer/student intern is arrested or convicted of a criminal offense (*e.g.*, felony or misdemeanor) or if there is a recurrence of alcohol/drug abuse, the volunteer/student intern shall report this in a timely manner to their direct supervisor and the CEO or designee.

a. A review shall be conducted to determine if the volunteer/student intern may continue to serve.

ii. When it is suspected that a volunteer/student intern may have violated a WDOC rule, policy, procedure, or a state or federal law, or a volunteer/student intern has engaged in an act that endangers the safe and orderly operation of a facility or threatens the rehabilitative nature of the WDOC's mission, the volunteer/student intern may be suspended pending a review by the Volunteer Program Manager or designee in consultation with the appropriate CEO or designee.

a. After reviewing the facts of the situation, the Volunteer Program Manager or designee shall present the findings and make a recommendation to the volunteer/student intern's direct supervisor and the appropriate CEO.

b. The CEO shall, in consultation with the Volunteer Program Manager or designee and the volunteer/student intern's direct supervisor, decide the appropriate course of action.

c. When appropriate, preference shall be given to additional training and supervision over termination of a volunteer/student intern's service.

I. Issuance and Use of Motor Vehicles

1. A carded-volunteer or student intern may only use an official state vehicle while engaged in the performance of official state business on behalf of the WDOC and only with written authorization by the appropriate CEO.

2. A volunteer or student intern shall comply with the provision of the State of Wyoming's policy on vehicle use and observe all required safety training prior to being approved to use the official state vehicle.

3. The appropriate CEO may approve mileage reimbursement of a private vehicle where a special service is being performed at the direction of the CEO or designee. In these cases, the volunteer/student intern must provide the CEO or designee with proof of insurance coverage on his/her private vehicle.

J. Ending of Volunteer/Student Intern Service and Reinstatement

1. A volunteer/student intern's service may be ended:

i. For violation of WDOC rules or policies;

ii. When there is no longer a need for the volunteer/student intern's services;

iii. When the volunteer has not provided services to the WDOC in a year;

iv. When a student's internship has ended;

v. When the volunteer/student intern requests it;

vi. When the volunteer/student intern fails to respond to a WDOC inquiry;

vii. When the volunteer/student intern's supervisor, the Volunteer Program Manager, and the CEO or their designees deem it in the best interest of WDOC and/or the volunteer/student intern.

2. If a volunteer's status is revoked, and the volunteer is approved to serve at more than one institution, the facility revoking the status shall notify all institutions where the volunteer is approved. The CEO at each facility shall determine if the volunteer is approved to continue service at the specific facility.

3. Termination for cause:

i. The Volunteer Program Manager shall confirm the termination in a letter to the volunteer/student intern.

ii. Appropriate documentation shall be maintained by the Volunteer Program Manager in accordance with WDOC standard for archiving records.

iii. The Volunteer Program Manager shall send a memo to the appropriate CEOs and other interested parties giving notice of the action taken.

iv. The volunteer's endorser and affiliation shall be notified when applicable.

v. If termination is based on an inappropriate relationship with an inmate/offender, the volunteer/student intern shall be denied access to that inmate/offender including as an inmate visitor or placement onto the inmate's approved personal phone list.

vi. If a student intern's service is terminated for cause, the college or university shall be notified.

4. Access to Inmates After the Ending of Volunteer/Student Intern Service:

i. A volunteer/student intern may not be on the inmate visiting list or approved personal phone list of an inmate assigned to the same correctional facility at which he or she was approved to serve as a religious volunteer/student intern within six months of the end of volunteer/student intern service, unless the facility chaplain and correctional facility CEO concur, in writing, that allowing the volunteer/student intern to become or continue as a personal visitor of the inmate is in the best interest of the facility and of the inmate.

5. Reinstatement after termination for cause:

i. A volunteer/student intern who was terminated for cause may apply for reinstatement after a waiting period of not less than one (1) year.

ii. The request for reinstatement shall be reviewed by the Volunteer Program Manager, CEO or designee, or other appropriate CEO or designee, and the volunteer/student intern's previous supervisor, who shall provide a recommendation to the individual responsible for approving or denying the volunteer/student intern.

iii. After the review is completed, the individual responsible for approving or denying the volunteer/student intern shall make the final decision and send written notification of the decision to the volunteer/student intern and to the CEO of the office or facility where the volunteer/student intern is located.

a. If reinstatement is denied, the volunteer/student intern must wait at least another year before seeking reinstatement.

b. If reinstatement is granted, the individual making the request shall fill out a new volunteer/student intern application (WDOC Form #133) and attend the training required of a new volunteer/student intern.

i. The volunteer/student intern's affiliation shall be verified.

ii. If the volunteer is endorsed, the endorser must be contacted and consent to the reinstatement.

iii. The reinstated volunteer shall serve a one (1) year probationary period during which his/her supervisor shall monitor the volunteer's activities regularly.

iv. The reinstatement may be made conditional on other remedial activities as well.

III. TRAINING POINTS

A. Who is responsible for the establishment, development and management of the overall structure and operation of the volunteer/student intern program on behalf of the department?

B. May a volunteer/student intern be on the inmate visiting list or approved personal phone list of an inmate assigned to the same correctional facility at which he or she is approved to serve?

C. Must a prospective or current volunteer/student intern self-disclose if they are a victim of or if they have a personal or familial relationship with any person who is an inmate or offender?

D. May volunteers/student interns solicit, accept, give or receive gifts from inmates/offenders, or the family or friends of inmates/offenders, or become emotionally, romantically, or sexually involved with inmates/offenders, or allow an inmate to engage in any behavior of a sexual nature with another inmate, or use brutality, physical violence, profane, obscene, discriminatory, or otherwise abusive language or intimidation towards inmates/offenders?

E. True or False: Carded-volunteers/student interns may go unescorted from the place of check-in to the place where their program is held within the office or facility, unless the CEO requires that some or all volunteers/student interns be escorted.

F. True or False: Non-carded volunteers require clearance on a visitor authorization form prior to entry onto the facility and must be escorted and supervised by WDOC staff or a carded-volunteer approved by the correctional facility CEO or designee.

G. Can a volunteer/student intern's service be ended:

1. For violation of WDOC rules or policies?

2. When the volunteer has not provided services to WDOC in one (1) year?