

# ***IDAHO***

## ***DEPARTMENT OF CORRECTION***



### **VOLUNTEER MANUAL**

*Revised April 2024*

The purpose of the Volunteer Handbook is to provide important information regarding volunteer service requirements as well as Department resources. This handbook supplements and reinforces the information learned during volunteer training as well as the information available on the IDOC website: <https://www.idoc.idaho.gov/content/prisons/volunteers-mentors/volunteer-services>.

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## **VOLUNTEER SERVICE COORDINATOR (VSC)**

The Volunteer Service Coordinator (VSC) in the facility serves as the liaison between you and/or your group and the Deputy Warden (DW) or Second-in-Command (SIC). The VSC is responsible for scheduling volunteer activities, generating clearance memos, setting up, and providing facility-specific orientation. The facility Warden or Community Reentry Center (CRC) Manager is responsible for approving all volunteers entering their respective facilities even though a volunteer may be approved at another facility. The DW/SIC is responsible for approving facility schedules, operational processes, Level 2 (green badge) volunteers, and general oversight of volunteer activities in the facility whether religious, educational, or otherwise.

The IDOC Program Manager at Central Office is a departmental position tasked with oversight of all policy implementation, supervision of prison VSCs, and general aspects of volunteer programs and activities for residents in facilities and the community with volunteer mentors. However, facility-specific operations are overseen by the facility administration which includes the Warden or Manager, and the Deputy Warden or Second-in-Command.

Communication should always be between a volunteer and the facility VSC(s). This single point of contact model allows for clear communication and eliminates the problems associated with trying to coordinate the same activity through several different people. Several volunteers from one group or organization, communicating with many members of the same group can lead to confusion, miscommunication, and unnecessary tension. Let your group coordinator or point of contact work with the facility VSC. This is also why when communication is directly to the IDOC Program Manager at Central Office, it is often referred to the relevant facility VSC.

## **VOLUNTEER BASICS**

### **Eligibility Requirements**

First, the potential volunteer must meet the following eligibility criteria:

- At least 18 years of age or older.
- U.S. citizen or legal authorization to be in the country.
- Within the past 3 years, no adult felony convictions or incarcerations, nor any misdemeanor drug-related convictions, unless the Prisons Division deputy chief or Probation and Parole deputy chief of CRCs approves.
- No outstanding warrants or pending criminal charges.
- Cannot be an IDOC employee with any responsibility to supervise residents, unless IDOC Human Resources approves based on Fair Labor and Standards Act criteria.

### **Entering the facility and security clearance checks**

To maintain a safe and secure environment for residents, staff, and the public, you must have your facility issued ID badge that is issued upon exchange of your driver's license or other government-issued ID. You may be asked to clear a metal detector as well as a search of anything you bring with you.

### **Know your schedule**

Do not try to gain access into the correctional facility when you are not scheduled to be there. Correctional facilities have very rigid daily schedules. Most must use the same space to provide many different programs. Trying to squeeze in additional un-scheduled activities on short notice without prior approval is not possible. Please ensure your activity starts and finishes on time.

Staff have the authority to cancel, terminate or interrupt any activity or program based on the need to preserve safety, security, and the safe operation of the facility.

**Be on time**

- Try to be there a minimum of fifteen (15) minutes prior to the time you are scheduled to start your program.
- Remember it takes time to be checked into the facility and get to the program area. Facilities frequently must hold staff on overtime to oversee activities. If you arrive to the facility more than fifteen (15) minutes past your scheduled time you may not be allowed to enter the facility and your volunteer program will be cancelled for that day. Time is important to residents, as they have been assigned to a specific activity within a specific time frame. If the volunteer is late or does not come at all, the resident loses out on an activity which they were probably looking forward to with much anticipation. Come as a group if you volunteer with a group. The facility may not have the staff resources to keep admitting those volunteers who haven't arrived with their group.
- Building and maintaining a stable level of trust with correctional staff and residents is crucial to the success of your program.

**What to bring and not to bring**

- Bring only the materials approved by the facility VSC for the program, because it is a **felony** to bring contraband into a facility. There is no need to bring in your wallet and/or purse.
- If you must bring prescribed medication, only bring the quantity you need to take while at the facility. Be sure to check with the facility VSC and find out if you will be able to have the prescription on your person while on the correctional grounds.
- No swords, knives or belt tools (Leatherman or similar).
- No guns, ammunition and/or weapons of any kind.
- Tobacco items of any kind, matches, or lighters, electronic cigarette or any device, object or substance whether animate or inanimate that is capable of causing injury or fear of injury.
- No alcohol, controlled substances, illegal substances, keys, gifts or packages of any kind.
- If you're not sure, consult with the VSC.
- Cell phones are not permitted inside the correctional facility (secure them in your vehicle).

**WHEN IN DOUBT, LEAVE IT OUT.**

**Obey facility staff**

- Facility staff will provide periodic monitoring of your program. Even the best-run facilities have problems from time to time. A situation may occur that requires the facility to be locked down. If during your program a staff member comes and advises you to end your program, you must leave and follow the directions of the staff member. Immediately obey them and don't argue. Do whatever the staff instructs you to do. Your safety and the safety of others may depend on your quick compliance.
- Be patient – you do not always know what is going on or has gone on in the facility before you arrive. Staff may be dealing with situations that need to be resolved before checking you in or they may be working a double shift. This is a difficult environment to work in and your patience is demanded, and privileges may be revoked if your impatience causes issues – intended or unintended.

### **Confidentiality**

- Volunteers are expected to respect the integrity and confidentiality of all privileged information, including personal identifying information (PII).
- Volunteers will always review, and control information provided to residents. No items may be given to residents without receiving prior approval from the VSC. This includes all reading material. Volunteers shall not divulge or otherwise release information considered sensitive or confidential to unauthorized persons. If in doubt, consult with the VSC or Program Manager. Information shared with volunteers by staff may not be intended for residents.
- Do not use full names when discussing residents outside the facility. Disclosure of personally identifying information to unauthorized persons, in an unauthorized manner, or for unauthorized purposes is prohibited.
- Do not engage in discussions with residents about staff members, other residents or share details about your personal life.
- If you intend to publish information pertaining to your volunteer position, including information about the facility, staff, or residents, you are required to discuss this in advance with the Deputy Warden and/or Warden. Special rules apply to interviewing staff or residents. The DOC is sensitive to the rights of victims and the necessity of managing information released about the department, staff, and residents. Volunteers are not permitted to take pictures of residents or staff.
- Audio or visual recording equipment (including all cell phones) is not permitted in the facility. You have an affirmative duty to immediately report any information relayed to you by a resident that may cause a threat to the safety or security of the facility, staff, or residents.
- Endangering the well-being of staff, residents, or the public through willful, reckless, or negligent misconduct, including willful, reckless violation of laws, rules, or policies, is violation of the DOC code of ethics and may result in the termination of volunteer privileges.

### **Dress Code**

- Volunteers interacting with residents or engaged in activities within a DOC facility must be cognizant of the potential dangers inherent in working in a correctional facility. This includes dressing accordingly while in the facility and maintaining an appearance which limits distractions, such as provocative or inappropriate dress. Dress that presents a risk to safety and/or security is also prohibited.
- Language, logos, symbols, pictures, designs or embroidery on clothing or clothing accessories must be appropriate for a correctional facility. Clothing or clothing accessories that advertise alcohol, tobacco products, illegal substances, gangs, derogatory religious themes, racial references, profanity, gambling, or sexual implications is NOT appropriate and will not be allowed to enter the facility.
- Tattoos advocating or depicting any form of negative religious, racial, ethnic or gender bias, illicit drugs, drug paraphernalia, drug use or perceived as being affiliated with any security threat group, street gang or containing nudity or vulgar wording, must be concealed/covered while in the facility.

### **ABOUT IDOC**

#### **IDOC Mission:**

To create a model correctional system that provides equitable access to programming and opportunities that reflect a community experience, foster connections, and restore victims of crime.

**IDOC Vision:**

We **ENVISION** a safer Idaho with fewer people in its correctional system.

**IDOC Values:**

We **VALUE** integrity, respect, and positive attitude.

**Prison Facilities**

**1. Mountain View Transformation Center ([MVTC](#))**

*15505 S. Pleasant Valley Rd., Kuna, ID 83634*

Mountain View Transformation Center (MVTC) is a 442-bed facility for men. IDOC assumed operations of the facility on July 1, 2023. Prior to that, the facility was known as Correctional Alternative Placement Program (CAPP) and was operated by Management Training Corporation (MTC) since its opening on July 1, 2010.

**2. Idaho Maximum Security Institution ([IMSI](#))**

*13400 S. Pleasant Valley Rd., Kuna ID 83634*

IMSI opened in November 1989 to confine Idaho's most disruptive male residents. It has a capacity of 549 residents and is located within a double perimeter fence reinforced with razor wire and an electronic detection system. The population is primarily comprised of close custody and administrative segregation residents. IMSI also operates the state Secure Mental Health Facility, which houses residents under the sentence of death, and residents who are Idaho Security Medical Program (ISMP)

**3. Idaho State Correctional Center ([ISCC](#))**

*14601 S. Pleasant Valley Rd., Kuna, ID 83634*

ISCC is the Department's largest facility and currently has an operating capacity of 2,130 residents. ISCC houses medium and close custody male residents offering basic education, vocational education, and other programming opportunities.

**4. Idaho State Correctional Institution ([ISCI](#))**

*13500 S. Pleasant Valley Rd., Kuna ID 83634*

ISCI is a 1,446-bed, medium-security men's prison south of Boise. Its reception and diagnostic unit (RDU) serves as the entry point for all men entering Idaho's prison system. The facility also has a medical unit and workspace for Correctional Industries' programs.

**5. South Idaho Correctional Institution ([SICI](#))**

*13900 Pleasant Valley Rd., Kuna ID 83634*

SICI houses 400 female residents and 300 male residents. Most residents are assigned a job and work inside or outside the facility. Vocational Work Projects include road crews for the Idaho Transportation Department and conservation and firefighting crews for the U.S. Forest Service. Some residents serve as workers in the Correctional Industries program. SICI also operates the pre-release program for the majority of residents paroling from the system.

SICI is home to [East Dorm](#), a 152-bed men's housing unit that was designed from the ground up to help its residents successfully return to their communities and as law-abiding citizens. There are no other units like it in Idaho's correctional system and few others like it in the country.

**6. South Boise Women's Correctional Center ([SBWCC](#))**

*13200 S. Pleasant Valley Rd., Kuna ID 83634*

South Boise Women's Correctional Center is a treatment and transition facility for retained jurisdiction (Rider) female residents. SBWCC has an operating capacity of 306 residents in two

separate housing units. Programming opportunities are based on cognitive and behavioral change through intensive treatment, education and accountability.

**7. North Idaho Correctional Institution ([NICI](#))**

*236 Radar Rd., Cottonwood, ID 83522*

NICI is a former military radar station north of the small town of Cottonwood. This facility is a program-specific prison with an operating capacity of 428 male residents. NICI primarily houses residents sentenced under a retained jurisdiction sentence. Retained jurisdiction provides a sentencing alternative for courts to target individuals who might, after a period of programming and evaluation, be viable candidates for probation rather than incarceration.

**8. Idaho Correctional Institution Orofino ([ICIO](#))**

*381 West Hospital Drive, Orofino ID 83544*

Idaho Correctional Institution-Orofino was originally a state school and mental health facility. A new wing was added in 1988. ICIO is designed to house up to 580 male residents. The facility primarily houses medium-custody residents but also houses protective-custody residents. Givens Hall, a unit adjacent to the compound, serves as a work camp. ICIO offers vocational work programs, education and other programming opportunities.

**9. Pocatello Women's Correctional Center ([PWCC](#))**

*1451 Fore Rd., Pocatello ID 83204*

PWCC is the department's first facility designed specifically to meet the unique program needs of female residents. It opened in April 1994, has an operating capacity of 331 female residents and houses all custody levels. The facility operates the reception and diagnostic center for women. PWCC also has vocational work projects, Correctional Industries, education, programming, pre-release program and work-release program.

**10. St. Anthony Work Camp ([SAWC](#))**

*125 N. 8th West, St. Anthony, ID 83445*

SAWC is 400-bed work camp for minimum- and community-custody men. The facility provides residents with opportunities for full-time, constructive, paid employment with government agencies, nonprofit organizations and private employers. The program helps residents develop good work habits, and marketable work skills while providing a financial resource to meet the residents' immediate and future needs.

**Community Reentry Centers (CRC)**

At each CRC, residents are afforded the privilege of community-based employment, treatment programs, support groups, community service and other possibilities to promote a positive and successful return to the community. CRC residents are afforded the privilege of treatment programs, support groups, community service, community-based employment, and other options to promote a positive and successful reentry into the community.

**1. Treasure Valley Community Reentry Center ([TVCRC](#))**

*14195 S. Pleasant Valley Rd., Kuna ID 83634*

The Treasure Valley Community Reentry Center (TVCRC) opened in July 2004. The facility houses up to 108 male resident who are classified as minimum custody and nearing release. A new addition was added in 2009 for visiting and administrative offices.

**2. East Boise Community Reentry Center ([EBCRC](#))**

*2366 Old Penitentiary Road, Boise ID 83712*

The East Boise Community Reentry Center opened in July 1980 as the first reentry center in Idaho. In September 1989, it became an all-female facility. A new additions were built in 2002 and 2019, increasing the facility's capacity. The facility currently houses 148 female residents who are classified as minimum custody.

**3. Nampa Community Reentry Center ([NCRC](#))**

*1640 11th Avenue North, Nampa ID 83687*

The Nampa Community Reentry Center (NCRC) opened in 1985 and houses up to 115 male residents who are classified as minimum custody and nearing release.

**4. Idaho Falls Community Reentry Center ([IFCRC](#))**

*3955 Bombardier Ave., Idaho Falls ID 83402*

The Idaho Falls Community Reentry Center (IF-CRC) opened in 1996 and houses up to 112 male residents who are classified as minimum custody and nearing release.

**5. Twin Falls Community Reentry Center ([TFCRC](#))**

*616 Washington St. South, Twin Falls, ID 83301*

The Twin Falls Community Reentry Center (TFCRC) opened in 2020 and houses up to 160 male residents who are classified as minimum custody and nearing release.

### **Facility VSC Contact Information**

Contact information for facility Volunteer Service Coordinators can be found at

<https://www.idoc.idaho.gov/content/prisons/volunteers-mentors/volunteer-services/volunteer-coordinators>

The Volunteer Program Manager responsible for overseeing volunteer services statewide, Jeff Kirkman, can be reached at (208) 658-2021 or by email at [jkirkman@idoc.idaho.gov](mailto:jkirkman@idoc.idaho.gov) or [volunteerservices@idoc.idaho.gov](mailto:volunteerservices@idoc.idaho.gov) .

## **VOLUNTEER AGREEMENT**

### **General Standards**

As a volunteer for the Idaho Department of Correction, hereinafter referred to as the IDOC, I understand and agree to the following:

1. I will conduct my volunteer activities in accordance with this Agreement and the Volunteer Services Standard Operating Procedures, 606.02.01.001. If I am unclear about a policy, procedure, or term of this Agreement, it is my responsibility to seek immediate clarification with the staff.
2. I will be respectful to staff, residents, other volunteers, and those of other faiths.
3. I will maintain control of my personal property while at the facility and I will immediately report the loss of any item to a staff member.
4. I understand I may be denied access to any unit and may be subject to search of my person or vehicle for justifiable security purposes.
5. I will notify the IDOC prior to discussing my volunteer service with the media or a public forum and if discussing my volunteer service in any situation will refrain from discussing names and IDOC numbers or any other identifying information of any resident.
6. I understand that the Department will complete a criminal background check upon receipt of my application and again annually. I understand that the initial background check must be completed and my application approved before I am granted access to any facility.
7. I understand I am responsible for notifying the Department if I do not wish to have my criminal background check completed to renew my volunteer status. This will subsequently conclude my volunteer service.
8. I understand my volunteer service may be terminated at the discretion of the IDOC.
9. If I am both a mentor and a volunteer, I will continue to abide by all terms of this Agreement.
10. Except in the case of sole negligence or willful misconduct of the State, I agree to assume fully all the risks which may result from my volunteer work in and for the IDOC and agree to indemnify, defend, and hold harmless the State of Idaho. Furthermore, I agree to waive all claims of any nature that I may have against the State of Idaho or any of its employees for personal injury, property loss, or property damage arising from or in connection with my work as a volunteer.
11. I understand that the donation of my time and service does not represent employment or any promise of employment and that the Department has no legal responsibility for defending me in any legal action.
12. I understand that I have no property interest in the volunteer position, and that I may be released from my duties as a volunteer at the discretion of the Department.

### **Prohibited Activities**

I understand that I am entering a correctional facility and there are activities that I am strictly prohibited of engaging in. I agree to abide by the following standards regarding prohibited activities. I also understand that this is not an all-inclusive list.

1. I understand unauthorized items are contraband and the introduction of contraband into a correctional facility is a violation of state law. Restricted items must be pre-approved by facility leadership. I will only bring items into the facility that the IDOC has preauthorized and are specifically required for my volunteer service.
  - a. Contraband includes: alcoholic beverages, pets/animals, ammunition, drugs and narcotics, explosives and explosive devices, firearms, oleoresin capsicum spray, mace, tobacco, and other objects or materials that might be used to compromise security, sound order, or discipline of the correctional facility.

- b. Restricted Items: cell phones and other communication devices, computers, cameras, audio/video equipment, prescription drugs, and tools.
2. I will not provide or accept any personal service from residents. This includes, but is not limited to, making phone calls for a resident, mailing letters for a resident, making a purchase for a resident, selling anything to a resident, or delivering messages or packages to anyone in the community or in a correctional facility.
3. I will never exchange any item with a resident or give any item directly to residents.
4. I will maintain legal and ethical boundaries with all residents.
5. I will keep my physical contact with a resident to a minimum.
6. I will not engage in a romantic or sexual relationship with a resident.
7. I will not engage in any personal communication, including but not limited to, letters, emails, and phone calls, with an incarcerated resident housed in a facility I volunteer at. I understand an exception will be granted for communication in accordance with the Mentor Agreement if I become an approved mentor and the resident I communicate with is my mentee.
8. I will not allow any resident to reside in my personal residence or become employed under my direct supervision upon release from incarceration.
9. I will never give money to a resident or a resident or enter into any financial contract with any resident.
10. If a resident returns to prison and I assisted him/her with reentry upon release, I will immediately notify the IDOC.

#### **Prison Rape Elimination Act (PREA)**

1. I understand IDOC has a zero-tolerance policy towards all forms of sexual abuse and sexual harassment between residents and between residents and staff or volunteers.
2. Whether I observe the act or the act was reported to me, I understand I am required to report any instances of sexual abuse or sexual harassment between residents or between residents and staff or volunteers.
3. I understand that actual or attempted sexual activity or romantic relationship between a volunteer and a resident is strictly prohibited, even if the resident is a willing participant in the activity.
4. I understand that as a volunteer, if I'm suspected of engaging in or attempting to engage in a romantic relationship with a resident, I will be immediately banned from all IDOC facilities and removed from the IDOC volunteer program.
5. I understand that if I am suspected of engaging in sexual activity with a resident, I will be referred to the law enforcement authorities for investigation of violating Idaho Code, Section 18-6110 and/or other Idaho State statutes that might be applicable.

#### **I Agree**

By checking the "I agree" box of the online volunteer application, I am certifying that I have read this Agreement. I understand and agree to abide by the terms and conditions of this agreement and all IDOC standard operating procedures and policies.

## **NEW VOLUNTEER APPLICATION PROCESS**

### **New Volunteer Process**

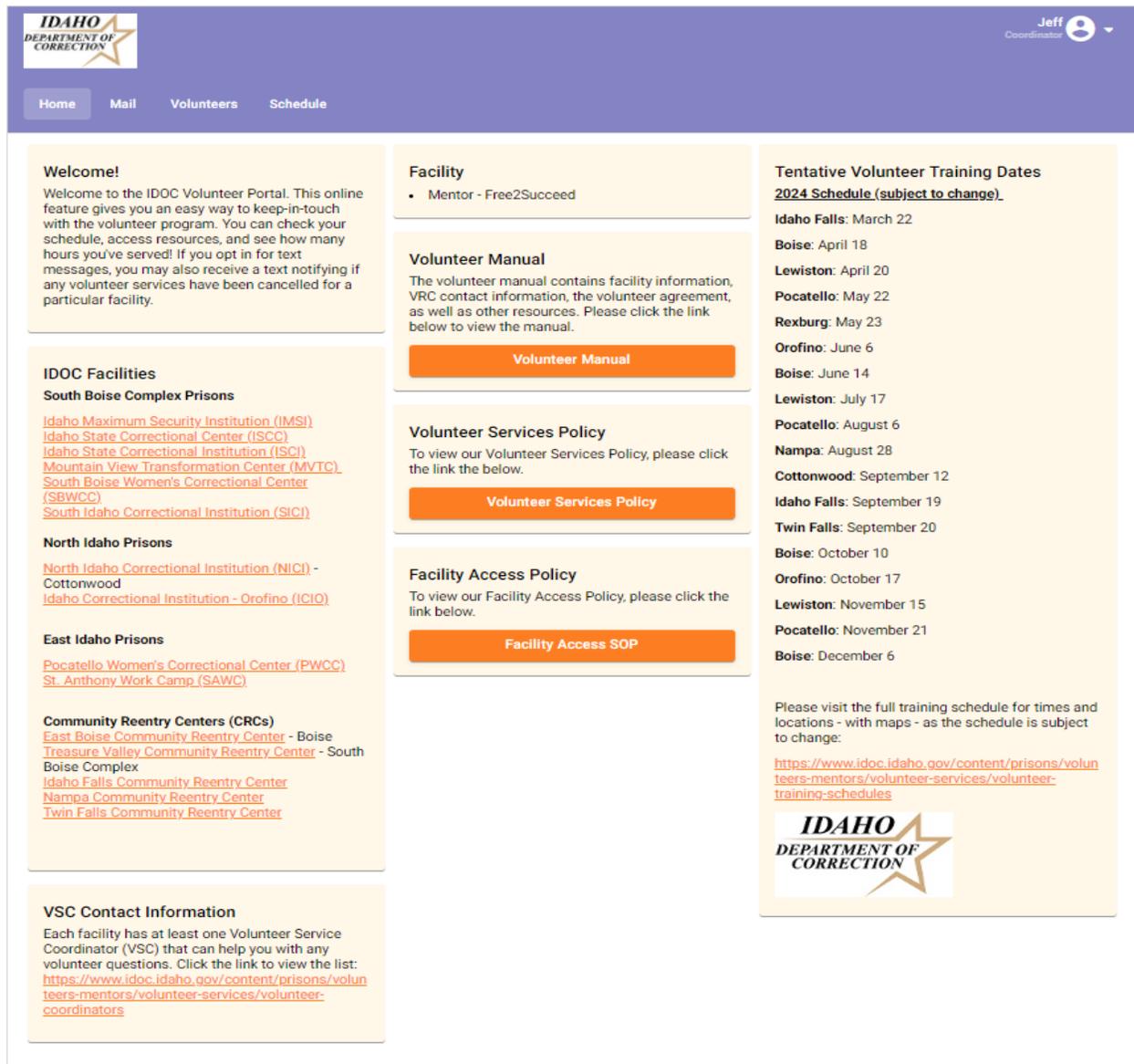
The following requirements must be met before you begin your volunteer service:

1. Review the Volunteer Agreement and make sure you meet the eligibility requirements.
2. Review the list of Idaho prison facilities and community reentry centers to determine at which one you would like to volunteer. You will only be allowed to select one facility initially. If you would like to expand your volunteer service to additional facilities, notify the facility VSC after the application has been approved.
3. Complete and submit the "New Volunteer Application" online. You will receive an email confirmation that your application has been received. To inquire about the status of your application, contact the facility VSC.
4. A background security check will be completed and your application will be reviewed. If the application is approved, plan to attend the New Volunteer Training. [IDOC Training Schedule](#)  
  
\*If you're not sure if you want to volunteer in a prison environment, you can observe a volunteer service and receive a brief tour of the facility by contacting the facility VSC. Your application must be approved prior to accessing any facility. Make sure you schedule this through the VSC!
5. Once you complete the New Volunteer training, you will need to attend a Facility Orientation that is specific to the facility where you will be volunteering. Contact the facility VSC to schedule the Facility Orientation.
6. Once your application has been approved and you have completed the New Volunteer Training and Facility Orientation, contact the facility VSC to arrange your volunteer service schedule.

## Volunteer Portal

The Volunteer Portal was established to allow volunteers to access an online account for the following activities. Go to <https://www.volgistics.com/vicnet/215281/login> , to access the Volunteer Portal and the Volunteer Portal Guidebook. If you do not have a log in, please contact the facility VSC:

- Update mailing address
- Update emergency contact information
- Check volunteer schedule
- View volunteer service hours provided
- Retrieve Facility VSC contact information
- Review applicable policies and resources
- Receive updates on training dates and application processes



The screenshot shows the IDOC Volunteer Portal interface. At the top, there is a navigation bar with 'Home', 'Mail', 'Volunteers', and 'Schedule'. A user profile for 'Jeff Coordinator' is visible in the top right. The main content area is divided into several sections:

- Welcome!**: A message explaining the portal's purpose and how to use it.
- IDOC Facilities**: A list of facilities categorized into South Boise Complex Prisons, North Idaho Prisons, East Idaho Prisons, and Community Reentry Centers (CRCs). Each category includes links to specific facility pages.
- Facility**: A section with a 'Mentor - Free2Succeed' link.
- Volunteer Manual**: A section with a 'Volunteer Manual' button and text explaining that the manual contains facility information, VRC contact information, the volunteer agreement, and other resources.
- Volunteer Services Policy**: A section with a 'Volunteer Services Policy' button and text stating that users can view the policy by clicking the link below.
- Facility Access Policy**: A section with a 'Facility Access SOP' button and text stating that users can view the policy by clicking the link below.
- Tentative Volunteer Training Dates**: A section titled '2024 Schedule (subject to change)' listing training dates for various facilities from March to December.
- VSC Contact Information**: A section explaining that each facility has a Volunteer Service Coordinator (VSC) and providing a link to view the list of VSCs.

At the bottom right of the page, there is a note about the full training schedule and a link to <https://www.idoc.idaho.gov/content/prisons/volunteers-mentors/volunteer-services/volunteer-training-schedules>. The IDOC logo is also present in the bottom right corner.

**FAQ's**

- 1. Can I volunteer at more than one facility?**
  - a. Yes. Contact the facility VSC and request to volunteer at another facility. You do not need to submit another online application or submit to another background check.
- 2. Do I have to fill out a new application for each facility I want to volunteer at?**
  - a. No. Notify the facility VSC and he/she will coordinate the review of your volunteer record by the additional facility.
- 3. If I'm already approved at one facility, can I automatically volunteer at another facility?**
  - a. No. The facility warden and CRC manager are responsible for every individual entering their respective facility and therefore must approve your application prior to beginning your volunteer service. Once approved, you will need to attend that facility's orientation prior to beginning service at that facility.
- 4. Once I complete the training, am I approved to volunteer in the facility?**
  - a. No. Once a potential volunteer submits his/her online application, a security background check is conducted and submitted to the facility leadership for review. If the facility approves your application, you are able to come into the facility to volunteer. Remember, coordinate your schedule with the facility VSC and always ask the facility VSC if you're unsure about your volunteer status.
- 5. What is the Facility Orientation?**
  - a. Each facility operates differently due to their population, location, custody level, infrastructure, and leadership. The facility orientation is designed specifically for that facility. If you move to another facility or add a facility, you are required to attend that facility's orientation.
- 6. Why do I have to go through so much training?**
  - a. Volunteers hold a unique position with the Department in that they personally interact with residents on a regular basis. It is imperative that volunteers are aware of issues that may arise when working with the residents population to ensure the safety of volunteers, staff, and the residents.
- 7. I already took the New Volunteer Training. Do I have to take it again?**
  - a. The New Volunteer Training is only required initially. However, you will have to complete an Annual Refresher Training each calendar year.
- 8. I completed the Annual Refresher Training in December, when do I have to take it again?**
  - a. Annual Refresher Training is required each calendar year. For example, if you completed the Annual Refresher Training in December of 2023, that satisfies your requirement for 2023. Your next Annual Refresher Training is due before December 31, 2024.
- 9. Do I have to complete the Annual Refresher Training within exactly one year of completing the last training?**
  - a. No. Volunteers are required to complete the Annual Refresher Training within the calendar year.

**10. If I voluntarily end my volunteer service, and I choose to return as a volunteer at a later time, am I required to complete all of the new volunteer requirements again?**

- a. Yes, most likely, but it may depend on the time period between your former volunteer service and your new volunteer service. If it was a short period of time, the facility head may waive the requirement at his/her discretion.

**11. If I voluntarily end my volunteer service and I was a green-badged, Level 2 regular volunteer, and I choose to return as a volunteer at a later time, am I required to start over on acquiring the hours needed to become a Level 2 volunteer?**

- a. If you were issued a green badge as a Level 2 volunteer, you will come back to that same status. You do not need to start over acquiring the hours needed to become a Level 2 but we may need to reissue a green volunteer badge.

**12. Can I be a volunteer and a visitor at the same time?**

- a. Volunteers can be an approved visitor of immediate family members (as defined in Visiting, 604.02.01.001). However, volunteers cannot volunteer at the same facility where they visit, unless specifically approved by the facility head to continue volunteer services and visits at that facility.

**13. How often do I have to resubmit my application?**

- a. With the online volunteer application, you will only need to submit your once! You will be able to update your contact information as often as you please through the IDOC Volunteer Portal.

**14. How often do I have to sign and submit the Volunteer Agreement?**

- a. When completing the online volunteer application, you are required to read through the Volunteer Agreement and at the end of the application, you must certify that you read and agree to the terms of the agreement, instead of signing the hard copy. Thus, you will no longer have to submit any hard copy signed versions of the Volunteer Agreement. Remember, you are still bound by the terms of the agreement and it's vital that you read and understand it. We will review the agreement during the volunteer training each year.

**15. If I am a volunteer at IDOC, can I volunteer at a county jail or Department of Juvenile Corrections with the same credentials and training?**

- a. Not necessarily. IDJC and county jails are separate entities from the IDOC and have their own policies and procedures for volunteers. They may accept IDOC's training, which we are more than happy to provide documentation of completion, but be sure to check with that entity. This includes not only volunteer training but PREA training and orientation.

**16. Can I be a volunteer and a mentor?**

- a. Yes, but remember, the terms of the Volunteer Agreement still apply. Volunteer requirements are different from that of a mentor. For more information on becoming a mentor, please go to our website: <https://www.idoc.idaho.gov/content/prisons/volunteers-mentors/mentors>

## DEFINITIONS AND ACRONYMS

- **Alternative Sanction:** An informal sanction given to correct inappropriate behavior.
- **Classification:** An assessment used to determine residents' custody level.
- **CO:** Correctional Officer.
- **Concern Form:** form used by residents to request information from staff or in problem resolution. Slang: "Kite."
- **Disciplinary Offense Report (DOR):** A formal rule violation process used to manage, correct, and document resident behavior.
- **Full-term Release Date (FTRD):** The maximum length of time an resident can serve on his sentence.
- **Gold Seal:** Final discharge papers that are sealed with a golden-colored seal.
- **Hearing Packets or Pre-Board Packet:** A resident-completed questionnaire the Commission of Pardons and Parole uses in making parole decisions.
- **Parole:** Community supervision following a prison term where the resident is under the jurisdiction of the Commission of Pardons and Parole.
- **Parole Eligibility Date (PED):** The earliest date that the Commission of Pardons and Parole can release a resident on parole. It is the date the resident becomes *eligible* for parole.
- **Parole Hearing:** A hearing before the Commission of Pardons and Parole to determine whether parole will be granted.
- **PO or PPO:** Probation and Parole Officer.
- **Probation:** A sentencing alternative where the resident remains under the jurisdiction of the court in the community under the supervision of a probation and parole officer or the court.
- **Probation or Parole Violation (PV):** A formal written allegation that a resident has violated one or more conditions of either probation or parole.
- **Revocation:** When the Commission of Pardons and Parole (parolee) or court (probationer) revoke a resident parole or probation status.
- **Rider or Retained Jurisdiction:** An Idaho sentencing option in which the judge sentences a resident to the IDOC but retains jurisdiction for up to 180 days. If the resident successfully completes the retained jurisdiction program, the judge can place the resident on probation.
- **Self-initiated Progress Report (SIPR):** A request for a parole hearing that is self-initiated from a resident to the Commission of Pardons and Parole.
- **Tentative Parole Date (TPD):** A date set by the Commission of Pardons and Parole on which the resident can be released on parole.
- **Termer:** A resident sentenced to Idaho Department of Correction (IDOC) custody that is not on retained jurisdiction.
- **Volunteer Service Coordinator (VSC):** staff member(s) or contractor(s) who:
  - (a) coordinates, recruits, and manages volunteers and volunteer activities
  - (b) coordinates and supervises religious activities for the IDOC