





**MONTGOMERY COUNTY  
DEPARTMENT OF CORRECTION AND REHABILITATION  
DETENTION SERVICES DIVISION  
POLICY AND PROCEDURE MANUAL  
POLICY NUMBER: 1200-14**

Policy and Procedure: <b>Volunteer Services</b>		Pages: <b>5</b>
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<p><b>APPROVED BY</b> <u></u> : <b>DATE: May 1, 2023</b> Chief Administrator, Detention Services Division</p> <p><b>APPROVED BY:</b> <u></u> <b>DATE: May 1, 2023</b> Director, Department of Correction and Rehabilitation</p> <p>Annual Review 2023 Sgt. Brandon Ward</p>		

**POLICY:** It is the policy of the Montgomery County Department of Correction and Rehabilitation (**MCDOCR**) to utilize volunteers to provide services within the institution. This is done to promote community relations and to augment services to the inmate population and staff. Volunteers for **MCDC** will only be utilized to provide services for inmate workers housed at **MCDC**.

**I. DEFINITION**

Volunteers are individuals providing services, free of charge, within the **MCDOCR**. Volunteers are not County employees, unless they are volunteering outside of their scheduled county work hours. When performing their duties and responsibilities, volunteers are accountable as staff, and are responsible for ensuring the welfare and safety of inmates, staff, and the institution. Volunteers receive no pay for their services. Volunteers must be eighteen (18) years of age or older and are recruited from all cultural and socioeconomic segments of the community. Volunteers are not used in health care delivery. Certified or licensed volunteers may provide professional services only upon approval by the Warden.

**II. RECRUITMENT**

**POLICY AND PROCEDURE: Volunteer Services**  
**POLICY NUMBER: 1200-14**

The Program Manager Volunteer Coordinator (PMVC) or designee at **MCCF** and other staff actively recruit volunteers from all cultural and socioeconomic segments of the community. All potential volunteer candidates will be directed to the PMVC.

**III. SCREENING AND SELECTION**

- A. The PMVC or designee screens all volunteer candidates. Screening includes, but is not limited to:
1. Adaptability and appropriateness of the volunteer's services to existing needs.
  2. Availability of volunteers on an ongoing basis to include scheduling.
  3. Commitment and intention concerns.
  4. Verification that a positive identification and a criminal history check has been completed by the designated staff member. A criminal history check is completed on each volunteer annually. Failure to comply with this requirement will result in termination of services until the check is completed.
  5. A volunteer applicant shall be disqualified from consideration for the following:
    - A court conviction (criminal/traffic)
    - Less than three (3) years have elapsed since their release from incarceration
    - Less than three (3) years have elapsed since their release from a court-imposed supervision. (i.e. parole/probation)
    - Pending criminal charges
    - Any individual identified as a sex offender
    - Applicant has a pending court case involving an **MCDOCR** inmate/resident.
    - The applicant is an immediate family member of an inmate of the **MCDOCR**. For purposes of this policy, immediate family member is defined as a spouse, parent, grandparent, mother-in-law, father-in-law, child, stepchild, sibling, stepbrother, brother-in law, stepsister, or sister-in law.
    - Refuse to agree to follow all rules of the **MCDOCR**
    - An ex-employee who was terminated.
    - Other acts, misconduct, or personal behavior that undermines security or corrective or rehabilitative treatment.

If there is any concern regarding the volunteer applicant's background information, the application shall be forwarded to the Warden for review and disposition. This decision is final.

6. Required completed documents to include: a Volunteer Application Form, a Volunteer Agreement, a Release of Claims Form, a Volunteer Acknowledgment of Risk, a Confidentiality Form, and a general Volunteer Registration Form. These documents are placed in the volunteer's file.
7. Verification that the applicant has been tested for Tuberculosis (TB) in accordance with departmental policy.

**POLICY AND PROCEDURE: Volunteer Services**  
**POLICY NUMBER: 1200-14**

8. Verification of applicant's identification. All volunteer applicants must possess a legal, unexpired, recognized state photo identification card or driver's license.
- B. The prospective volunteer meets with the PMVC or designee to discuss their qualifications, suitability, schedule, and other relevant concerns. If there is a question about the suitability of the volunteer candidate, their application is forwarded to the Warden or designee for review. The Warden or their designee has final discretionary authority for approving or disapproving all volunteer applicants.
- C. Should the potential volunteer be deemed unsuitable, they will be notified of this decision by the PMVC, either by phone or in writing.
- D. After the candidate's application has been reviewed by the PMVC and a "conditional" volunteer offer has been made, the candidate must provide proof of a recent, negative test for TB before beginning volunteer work at **MCDOCR**. Volunteers who are residents of Montgomery County may receive free TB tests through the County's Health Department, located at the TB Outreach and Case Management/Dennis Avenue Health Center, 2000 Dennis Ave., Silver Spring, MD 20902, (240) 777-1800. Volunteers who wish to utilize this free service must contact the PMVC and pick up a "No Charge" TB Test letter to take to the center.  
**Note:** After the initial test requirement, retesting is not normally required unless a possible exposure has been documented by the department or the volunteer self-reports a possible exposure.
- E. After the volunteer is approved, they must receive an orientation and at that time photos of the volunteer are taken, and a volunteer identification card is created by the PMVC or designee. Identification cards are kept by the volunteers and displayed while in the facility. A list of active volunteers is maintained at the Main Entrance/Visiting Desk and in the Shift Administrator's office.
- F. The PMVC maintains a personnel folder on each volunteer, containing initial screening information and all additional documentation.
- G. The PMVC or designee will regularly generate a list of volunteers who have been approved to work at **MCDC**.

**IV. TRAINING**

- A. Training is completed prior to the volunteer beginning their work at **MCDOCR**. Both Inmate Services staff and Custody and Security staff are responsible for training in the following areas:
  1. An initial orientation session to include familiarization with the Volunteer Handbook, policies and regulations of the facility, and a tour. Each volunteer must attend re-orientation annually and will receive an updated I.D. badge at that orientation, if needed.
  2. A review and description of the duties and responsibilities of the volunteer to include the names of their supervisor and key people the volunteer will be interacting with at the **MCDOCR**.

**POLICY AND PROCEDURE: Volunteer Services**  
**POLICY NUMBER: 1200-14**

3. A security briefing by a designated Custody and Security representative or Deputy Warden of Programs and Services/Inmate Services Supervisor, or designee.
4. A discussion of departmental Standards of Conduct and their applicability to the volunteer's conduct both inside and outside of the facility.
5. Training, as available, through the Correctional Training Academy and/or by the volunteer supervisor.
6. All training received will be documented and placed in the volunteer's file by the PMVC.
7. Dress code regulations as outlined in the Policy and Procedure 3000-37, Dress Code.

**V. SUPPORT AND LOGISTICS**

- A. Each volunteer is given direct supervision initially as they begin their tour of duty. The supervisor of the volunteer is responsible for the volunteer's schedule and duties and for the resources needed to achieve established objectives. Each volunteer is evaluated by their supervisor. The volunteer's supervisor is responsible for ensuring that the volunteer's activities are properly monitored, and that guidance/training is provided as necessary for the volunteer to accomplish their assignment.
- B. Volunteer services are evaluated in relation to the needs of **MCDOCR**. The PMVC or designee is responsible for ensuring that these evaluations are completed by the appropriate volunteer supervisor and communicated to the volunteer. The assigned supervisor shall notify the PMVC of any significant or recurring problem with a volunteer's conduct and/or work performance. The PMVC shall then meet jointly with the volunteer to discuss these issues. Any action taken to resolve conduct or performance problems shall be documented.
- C. Volunteers will only be permitted to enter the facility on the day and time that is listed for their program on the Program Activity Schedule at **MCCF** or on the program memo at **MCDC**. If a volunteer wishes to enter the institution at any other time, they must receive prior approval. The approval must be in writing and signed by the Deputy Warden of Programs and Services/ Captain or designee via their program coordinator. A copy of the approval must be placed at the Visiting Desk, Central/Main Control, and Shift Administrator's office.
- D. The PMVC will maintain an up-to-date file with a picture and all the forms documenting orientation of each active volunteer.
- E. Upon entry to the **Montgomery County Correctional Facility** the volunteer will pass through the walkthrough metal detector and sign in at the Visiting Desk in the Volunteer Sign-In Log. They will present their **MCDOCR** Volunteer I.D. card to the Visiting Desk Officer, turn in their car keys, and receive a numbered, yellow volunteer badge. The Visiting Desk Officer will use the volunteer's car keys as a receipt for the volunteer badge. The volunteer will proceed to the sallyport at Central Control for admission into the secure portion of the facility. When leaving the facility, the volunteer will enter the sallyport at Central Control. The Central Control Officer will positively identify the person as the approved volunteer prior to authorizing their exit from the secure portion of the facility. Once the volunteer has been positively identified and exited the sallyport they will report to the Visiting

**POLICY AND PROCEDURE: Volunteer Services**  
**POLICY NUMBER: 1200-14**

Desk to turn in their yellow volunteer badge and retrieve their car keys before exiting the facility. If volunteers are entering in large numbers (i.e. tours, concerts, volunteer ceremony) and the volunteer does not possess an I.D. badge (one-time entries), a **MCDOCR** staff member must escort the volunteer at all times while in the facility.

- F. Upon entry to the **Montgomery County Detention Center** the volunteer will pass through the walkthrough metal detector, sign in at the Visiting Desk on the Volunteer Sign-In Log, and will receive a Visitors Badge in exchange for their keys. When leaving the facility, the volunteer will enter the sallyport at Main Control. The Main Control Officer will positively identify the person as the approved volunteer prior to authorizing their exit from the secure portion of the facility. Once the volunteer has been positively identified they will sign out of the facility at the Visiting Desk. They will then return the Visitors Badge and retrieve their keys. If volunteers are entering in large numbers (i.e. tours, concerts, volunteer ceremony) and the volunteer does not possess an I.D. badge (one-time entries) the volunteer must be escorted by a staff member.

**VI. TERMINATION OF VOLUNTEERS**

- A. When a volunteer discontinues their services, the PMVC shall remove the volunteer's name from the active Volunteer List and issue a memorandum to deny this individual future access into the institution.
- B. **MCDOCR** reserves the discretion to terminate, postpone, suspend, or discontinue the services of any volunteer or volunteer organization.
- C. A volunteer does not have a property interest in their volunteer work. The PMVC with the concurrence of the Deputy Warden of Programs and Services/ Administrative Captain may, at their discretion, terminate a volunteer for any reason for the good of the department. Reasons for termination may include, but are not limited to, actions that cause harm to an inmate, a staff member, or the integrity of the department, abuse of one's position, attendance problems, violation of the volunteer's work agreement, providing false information on the application form, not meeting the requirements of expected practices or standards from organizations the Department is accredited by, etc.

**Note:** Volunteers should not maintain contact with inmates upon their release. The exceptions to this rule are those volunteers providing aftercare/Reentry services as a representative of an approved agency.