

# Volunteer Expectations

Volunteer Training

Indiana Department of  
Correction



# Topics

- IDOC Expectations for Volunteers
- Volunteer Expectations for IDOC
- Expectations for Incarcerated Individuals
- Program Removal
- Non-Discrimination
- Non-Proselytizing
- Volunteer Relationships with Incarcerated Individuals



# Expectations

- It is important, especially in a correctional environment, that everyone understands the expectations. Incarcerated individuals must know the policies and procedures and abide by the rules of the facility. Staff must also know the policies and procedures that apply to both staff and incarcerated individuals as well as hold incarcerated individuals accountable for their actions.
- It is also important that volunteers understand what is expected of them regarding their volunteer service and their interaction with staff and incarcerated individuals. There are also expectations volunteers should have for the Department and for incarcerated individuals.

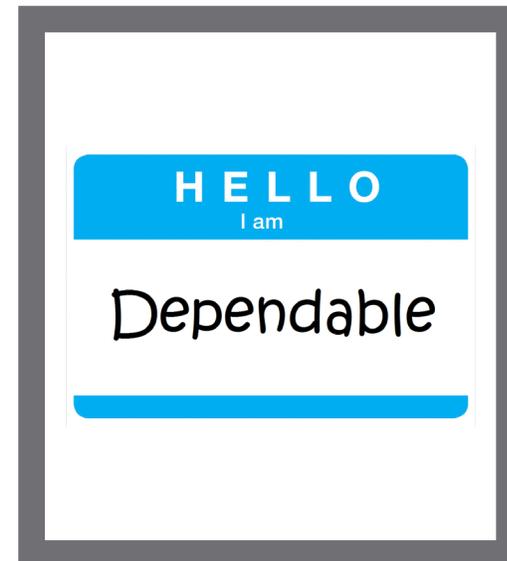
# IDOC Expectations for Volunteers

- The most important expectation the IDOC has for volunteers is that they read, understand, and abide by all of the training components.
- This includes but is not limited to:
  - Orientation and annual training forms and brochures
  - IDOC Volunteer Handbook
  - eLearning Modules
  - Facility-specific information
  - Ongoing training as needed
- Not only is this information necessary for the success of volunteers and their programs but it is also necessary for maintaining a safe and secure environment.

# IDOC Expectations for Volunteers

## Dependability

- Meet attendance and performance requirements.
- Be punctual and conscientious by arriving and leaving on time.
- Planning and preparing well for your program.
- Notify the Community Engagement Coordinator, Chaplain, and/or program supervisor if you are unable to volunteer as scheduled.
- Being an unreliable volunteer has a more negative effect than not being a volunteer at all.



## Professionalism

- Show respect toward incarcerated individuals, staff, and other volunteers.
- Avoid fraternization by maintaining a professional demeanor toward incarcerated individuals.
- Accept training, supervision, and direction from staff.
- Accept and respect diversity of culture, race, faith, values, abilities, etc.
- Keep sensitive information confidential and share information necessary for safety and security.

IDOC Expectations for  
Volunteers

## IDOC Expectations for Volunteers

### Professionalism

- Do not give or receive letters, emails, phone calls, favors, or money to incarcerated individuals, ex-incarcerated individuals or their family/friends, without the approval of the Community Engagement Coordinator.
- Do not visit an incarcerated individual at the facility you volunteer or any other facility without the approval of the Warden(s).
- Remember that being a volunteer is not the same as being a friend.
- Do not show partiality or favoritism toward one incarcerated individual or group over another.

# IDOC Expectations for Volunteers

## Professionalism

- Do not have contact with incarcerated individuals outside of your volunteer assignment.
- Avoid physical contact beyond that which is required by your volunteer program.
- Any romantic or sexual contact is strictly prohibited.
- Do not carry any messages to or from any incarcerated individual.
- Always use professional and respectful language.

IDOC  
Expectations for  
Volunteers-  
Professionalism

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Be a positive role model.

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Be honest, genuine, and friendly.

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Be firm, fair, and consistent.

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Be optimistic but do not encourage unrealistic goals or critical attitudes.

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Have a polite and courteous attitude.

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Have fun!

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# IDOC

## Expectations for Volunteers

### Facility Culture

- Be aware that you are in a correctional facility.
- Know, support, and follow the rules of the facility.
- Follow the direction of facility staff without becoming argumentative.
- Abide by the dress code.
- Communicate any questions, comments, or concerns through the facility chain of command.

# IDOC Expectations for Volunteers

## Facility Culture

- Report to staff any unusual actions, behaviors, or violation of any regulations that you observe.
- Stay in your designated area and make sure staff know where you are always.
- Consult with staff about any problems, particularly if a situation makes you uncomfortable.

## Programs

- Engage only in assignments or activities that have been authorized by staff.
- Seek approval from staff prior to using facility equipment.
- Keep an accurate record of all activities, including incarcerated individual and volunteer attendance.
- Make sure your area is left clean and orderly for the next group.

IDOC Expectations for  
Volunteers

# Volunteer Expectations for IDOC

While volunteering in a correctional facility has a long list of rules, requirements, expectations, policies, and procedures – volunteers should have their own expectations for the IDOC.

The IDOC places an incredible value on volunteers and the services they provide, and it is our goal to make the experience as safe and enjoyable as possible. If at any time we do not meet your expectations, please let us know.



## Training

- The Department will provide volunteers with an initial orientation that includes a Volunteer Handbook.
- Volunteers will be provided training on an annual basis to serve as a refresher and allow the facility to address any ongoing concerns.
- Training will be provided as needed for special assignments and duties such as key/radio control, mentoring, etc.

# Volunteer Expectations for IDOC

## Support

- Facilities will provide a central point of contact for volunteers and volunteer groups which is typically the Community Engagement Coordinator. The Chaplain(s) also provide support to faith-based volunteers.
- All staff at the facility serve as a resource for immediate concerns.
- Volunteers are always welcome to contact Central Office with concerns that are not being addressed at the facility. Central Office works closely with facilities to ensure volunteers have the best experience possible.

Volunteer Expectations for  
IDOC

## Volunteer Expectations for IDOC

### **Feedback**

- The Department will solicit feedback from volunteers informally and also formally through an annual survey.
- Facilities will provide feedback to volunteers through yearly evaluations.
- Volunteers will be provided a self-evaluation form to self-evaluate their service or program to ensure everyone's expectations are being met.

# Volunteer Expectations for IDOC

## Appreciation

- While volunteers do not seek appreciation or recognition, the Department views volunteers and their services as essential.
- Facilities will offer a yearly event to celebrate volunteers, giving them a chance to network with other volunteer groups, and learn more about groups and events at the facility.
- The Department will find ways to informally show our appreciation throughout the year.

## Volunteer Expectations for IDOC

### Facility Operations

With safety and security in mind, facilities will do their best to accommodate volunteers and their services.

In the event of a lockdown, facilities will attempt to notify affected volunteers in a timely manner. Depending on the nature of the situation, this may not be possible. Volunteers are advised to call ahead.

Staff will strive to create a safe and secure environment.

# Expectations for Incarcerated Individuals



They will be respectful and courteous toward volunteers and guests.



They will show genuine interest in the program and participate accordingly.



They will adhere to facility rules as well as Department policies and procedures.



They will be honest and sincere with their desire to become the best citizen they can be.



They will join the Department in showing appreciation for the time and dedication that volunteers provide.

# Program Removal

Volunteers oversee their programs. If you are having an issue with incarcerated individuals, you have the right to have them removed from your program or service. If you would like them removed immediately, you may contact a custody officer and let them know that they need to be removed. In any event, contact the Community Engagement Coordinator regarding the incident to determine further action.

Volunteers will not discriminate or be discriminated against in the performance of any duties on the basis of race, color, sex, religion, marital status, national origin, or the presence of any physical, mental or sensory handicap.

## Non-Discrimination

# Non-Proselytizing

- The Department welcomes volunteers from all faith and non-faith backgrounds to share their experience.
- Most volunteers with the IDOC assist with faith-based programming.
- Indiana law is clear that incarcerated individuals are entitled to believe in the religion of their choice and attendance at religious services or belief in any religion is optional.

# Non-Proselytizing

The Indiana Department of Correction policy against Proselytizing says:

- Incarcerated individuals shall be free to practice and adhere to the requirements of a personal religious belief. No incarcerated individual shall be required to, or coerced into, adopting or participating in any religious belief or practice.
- The sharing of information by Chaplains, volunteers, and incarcerated individual regarding religious belief and practice is acceptable.
- Volunteers shall not criticize or ridicule the religious beliefs or practices of others, nor shall they attempt to pressure incarcerated individual to change their religious belief or preference.

Since re-entry values include respect, tolerance and diversity, and since the incarcerated individuals in our facility are from diverse religious and philosophic positions and are required to live with one another in proximity; it is essential that volunteers and staff avoid religious proselytizing and any disparaging remarks.

Non-  
Proselytizing

The Indiana Department of Correction encourages the development of productive relationships with incarcerated individuals. However, volunteers must exercise sound judgment and discretion so that contacts with incarcerated individuals can only be interpreted as professionally-oriented toward assisting incarcerated individuals become well-adjusted, productive citizens. Included are some practical points to help you fulfill your role while maintaining your personal safety and the security of the facility.

## Volunteer Relationships with Incarcerated Individuals

# Volunteer Relationships with Incarcerated Individuals

## Fraternization

- The Indiana Department of Correction defines fraternization as relationships with incarcerated individuals that go beyond the normal scope of the role of a volunteer.
- The purpose is to avoid potential conflicts of interest or impairment of supervision and rehabilitation and to provide humane and respectful treatment of incarcerated individuals.

## Fraternization

- Volunteers are prohibited from exchanging goods/services/funds/favors with:
  - Any incarcerated individual
  - Any incarcerated individual under the supervision of probation/parole
  - Any family/friends/associates of an incarcerated individual

Volunteer Relationships with  
Incarcerated Individuals

Volunteer  
Relationships  
with  
Incarcerated  
Individuals

## Fraternization

- A volunteer must not personally intercede or advocate on behalf of an incarcerated individual regarding:
  - Facility discipline
  - Programming
  - Rules of supervision
  - Employment
  - Parole, pardon, commutation or any judicial matters

# Volunteer Relationships with Incarcerated Individuals

## Empathy vs. Sympathy

- Sympathy is defined as a mutual affinity towards another, and it can lead to pity. It can be seen as more subjective and may lead an individual down a path where they become emotionally blinded and can lead to manipulation
- Empathy relates to an individual objectively by seeking to understand their situation. It is a tool that builds rapport that is not emotionally blinding.
- Volunteers should be careful that they exhibit empathy and not sympathy.

The development of a mutually respectful relationship with an incarcerated individual is important. The primary way to achieve this kind of rapport is to display responsible adult behavior, which includes setting boundaries and treating all incarcerated individual with respect. Communicate to incarcerated individuals that you believe they can become fully functioning, law-abiding citizens. Let them know they are to follow all Department policies and procedures. Give them praise when they have done well.

## Volunteer Relationships with Incarcerated Individuals

# Volunteer Relationships with Incarcerated Individuals

One of the ways volunteers assist incarcerated individuals is by providing hope that change is always possible. They do this by actively listening to their situation and concerns and empowering them to think critically about possible solutions. Volunteers hold them accountable for their actions and inaction to help improve their circumstances.

# Volunteer Relationships with Incarcerated Individuals

A safe and appropriate relationship between volunteers and incarcerated individuals can have a life-changing effect that greatly assists the Department to prepare our population for a successful re-entry into the community.



You have completed:

**Volunteer Expectations**

If you have any questions,  
please contact your Community  
Engagement Coordinator.

