





San Francisco Juvenile Probation Department

Juvenile Hall Policy and Procedures Manual

Chapter 8 - Programs

Policy Number:	8.15
Policy Name:	Volunteers
Authority:	Title 15, 1320, 1324
Replaces:	7.1 Volunteers (05/01/2000)
Effective Date:	January 1, 2019
Revision Date:	April 16, 2018
Related Policies and Procedures:	5.06 - Mandatory Reporting 5.07 - PREA
Related Forms:	Volunteer/Contract Provider Application
Director of Juvenile Hall:	Bobby Uppal 
Chief Probation Officer:	Katherine Weinstein Miller 

I. POLICY

Juvenile Hall has established and implemented policy and procedures for the qualification, selection, clearance, orientation and assessment of volunteers, contract personnel, and other non-departmental employees as may be required by law. Such individuals are subject to the approval and control of the Director of Juvenile Hall.

- A. There is a Juvenile Hall School and Programming Liaison assigned for the coordination of the volunteer service program for the benefit of youth.
- B. Juvenile Hall defines the lines of authority, responsibility, and accountability for the facility's volunteer services program.
- C. The screening and selection of volunteers allows for recruitment from all cultural and socioeconomic parts of the community.
- D. The Director of Juvenile Hall or designee may curtail, postpone, or terminate the services of a volunteer or volunteer organization when there are substantial reasons for doing so. Such instances shall be documented, and notification shall be sent to the Office of the Chief Probation Officer.
- E. There is an official registration and identification system for volunteers.
- F. Volunteers may perform professional services only when they are certified, licensed, and authorized to do so by the Director of Juvenile Hall or designee.
- G. Each Volunteer shall complete all required documentation, including a records and background check, orientation, and service training prior to assignment.
- H. Volunteers agree in writing to abide by facility policies and procedures particularly those relating to security, confidentiality of information, and mandatory reporting.

- I. There is a provision for volunteers to contribute policy and procedure suggestions regarding the establishment of the volunteer service program.
- J. There is a provision for evaluation and assessment of space requirements, operations, and programs through inspections and reviews. This monitoring includes measuring progress towards achieving previously identified goals and objectives.

II. PROCEDURES

A. Recruitment and Screening

A screening and selection of volunteers shall be conducted by the Director of Juvenile Hall or designee encouraging recruitment from all cultural and socio-economic segments of the community.

i. Recruiting

- a. Recruiting of volunteers is a staff responsibility under the supervision of the Director of Juvenile Hall or designee.
- b. Recruiting efforts shall include civic organizations, appropriate educational institutions, and individuals.

ii. Eligibility

- a. Any person of good character, at least twenty-one years of age, and sufficiently mature to handle the responsibilities involved is eligible to apply to become a volunteer.
- b. Ex-offenders may be accepted as volunteers, subject to the following:

- 1. Approval by the Director of Juvenile

Hall and

2. Applicant shall have successfully completed at least one year of probation/parole and has been out of jail/prison with no new charges or violations.

- i. Application

- a. The Director of Juvenile Hall or designee shall be responsible to initiate the application process.
- b. Applicants shall complete "Juvenile Probation Department Volunteer/Contract Provider Application" (revised May, 1999) including an "Authorization to Release Information" and an "Oath of Confidentiality".
- c. The Director of Juvenile Hall or designee shall then interview the applicant to determine whether he/she will meet program and service needs and to determine where the prospect's talent can be used.
- d. All applicants shall complete the fingerprint clearance process.
- e. Following the interview, appropriate notes and/or recommendations shall be made and recorded on his/her application.
- f. Falsification of any information may result in curtailment of privileges of entering the facility.
- g. Volunteers shall agree in writing to abide by all

facility policies and procedures particularly those relating to screening, confidentiality of information, and mandatory reporting obligations.

- h. If rejected, an applicant shall be informed of the reasons.
- i. Applicants shall receive training in the Prison Rape Elimination Act (PREA).
 - 1. Video overview of PREA
 - 2. Reporting Obligations
 - 3. Signature verifying PREA training

B. Training and Orientation

Prior to assignment or delivery of services, each volunteer shall complete an orientation appropriate to the nature of his/her assignment.

- i. Approved citizen volunteers shall be briefed by the Director of Juvenile Hall or designee on all rules and procedures important to effective functioning. Juveniles shall receive orientation designed to help them understand the role of volunteers, the limits of the volunteers' authority, and the mutual responsibilities of the youth and volunteer before a working relationship is initiated.
- ii. All volunteers are expected to comply with the facility's policies and procedures. The security of the facility and the safety of the youth, public, and staff is always foremost in the duties of all Juvenile Hall staff employed by the Juvenile Probation Department. Juvenile Hall staff shall be courteous to all persons and treat resource

persons with great respect. At the same time, resource persons are expected to extend the same courtesy and respect to Juvenile Hall staff. No persons in an intoxicated or drugged condition shall be allowed into Juvenile Hall.

C. Assignments and Duties

i. Placement

Volunteers shall be placed by the Director of Juvenile Hall or designee on assignments based on their interest and capabilities. Examples of assignments are:

- Individual counseling
- Drug Therapy
- Family Counseling
- Vocational training
- Tutoring
- Staff assistance
- Speakers' bureau
- Individual sponsorship
- Legal aid
- Consultation
- Group counseling
- Visiting
- Academic teaching
- Pre-release training
- Library assistance
- Clerical work
- Religious activities
- Religious instruction or guidance
- Crafts training
- Advisory committee

ii. Volunteer Code of Ethics

The volunteer:

- a. Keep matters confidential that are confidential.
- b. Interprets "volunteer" to mean that he/she has agreed to work without compensation (wages) but having been accepted as a volunteer worker while expecting to work according to the same standards as permanent staff.
- c. Maintains an attitude of open-mindedness and is willing to be trained.
- d. Complements work of staff and assists in developing good teamwork.
- e. Maintains a professional attitude toward volunteer work; accepts obligation to the work, to those who direct it, to colleagues, to those for whom it is done, and to the public.
- f. Accepts differences in people in terms of cultural or economic background, race, religion, and values.

D. Volunteer Identification and Control

- i. The completed application shall be reviewed by the Director of Juvenile Hall or designee.
- ii. The application package with the signed memo (by applicant and the Director of Juvenile Hall or designee) requesting issuance of a photo ID badge shall be forwarded to the Human Resources Division with the

Face Sheet check list to process the security clearance.

- iii. The Human Resources Division shall conduct the security clearance and indicate approval/denial results in writing on a copy of the Face Sheet to the Director of Juvenile Hall or designee.
- iv. The Director of Juvenile Hall or designee shall then set up an appointment with the Human Resources Division for the applicant to get a photo ID or advise the applicant, in writing, of the unsuccessful clearance.
- v. An ID badge shall be issued only after an application and security clearance is completed.
- vi. The security clearance shall be valid for a maximum of one year.
- vii. The Human Resources Division shall issue a temporary clearance photo ID badge for a maximum of one year. The badge shall display on the front the name of volunteer, agency, program name, picture of the applicant and the expiration date.
- viii. Files of all completed applications (approved or denied) shall be kept by the Director of Juvenile Hall or designee.
- ix. A master list of all volunteers and contract service providers who have completed the clearance process and are authorized to provide services shall be kept in the office of the Officer of the Day.
- x. Temporary visitors, volunteers, and contract service providers who are involved in providing services:
 - a. Shall access Juvenile Hall through the Juvenile Hall lobby

- b. Shall sign in and out
 - c. Shall be subject to the regular search procedure
 - d. A white daily visitor's badge shall be issued for the duration of their business.
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- xi. No facility keys shall be issued to non-departmental personnel. Any exceptions must be approved by the Chief Probation Officer or designee.
 - xii. All volunteers may be required to pass through a metal detector prior to entering Juvenile Hall.
 - xiii. When deemed necessary for the security of the facility, any individual may be requested to submit to a search.
 - xiv. Search discovery of contraband shall result in detaining the person having such contraband in his/her possession. Juvenile Hall staff shall notify the Officer of the Day and the San Francisco Police Department.
 - xv. The Chief Probation Officer or Designee has both the authority and responsibility to deny access to any person whose presence jeopardizes the order, security, or safety of the facility, staff, or residents. The responsible person taking such action shall submit a written report of the circumstances to the Chief Probation Officer or designee. The Chief Probation Officer or designee shall affirm or rescind the action and determine conditions of reinstatement.
 - xvi. The Director of Juvenile Hall or designee shall retrieve the ID badge upon separation of the volunteer.

E. Supervision and Evaluation of Volunteers

- i. The Director of Juvenile Hall or designee shall coordinate and supervise the volunteer program. The Director of Juvenile Hall or designee shall provide adequate control and coordination of the activities of the volunteers as well as assist in evaluating programs with which they are involved.
- ii. Any Juvenile Hall staff member to whom a volunteer is assigned shall be that volunteer's direct supervisor and shall:
 - a. Provide the volunteer essential information and orientation to the facility and living unit.
 - b. Inform the volunteer of expectations and in what areas, if any, the volunteer may make personal and final decisions.
 - c. Provide thoughtful, effective training.
 - d. Recognize and demonstrate appreciation of progress in the volunteer.
 - e. Respect the volunteer's honest opinion and accept constructive suggestions.
 - f. Offer the volunteer opportunities to grow and to advance to more responsible positions.
 - g. Share confidential information with the volunteer to assist his/her completion of the assignment.
 - h. Send volunteer monthly time report forms to the Director of Juvenile Hall or designee.

- i. Meet with volunteers on a regular basis.
- j. Complete and submit volunteer evaluation forms.

F. Termination of Volunteers

Juvenile Hall administration may curtail, postpone, or discontinue the services of a volunteer or volunteer organization when substantial reasons for doing so exist. Any of the following reasons may warrant this action:

- i. Breach of confidentiality.
- ii. Unlawful conduct or breach of facility rules and regulations.
- iii. Physical or emotional illness.
- iv. Inability to cooperate with the staff.
- v. Activities which threaten the order or security of the facility or the safety of the volunteer.
- vi. Erratic, unreliable attendance.
- vii. Unsatisfactory service.
- viii. Failure to report knowledge of a threat or plan which compromises the safety or security of youth, staff, or the facility.

G. Professional Services

Volunteers may perform professional services only when they are certified or licensed and authorized to do so by the Director of Juvenile Hall or designee.