

EXPECTATIONS

Indiana Department of Correction
Volunteer Training



TOPICS

- IDOC Expectations for Volunteers
- Volunteer Expectations for IDOC
- Expectations for the Population
- Program Removal
- Non-Discrimination
- Non-Proselytizing
- Interactions with the Population





EXPECTATIONS

- It is important, especially in a correctional environment, that everyone understands the expectations. The population 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 the population as well as hold them accountable for their actions.
- It is also important that volunteers understand what is expected of them regarding their volunteer service and their interaction with both staff and the population. There are also expectations volunteers should have for the Department and for the population.

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 Training Modules
 - Ongoing training as needed
- Not only is this information necessary for the success of volunteers 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 considerate by arriving on time.
- Plan and prepare for your service.
- Notify staff if you are unable to volunteer as scheduled.
- Being an unreliable volunteer has more of a negative effect than not being a volunteer at all.

PRESENT!



IDOC EXPECTATIONS FOR VOLUNTEERS

Professionalism

- Show respect toward the population, staff, and other volunteers.
- Avoid fraternization by maintaining a professional demeanor toward the population.
- 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

Professionalism

- Do not give or receive letters, emails, phone calls, favors, or money to anyone currently or previously incarcerated with the IDOC or their family/friends, without approval from the Warden.
- You cannot be on the visitation list of someone without the approval of the Warden.
- Remember that being a volunteer is not the same as being a friend.
- Do not show partiality or favoritism toward any one individual or group over another.



IDOC EXPECTATIONS FOR VOLUNTEERS

Professionalism

- Avoid physical contact beyond that which is allowed for your volunteer service.
- Any romantic or sexual contact is strictly prohibited.
- Do not carry any messages to or from anyone.
- Always use professional and respectful language.



IDOC EXPECTATIONS FOR VOLUNTEERS

Professionalism

- Be a positive role model.
- Be honest, genuine, and friendly.
- Be firm, fair, and consistent.
- Be optimistic but do not encourage unrealistic goals or critical attitudes.
- Have a polite and courteous attitude.
- Have fun!



IDOC EXPECTATIONS FOR VOLUNTEERS

Facility Culture

- Be aware at all times that you are in a correctional facility.
- Know, support, and follow the rules of the facility.
- Always follow the direction of facility staff.
- Never become 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 rules that you observe.
- Stay in your designated area and make sure staff know where you are at all times.
- Consult with staff about any problems, particularly if a situation makes you uncomfortable.



IDOC EXPECTATIONS FOR VOLUNTEERS

Programs

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



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.



VOLUNTEER EXPECTATIONS FOR IDOC

Training

- The Department will provide volunteers with an initial orientation that includes a Volunteer Handbook and eLearning training modules.
- Volunteers will be provided training on an annual basis to serve as a refresher so the facility can 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, or the PLUS Coordinator.
- All staff at the facility serve as a resource for immediate concerns.
- Volunteers are always welcome to contact Central Office with any concerns. Central Office works closely with facilities to ensure volunteers have the best experience possible.



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 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 THE POPULATION

- They will be respectful and courteous toward volunteers and guests.
- They will show genuine interest in the activities 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.

PARTICIPANT REMOVAL

Volunteers are in charge of their activities and services. If you are having an issue with anyone in your program, you have the right to have them removed. If you would like them removed immediately, you may notify a custody officer and let them know that they need to be removed. In any event, contact your facility contact regarding the incident to determine further action.



NON-DISCRIMINATION

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



NON-PROSELYTIZING

- The Department welcomes volunteers from all faith and non-faith backgrounds to share their experiences.
- The vast majority of volunteers with the IDOC assist with faith-based programming.
- Indiana law is clear that our population is 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:

- Offenders shall be free to practice and adhere to the requirements of a personal religious belief. No offender shall be required to, or coerced into, adopting or participating in any religious belief or practice.
- The sharing of information by Chaplains, volunteers, and offenders 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 offenders to change their religious belief or preference.



NON-PROSELYTIZING

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



INTERACTIONS WITH THE POPULATION

The Department encourages the development of productive, professional relationships with our population. However, volunteers must exercise sound judgment and discretion so that these contacts can only be interpreted as professionally-oriented toward assisting them with becoming 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.





INTERACTIONS WITH THE POPULATION

Fraternization

- The IDOC defines fraternization as relationships that go beyond the normal scope 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 to the population.



INTERACTIONS WITH THE POPULATION

Fraternization

- Volunteers are prohibited from exchanging items/information/goods/services/funds/favors with:
 - Anyone incarcerated
 - Anyone under the supervision of probation/Parole
 - Any family/friends/associates of the above

INTERACTIONS WITH THE POPULATION

Fraternization

- A volunteer must not personally intercede or advocate on behalf of anyone incarcerated regarding:
 - Facility discipline
 - Facility programming
 - Rules of supervision
 - Employment matters
 - Character references
 - Parole, pardon, commutation or any judicial matters

INTERACTIONS WITH THE POPULATION

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.



INTERACTIONS WITH THE POPULATION

The development of a mutually respectful relationship with the population is very important. The primary way to achieve this kind of rapport is to display responsible adult behavior, which includes setting boundaries and treating them with respect. Communicate that you believe they are capable of becoming 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.



INTERACTIONS WITH THE POPULATION

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



INTERACTIONS WITH THE POPULATION

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



CONGRATULATIONS!

You have completed the eLearning Training Module:

Volunteer Expectations

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

