



NEW MEXICO CORRECTIONS DEPARTMENT

Secretary
Alisha Tafoya Lucero

CD-060200 Citizen Involvement and Volunteers	Issued: 10/30/87 Effective: 11/13/87	Reviewed: 11/13/23 Revised: 06/07/17
Alisha Tafoya Lucero, Cabinet Secretary		<i>Original Signed and Kept on File</i>

AUTHORITY:

- A. NMSA 1978, Section 33-1-6, as amended.
- B. Policy *CD-010100*.

REFERENCE:

- A. ACA Standards 2-CO-1G-01 through 2-CO-1G-10, *Standards for the Administration of Correctional Agencies*, 2nd Edition.
- B. ACA Expected Practices 5-ACI-1G-01 through 5-ACI-1G-07; 5-ACI-1B-17 and 5-ACI-7F-05 *Performance Based Standards and Expected Practices for Adult Correctional Institutions*, 5th Edition.
- C. ACA Standards 4-APPFS-1C-03 thru 4-APPFS-1C-08, *Performance Based Standards for Adult Probation and Parole Field Services*, 4th Edition.
- D. ACA Standard 2-CI-1A-1, 2-CI-2B-1, 2-CI-6C-3, 2-CI-6C-4, and 2-CI-6C-6, *Standards for Correctional Industries*, 2nd Edition.
- E. Prison Rape Elimination Act Standard §115.32

PURPOSE:

To outline procedures for implementation of a program for citizen involvement and volunteers at all New Mexico correctional facilities, contract facilities and applicable Central Office Divisions; and to establish guidelines governing the recruitment, selection, orientation, training, and supervision of volunteers and Faith Representatives for faith and citizen programming within the NMCD. Participation shall be limited only by documentation showing a threat to the safety of staff, inmates, or other persons involved in such activity, or that the activity itself disrupts the security or good order in the facility. Programs and observances shall be accommodated, within available time and space, unless an overriding compelling governmental interest exists. **[5-ACI-7F-05]**

APPLICABILITY:

All inmates and employees involved in programs related to the activities of volunteer workers, Deputy Warden of Programs or Programs Coordinator, Coordinator of Volunteer and Faith-Based Services, Chaplains, and all volunteers.

FORMS:

- A. **Application for Volunteer form** (*CD-060201.1*) (2 Pages)

- B. **NCIC Volunteer Clearance Information** (CD-060201.2)
- C. **Renewal Volunteer Application Packet** (CD-060201.3)
- B. **PPD Volunteer Program Application for Admission** form (CD-060202.1)
- C. **PPD Volunteer Program Biographical Data** form (CD-060202.2)

ATTACHMENTS:

- A. **ACA Code of Ethics** Attachment (CD-060201.A) (2 Pages)
- B. **Guidelines for Volunteers** Attachment (CD-060201.B)
- C. **Statement of Understanding** Attachment (CD-060201.C)
- D. **Volunteer Program Sign-In Sheet** Attachment (CD-060201.D)
- E. **Volunteer Training Attendance and Accountability Sheet** Attachment (CD-60201.E)
- F. **NMCD Handbook for Volunteers** Attachment (CD-060201.F) (7 pages)
- G. **PPD Pledge for Maintaining Confidentiality** Attachment (CD-060202.A)
- H. **PPD Waiver of Liability** Attachment (CD-060202.B)
- I. **PPD Code of Ethics Acknowledgement** Attachment (CD-060202.C)
- J. **Prison Rape Elimination Acknowledgement** Attachment (CD-060202.D)
- K. **Statement of Understanding and Non-Disclosure Victim Services** Attachment (CD-060202.E)

DEFINITIONS:

- A. Religious Representative: A duly ordained and authenticated representative of a legitimate religious practice who has been recommended by a staff chaplain and approved by the Warden.
- B. Immediate Family Member: An inmate's legal spouse; natural parents; adoptive parents; stepparents or foster parents; grandparents; brothers and sisters; and children, natural or adopted, stepchildren or grandchildren, natural or adopted. The term does not include an inmate's aunts, uncles, or cousins unless a bona fide foster relationship exists, nor does it include persons with a common-law relationship to an inmate.
- C. NCIC: (National Crime Information Center) a Federal Bureau of Investigation computerized index of criminal justice information.
- D. Proselytize: To convert or persuade.
- E. Ordain: Make (someone) a priest or minister; confer holy orders on.
- F. Volunteers: Persons who donate their time and effort to enhance the activities and programs of the New Mexico Corrections Department. They are allowed to serve as volunteers on the basis of their skills or personal qualities to provide services in recreation, counseling, education, religious activities, advisors, interpreters, etc.

POLICY:

The New Mexico Corrections Department shall encourage constructive citizen involvement within the framework of security of the institutions and volunteer service programs to generate a wide variety of services for inmates, ex-inmates, and their families, including serving as advisors,

mentors, interpreters, and similar direct service roles. [2-CO-1G-01] The facility Program Coordinator or designee in charge of programs will evaluate the volunteer programs annually. [2-CO-1G-10]

- A. The NMCD Coordinator of Volunteer and Faith-Based Services is responsible for administering and operating the NMCD citizen involvement and volunteer service program and their lines of authority, responsibility, and accountability. [5-ACI-1G-01] [2-CO-1G-02] [2-CO-1G-03]
- B. Written agency policy shall govern the recruitment, selection, orientation, training, and supervision of volunteers. [2-CO-1G-04]
- C. NMCD shall ensure that all volunteers and contractors who have contact with inmates have been trained on their responsibilities under the agency's sexual abuse and sexual harassment prevention, detection, and response policies and procedures in CD-150100. [§115.32]
- D. The screening and selection of volunteers shall allow for recruitment from all cultural and socio-economic parts of the community. [5-ACI-1G-02] [4-APPFS-1C-05]
- E. There shall be an official registration and identification system for volunteers. [2-CO-1G-06] [5-ACI-1G-03]
- F. A criminal background check shall be conducted by each facilities' assigned staff member and NMCD Coordinator of Volunteer and Faith-Based Services on all volunteers who have direct, unsupervised contact with inmates. [2-CO-1G-05]
- G. Volunteers may perform professional services only when they are certified or licensed to do so. Religious Representatives from recognized nonprofit religious organizations are not considered providers of professional services, unless so specified in their application. [5-ACI-1G-04]
- H. Each volunteer shall complete an appropriate, documented, orientation and/or training program prior to assignment and as needed. [2-CO-1G-07] [5-ACI-1G-05] [4-APPFS-1C-06] [2-CI-6C-6]
- I. Volunteers and interns shall agree in writing to abide by all facility policies, particularly those relating to the security and confidentiality of information. [2-CO-1G-08] [**standard deleted**] [4-APPFS-1C-07]
- J. Industry volunteers shall comply with state and federal workplace regulations and encourage a safe and diverse workplace. [2-CI-6C-4]
- K. Industry volunteers shall be made aware of contraband policies. [2-CI-2B-1]
- L. Industry volunteers shall acknowledge in writing that they have reviewed facility health, safety, and work rules, ethics, regulations, and conditions of employment and related documents. [2-CI-1A-1] [2-CI-6C-3]

- M. A current schedule of volunteer services shall be made available to all inmates and shall be posted in appropriate areas of the institution. **[5-ACI-1G-06]**
- N. There shall be a provision for volunteers to contribute suggestions regarding the establishment of policy and procedure for the volunteer services program. **[2-CO-1G-09]**
[5-ACI-1G-07]
- O. Probation and Parole shall provide for volunteer and intern involvement in programs. **[4-APPFS-1C-03]**
- P. The PPD volunteer citizen involvement program includes a system for recruitment, selection, training, term of service, termination of service; and definition of tasks, responsibilities, accountability, and authority of volunteers and interns. **[4-APPFS-1C-04]**
- Q. The agency provides indemnity against liability or tort claims in the form of insurance, or other legal provisions valid in the jurisdiction, when authorized by law. **[4-APPFS-1C-08]**



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AUTHORITY:

Policy *CD-060200*

PROCEDURES: [2-CO-1G-04] [4-APPFS-1C-04]

A. Staffing:

1. The Director of Adult Prisons, or his or her designee, will provide Central Office volunteer coordination through the NMCD Coordinator of Volunteer and Faith-Based Services. He or she will be ultimately responsible for the overall operation, oversight, and evaluation of the volunteer coordination for all state and private facilities in New Mexico and probation/parole offices. The initial responsibility for handling issues will continue to be the respective facility's, division or probation/parole office's, with the NMCD Coordinator of Volunteer and Faith-Based Services only handling issues that have not been resolved at the initiating level. Each facility will provide a contact person for the NMCD Coordinator of Volunteer and Faith-Based Services. Region Managers will be the contact for probation and parole matters. [2-CO-1G-02] [5-ACI-1G-01]
 2. At the institutional level, the NMCD Coordinator of Volunteer and Faith-Based Services, the Deputy Warden, or Chaplain will be responsible for the implementation and overall operation of a citizen involvement and volunteer service program for inmates. [2-CO-1G-02] [5-ACI-1G-01]
 - a. A continuous program of recruitment, training, orientation, and supervision will be carried on to ensure maximum use of community resources in the volunteer program.
 - b. The supervisor of the area in which the volunteer will be working (i.e., education, religion, victim services etc.) will be the direct supervisor of the volunteer with lines of authority going up through the Deputy Warden, Chaplain, Warden and NMCD Coordinator of Volunteer and Faith-based Services[2-CO-1G-03]
- B. Volunteers are to be recruited from all cultures and socio-economic segments of the community, provided that those selected have a positive and constructive approach to their assignment and offer no security problem to the institution. [5-ACI-1G-02] [4-APPFS-1C-05]

- C. Citizen Involvement shall include roles as advisers, interpreters between the program and the public, in direct service roles, and in cooperative endeavors with offenders under supervision. [4-APPFS-1C-03]
1. The selection process shall be similar to that of selecting staff, and diligent effort will be made to obtain necessary information about each applicant. Each applicant shall be officially identified and registered. [2-CO-1G-06] [5-ACI-1G-03]
 2. The **Application for Volunteer** form (*CD-060201.1* (2 Pages) and the **Automobile Insurance Coverage** form (*CD-060201.2*) must be completed and submitted to the Deputy Warden of Programs, Programs Coordinator, or Chaplain. (this is incorporated into the application)
 3. The applicant's name, social security number, date and place of birth, and States lived in will be given to the appropriate office for processing through NCIC. [2-CO-1G-05]
 4. The **Volunteer Job Description** Attachment (*CD-060201.A*) shall be prepared for each volunteer position. (this incorporated into the new application)
 5. The supervisor of the area in which the volunteer will be working, (e.g., education, religious programs, victim services) will personally interview the volunteer before final acceptance.
 6. Except as required by law, no volunteer's personal information (e.g. home address, personal telephone numbers, personal e-mail address, SSN, etc.) shall be released to anyone outside the New Mexico Corrections Department without prior written authorization from the volunteer.
 7. Proselytizing is not allowed. Volunteers and/or Religious Representatives observed proselytizing will be suspended or terminated.
- D. At the Director of Adult Prisons or Warden's discretion, former inmates may qualify as volunteers if they meet the following criteria:
1. The individual has been discharged from probation/parole for at least three (3) years preceding the application for volunteer work. Ex-inmates who have an exemplary record of conduct in the community and who have not been discharged from probation/parole for at least three (3) years preceding application for faith-based volunteer work may apply for a special waiver to be considered on a case-by-case basis. The final decision for granting a special waiver will be made by the Director of Adult Prisons or Warden;
 2. NCIC reflects no recent arrests or convictions of the former inmate within the five years preceding the application for Volunteer work;
 3. The individual has a recent history of volunteering with recognized programs and has positive recommendations from those programs; and

4. The individual has the approval of the Facility Warden and the Director of Adult Prisons Division in consultation with the facility.
- E. Within thirty days, those applicants who are not approved as volunteers should be notified in writing by the NMCD Coordinator of Volunteer and Faith-based Services or Warden or his/her designee. The applicant will also be notified as to their option to appeal the Warden's decision.
1. No individual who is an immediate family member of an inmate incarcerated at the facility where the volunteer seeks to serve as a volunteer will be accepted as a volunteer.
 2. No religious volunteer or volunteer group will ordain any inmate in the custody of the NMCD.
 3. No individual who has been found to submit false or inaccurate information on his or her application will be accepted as a volunteer.
 4. Any volunteer who has or develops a relationship with an inmate other than that required for the specific program for which approval was granted as a volunteer will be denied or removed from volunteer status.
 5. Volunteers denied or removed from volunteer status may appeal their removal to the respective Warden of the facility after six months and request to be reinstated on a probationary status for six months. Volunteers on probationary status may be reinstated after satisfactorily completing the six-month probation with approval from the NMCD Coordinator of Volunteer and Faith-based Services, Warden, and Chaplain.
- F. All applications for approved volunteers should be kept on file electronically by the Deputy Warden of Programs, Programs Coordinator, or Chaplain.
1. Applications should be reviewed annually to ensure that information is current, and services are being offered in accordance with the purpose of the volunteer programs.
 2. Any volunteer who fails to provide services for three consecutive months may at the discretion of volunteer supervisors have his or her name removed from the approved volunteer list, and must re-apply before re-entry into the institution.
- G. Volunteers who have worked at an institution for at least six months, or who have a position of special responsibility (leader/sponsor of a group, assistant chaplain, etc.), shall be issued an institutional identification badge and will be processed as a staff member after obtaining such identification. The institutional identification badge shall remain the property of the institution. Institutional identification shall only be issued after the successful completion of all initial training and orientation and must be displayed at all times while on the grounds of any institution.

- H. Orientation and training, appropriate to the nature of the assignment, shall be provided to each volunteer prior to assignment and as needed. Volunteers must attend an initial training before volunteering at any NMCD facility. Thereafter he or she must submit an annual Renewal Application. Orientation must be completed before an ID badge is issued and before entering any facility for first time. A face-to-face training must be completed every five years. [2-CO-1G-07] [5-ACI-1G-05] [4-APPFS-1C-06] [2-CI-6C-6]
1. Attendance will be documented and kept with the application on file using the **Volunteer Training Attendance and Accountability Sheet** attachment (*CD-060201.F*).
 2. All volunteers will receive a copy of the **ACA Code of Ethics** attachment (*CD-060201.B*), the **Guidelines for Volunteers** attachment (*CD-060201.C*), the **Statement of Understanding** attachment (*CD-060201.D*) and a Handbook for Volunteers in Corrections in New Mexico.
 3. The orientation session should address the history, policies, and regulations of the institution, as well as an overview of inmate needs, attitudes, misconduct, Prison Rape Elimination Act policies, and the goals of the Department. The training must be completed prior to assignment, and the volunteer must sign the **Prison Rape Elimination Acknowledgement** Attachment (*CD-060202.D*) [§115.32]
 4. Volunteers serving at more than one NMCD state or private facility are required to attend one annual orientation and training session at a facility convenient to them. Every approved, trained volunteer's information will be updated on the NMCD Volunteer Master list. This will include the most recent completed volunteer application in a PDF format. The volunteer is responsible for contacting the Volunteer Coordinator at each separate facility to receive any unique instructions or policies appropriate to that facility.
 5. Volunteers shall be made aware of contraband policies and shall acknowledge in writing that they have reviewed facility health, safety, and work rules, ethics, regulations, conditions of employment, and related documents. [2-CI-1A-1] [2-CI-2B-1] [2-CI-6C-3]
 6. Short-term or one-time volunteers may require less intensive orientation per the evaluation of the Deputy Warden of Programs, Programs Coordinator, or Chaplain and a review of the application form. (One-time visits shall be reviewed for approval on a case-by-case basis by the facility Warden or his or her designee.)
- I. Identification of all volunteers will be mandatory, and a system of identification for each volunteer will be established. A master list of all volunteers will be kept in a Central Office database, made available to all facilities, and updated quarterly. [2-CO-1G-06] [5-ACI-1G-03]
1. A continuing clearance list of all volunteers should be prepared and posted at the first entrance of the facility, and should be updated as necessary.

2. The officer at the first entrance (e.g., Control Center Officer, Front Entrance Officer) will request and obtain the volunteer's driver's license, or other government-issued identification, in exchange for the colored visitor pass, if the volunteer does not have an NMCD issued volunteer badge. This pass should permit the volunteer to circulate without an escort at all Level I and Level II facilities as necessary for the discharge of responsibilities associated with the volunteer assignment. Upon leaving the institution, the volunteer will surrender the visitor's pass, pick up his or her personal picture identification, and depart.
 3. Institutional identification badges shall be issued to those volunteers who have completed training, orientation, and have been fingerprinted, cleared, and approved by the Warden. Volunteers who are issued an I.D. badge are responsible for the security of the badge, and will maintain it in their possession. I.D. badges remain the property of the institution and must be surrendered upon demand.
 4. One-time volunteers require only the approval of the Warden or designee. One-time volunteers who enter as part of a large activity, e.g., concert, tournament, revival, etc. will give their name, address, date of birth, and social security number to the institutional supervisor of that activity at least two weeks before the scheduled event. All clearances will be at the discretion of the Warden.
 5. All volunteers are required to sign a **Volunteer Program Sign-In Sheet** attachment (*CD-060201.E*) when entering the institution.
- J. Volunteers will respect and comply with all institution policies, especially as they apply to confidentiality of records or other privileged information and security practices. Volunteers must read and sign the **Statement of Understanding** attachment (*CD-060201.D*). [2-CO-1G-08] [5-ACI-6B-10] [4-APPFS-1C-07]
- K. Industry volunteers shall comply with state and federal workplace regulations and encourage a safe and diverse workplace. [2-CI-6C-4]
- L. Volunteers providing professional services must have proof or certification of their qualifications. The Deputy Warden of Programs or Programs Coordinator will supervise a program that ensures that volunteers cite their credentials or otherwise demonstrate their professional competency. [5-ACI-1G-04] (**See Guidelines for Volunteers, No 4, attachment (CD-060201.C).**)
- M. The Warden may, with appropriate reasons, limit, postpone, place on probation, or discontinue the services of any volunteer or volunteer organization. Rationale for any such action will be provided in writing to the volunteer and his or her organization. The volunteer and his or her organization may request an evaluation of circumstances leading to limitation, postponement, placement on probation, or discontinuance of their services after six months. The Warden at his or her discretion may reinstate the volunteer or volunteer organization after the volunteer or volunteer organization successfully completes the terms of a probationary evaluation period. The terms of a probationary period shall be established by the Warden.

- N. A current schedule of volunteer and religious services will be posted in the Chapel, and current schedules of available inmate volunteer programs will be posted throughout the institution to include inmate living units, dining halls, Captain's office, Education Program, gymnasium, or any place where inmates are programmed. **[5-ACI-1G-06]**
- O. Any volunteer, who manifests any evidence of having possession or being under the influence of intoxicants (alcohol or inhalants) or drugs, as determined by the shift commander or duty officer, will not be allowed entry into the facility. Any future visits will require the approval of the Warden. Should a volunteer contest that he or she is not under the influence of intoxicants, he or she may be allowed an appropriate test at the facility for a definitive determination.
- P. Volunteers may contribute suggestions through the Deputy Warden of Programs, Programs Coordinator, or Chaplain for additions, deletions, or substitutions to this policy, and will be notified as to the result of the suggestion. **[2-CO-1G-09] [5-ACI-1G-07]**
- Q. The name of the NMCD Coordinator of Volunteer and Faith-based Services will be added to all standing clearance lists of all institutions so that this person may enter as necessary to discharge the responsibilities of the office.
- R. Facility review and evaluation of the volunteer program will be conducted annually by the facility staff member in charge of programs. **[2-CO-1G-10]**
- S. The Deputy Secretary for Administration, Deputy Secretary for Operations, and the Director of Recidivism Reduction may approve special volunteer leaders being issued a Central Office ID for state and private prison access to support Department volunteer initiatives.
- T. Insurance coverage is statutorily provided by the Risk Management Division (RMD) of the General Services Department for all state agencies and local public bodies under NMAC 1.6.5.1. Additionally, no state agency may procure any kind of insurance coverage other than through the RMD (NMAC 1.6.5.3). All NMCD insurance coverage shall include at a minimum: **5-ACI-1B-17] [2-CO-1B-11] [1-CTA-1B-09] [4-APPFS-1C-08]**
- Worker's compensation;
 - Civil liability for employees;
 - Liability for official vehicles; and
 - Public employee blanket bond.



NEW MEXICO CORRECTIONS DEPARTMENT

Secretary
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Form CD-060201.1
Reviewed/Revised 04/08/22
Page 1

INITIAL VOLUNTEER Application Packet

****Please note this packet is only for volunteers who haven't completed a face-to-face volunteer training in the past year. If you have completed a face-to-face volunteer training in the past year, you must complete the Renewal Volunteer Application Packet instead. Failure to follow this process may result in suspension of your volunteer privileges.****

Department Use:

Date Application Received

Please print in blue ink or Type

Last First Middle Maiden Name or other Names Known by

Address City State Zip Code

Phone Email Address @ _____

Driver's License or State ID Card Information – Please provide a copy of your driver's license

Age Date of Birth (Month, Day, Year) Race Gender ID Type

Issuing State ID Number SSN

Emergency Contact Information

Last First Relationship Address

City State Zip Code Phone

Motor Vehicle Insurance Information

This is to certify that I have adequate motor vehicle liability insurance. My motor vehicle is insured according to the New Mexico Mandatory Financial Responsibility Act with:

Company name: _____ Policy number: _____

Medical Information

Do you have any allergies or medical conditions that may cause a medical alert? Yes ___ No ___

If yes, and you wish to disclose the information, please list the allergy or medical condition.

Interests

Your interest in volunteering with the Department of Corrections is for: (Circle one or more)

Public/Community Service

Future Employment

Internship

Assignment Preferences:

(Circle one or more skill areas)

Academic

Behavioral Health

Career Technical

Cognitive

Clerical Support

Employee Assistance

Health Wellness

Interpersonal

Parenting

Recreation

Reentry

Religious

Name of Volunteer Program/Ministry/Religious organization _____

Name of Group Leader _____ Contact Phone number _____

Address of Volunteer Program/Ministry/Religious organization: _____

Group Leader/Supervisor/Pastor Signature _____

Print _____

****Professional Services**

Description _____

****If you are applying to provide a professional service, please cite your credentials, such as certification, license, etc. Attach copies of license or certification.**

Availability

When would you be able to provide volunteer services? (Circle one or more)

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Weekly? _____ No of days a month _____ From _____ (time) to _____ (time).

Beginning _____ (date) until _____ (date).

Application Questions

Do you have a relationship (e.g. parent, spouse, friend, etc.) with or are you on the visiting list of any person currently in NMCD custody and/or on probation and/or parole supervision. **Yes** _____ **No** _____

If yes, please explain the nature of the relationship, give the name of the person, inmate number, and assigned location.

Have you ever been incarcerated or on probation and/or parole supervision? **Yes** _____ **No** _____

If yes, please explain the incarceration and/or supervision and provide the dates and locations. Please note: omissions may be cause for termination or denial. **(Former offenders are not necessarily excluded from participating as volunteers.)**

Are you currently volunteering at any other correctional agency (e.g. county jail, federal prison, etc.)? **Yes** _____ **No** _____

If yes, name of agency _____ Supervisor _____

Do you have any special knowledge about the criminal justice system or this assignment that you gained through education or experience? If yes, please list by date, giving the name of your supervisor or instructor, his/her phone number, and a brief description of your prior work experience.

How do you feel about the New Mexico Corrections Department can help offenders change their pattern of criminal and/or violent behavior?

Provide a brief summary of your interests and desired outcome as a volunteer with the New Mexico Corrections Department. (What do you see as your role?)

Select which correctional facility/recovery academy would you prefer to volunteer?

_____ Central New Mexico Correctional Facility (CNMCF) _____ Springer Correctional Center (SCC)

_____ Southern New Mexico Correctional Facility (SNMCF)
_____ Western New Mexico Correctional Facility (WNMCF)
_____ Northeastern New Mexico Detention Facility (NENMDF)
_____ Northwestern New Mexico Correctional Center (NNMCC)
_____ Guadalupe County Correctional Facility (GCCF)
(NMMRA)
_____ New Mexico Women's Recovery Academy (NMWRA)

_____ Roswell Correctional Center (RCC)
_____ Penitentiary of New Mexico (PNM)
_____ Otero County Prison Facility (OCPF)
_____ Lea County Correctional Facility (LCCF)
_____ New Mexico Men's Recovery Academy
_____ The Pavilions

Qualified applicants receive consideration without discrimination based on marital status, race, color, creed, national origin, age, or the presence of a non-service related handicap.

PLEASE NOTE: In signing this application, an applicant agrees to the following conditions of acceptance as a volunteer:

- A. Be 18 years of age or older and submit proof of age, if required.
- B. Submit proof of credentials when providing professional services.
- C. Meet attendance and performance commitments.
- D. Receive no monetary compensation for their services, except as provided for selected programs and services.
- E. Complete mandatory volunteer and site-specific orientation, and/or other training as required.
- F. Conform to other New Mexico Corrections Department policies, regulations, and instructions.

Please read carefully before you sign this application. False statements on this application shall be sufficient cause for termination.

Application Signature

Date

Deputy Warden or their designee

Date



NEW MEXICO CORRECTIONS DEPARTMENT

Secretary
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CD-060201.2

NCIC VOLUNTEER CLEARANCE INFORMATION PLEASE PROVIDE A COPY OF YOUR DRIVER'S LICENSE

ALL ITEMS MUST BE FILLED OUT BEFORE THE APPLICATION WILL BE PROCESSED.

APPLICANT NAME (please print): _____

SOCIAL SECURITY: -- DOB (MM/DD/YY): //

CURRENT ADDRESS: _____ CITY, STATE, ZIP: _____

PHONE: _____ FACILITY VOLUNTEERING AT: _____

CITY/STATE OF BIRTH: _____

STATES LIVED IN: _____

SEX: M F DRIVER'S LICENSE #: ISSUING STATE: _____

ETHNICITY:

CAUCASIAN HISPANIC NATIVE AMERICAN PACIFIC ISLANDER AFRICAN AMERICAN

I, _____, UNDERSTAND AND ACKNOWLEDGE THAT OFFICIALS OF THE NEW MEXICO CORRECTIONS DEPARTMENT WILL CONDUCT BACKGROUND CHECKS AND BACKGROUND INVESTIGATIONS AS NEEDED AS A CONDITION OF MY VOLUNTEERING AT ANY AND ALL NMCD CORRECTIONAL FACILITIES.

APPLICANT SIGNATURE: _____ DATE: _____

FOR DEPARTMENT USE ONLY

THE SIGNATURE BELOW ACKNOWLEDGES THAT THE DEPUTY WARDEN/DESIGNEE HAS REVIEWED THE NCIC DOCUMENTS PRIOR TO APPROVAL/DISAPPROVAL.

FACILITY DEPUTY WARDEN/DESIGNEE: _____

DATE APPROVED: _____ DATE DISAPPROVED: _____

REASON FOR DENIAL:



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Form CD-060201.3

RENEWAL VOLUNTEER Application Packet

Please note this packet is only available to volunteers who have completed a face-to-face volunteer training in the past one (1) year. If you haven't completed a face-to-face volunteer training in the past one (1) year, you must complete the **Initial Volunteers Application Packet and the face-to-face training at a correctional facility prior to volunteering. Failure to follow this process may result in suspension of your volunteer privileges.**

Department Use:

Date Application Received

_____	_____	_____	_____	
Last	First	Middle	Maiden Name or other Names Known by	
_____		_____	_____	_____
Address		City	State	Zip Code
_____	_____		@	_____
Phone	Email Address			

Qualified renewals are received without discrimination based on marital status, race, color, creed, national origin, age, or the presence of a non-service related handicap.

- I agree that I must continue to submit proof of credentials when providing professional services.
- I agree that I must continue to meet attendance and performance commitments.
- I agree that I continue to enter this Volunteer Program of my own free will, to serve without pay, understanding that I am not an employee or agent of New Mexico Corrections Department and therefore I am not covered by any of its insurance programs or policies.
- I agree to continue to perform the duties assigned to me in accordance with New Mexico Corrections Department policies and procedures as well as additionally regulations and instructions outlined in the Volunteer Handbook.
- I agree to continue to conduct myself in a professional manner, to promote the education and interest of the offenders and the reputation of the New Mexico Corrections Department

This release and indemnity is given voluntarily and knowingly with full understanding of its meaning and with my full consent to be legally bound hereby.

Your signature below indicates that you have reviewed, read and understood the Volunteer Handbook and agree with the terms & conditions.

Volunteer

Date

Deputy Warden or their designee

Date

ACA CODE OF ETHICS

AMERICAN CORRECTIONAL ASSOCIATION

Relationships with clients/colleagues/other professions/the public --

Members will respect and protect the civil and legal rights of all clients.

Members will serve each case with appropriate concern for the client's welfare and with no purpose of personal gain.

Relationships with colleagues will be of such character as to promote mutual respect within the profession and improvement of its quality of service.

Statements critical of colleagues or their agencies will be made only as these are verifiable and constructive in purpose.

Members will respect the importance of all elements of the criminal justice system and cultivate a professional cooperation with each segment.

Subject to client's rights of privacy, members will respect the public's right to know, and will share information with the public with openness and candor.

Members will respect and protect the right of the public to be safeguarded from criminal activity.

Professional conduct/practices --

No member will use his/her official position to secure special privileges or advantages.

No member, while acting in an official capacity, will allow personal interest to impair objectivity in the performance of duty.

No member will use his/her official position to promote any partisan political purposes.

No member will accept any gift or favor of such nature to imply an obligation that is inconsistent with the free and objective exercise of professional responsibilities.

In any public statement, members will clearly distinguish between those that are personal views and those that are statements and positions on behalf of the agency.

CODE OF ETHICS
 (Continued)

Members will be diligent in their responsibility to record and make available for review any and all case information that could contribute to sound decisions affecting a client or public safety.

Each member will report, without reservation, any corrupt or unethical behavior which could affect either a client or public safety.

Members will not discriminate against any client, employee, or prospective employee on the basis of race, sex, creed, religion or national origin.

Members will maintain the integrity of private information; they will neither seek personal data beyond that needed to perform their responsibilities, nor reveal case information to anyone not having proper professional use for such.

Any member who is responsible for agency actions will make all appointments, promotions, or dismissals only on the basis of merit and not in the furtherance of partisan political interests.

.....
Acknowledgement

I Acknowledge that I have read, or have had read to me,
 and understand all of the above.

Volunteer: _____ / _____
(Print) (Sign) Date

Social Security #: _____

NEW MEXICO CORRECTIONS DEPARTMENT
Guidelines for Volunteers

1. You are working in a Department facility program to provide the service specified in your Volunteer Agreement. Do not do anything else. Do not make phone calls, give or lend money or do favors for inmates or residents. Do not mail anything for inmates or residents. There are Department policies governing inmate mail, phone calls, and possession of money.
 2. Since you are to provide a specific service, you will not be helping if you get involved in the internal affairs of the institution.
 3. You are not an advocate for inmates. It is better for the inmate to learn to work through administrative procedures for grievances and complaints.
 4. Do not provide professional counseling or legal advice unless you are contracting for that particular service. These kinds of services require professional credentials.
 5. At no time shall a volunteer transport anything from the outside to the inside of a facility without prior written authorization from the Warden or designee. If you need supplies or equipment transported for a class, ask for staff assistance.
 6. Leave all cell phones, purses, bags, and money in your car and have your car locked at all times.
 7. At no time shall a volunteer transport anything from the inside of the facility to the outside for any reason without prior written authorization from the Warden or designee. Even if you are asked to take notes out, or anything that appears insignificant, it could be counter-productive to rehabilitation.
 8. If for any reason you cannot be available at the time expected, please let your contact person at the institution know.
 9. Do not bring in friends or other volunteers to help you without previous approval.
 10. You are responsible for complying with the rules and regulations of the institution in which you work.
 11. You are required to respect the confidentiality of records and privileged information you may have access to as a volunteer. You have an obligation to report any information you may obtain relating to the life and safety of inmates or staff to the Coordinator of Volunteer Program and Services.
 12. You are expected to conduct yourself in a professional and proper manner at all times; intimate contact and gestures are prohibited, i.e., embracing (of a romantic nature) and kissing.
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NEW MEXICO CORRECTIONS DEPARTMENT
Statement of Understanding for Volunteers

It is a violation of state law for any person to introduce, or attempt to introduce, into a correctional facility, any article of contraband including deadly or explosive materials, currency, weapons, ammunition, intoxicants, or controlled substances. Introduction of cell phones is prohibited. All persons entering a medium or maximum correctional facility will be required to pass through a metal detector. All packages and items carried into the Institution are subject to search by correctional employees and/or state or county law-enforcement officials.

Where there exists a reasonable suspicion that a particular volunteer is attempting to introduce contraband into the institution, the duty officer at the facility may order at any time that the volunteer be subjected to a more thorough search. A volunteer may be requested to remove his or her clothing to submit to a strip search only where the duty officer determines that there is probable cause to believe that the particular volunteer possesses contraband. In such an instance, the search may be conducted only by an employee of the same sex as the volunteer in an area that provides the volunteer the greatest possible privacy. If the volunteer refuses to be searched, he or she will be refused entry and will be immediately escorted from the institutional grounds.

As a volunteer working in the institution, I will abide by all rules and regulations of the institution. I will respect the confidentiality of records and/or other privileged information of which I may become aware. [standard deleted]

I agree to take part in a minimum of two (2) hours of initial volunteer orientation training and annual refresher/recertification training for volunteers each year. I understand that I may not provide any volunteer services until this training has been completed.

.....
Acknowledgement
.....

I Acknowledge that I have read, or have had read to me,
and understand all of the above.

Volunteer: _____ / _____
(Print) (Sign) Date

Social Security #: _____



NEW MEXICO CORRECTIONS DEPARTMENT
Volunteer Training Attendance and Accountability Sheet

DATE:	PRINT NAME	SIGNATURE:	SOCIAL SECURITY #	TIME IN:	TIME OUT:

TRAINING WAS CONDUCTED BY: _____



NEW MEXICO CORRECTIONS DEPARTMENT

Secretary
Alisha Tafoya Lucero

4337 State Road 14, Santa Fe, NM 87508 - PO Box 27116, Santa Fe, NM 87502-0116
Phone: 505.827.8645 Fax: 505.827.8533 www.cd.nm.gov

Attachment CD-060201.F

VOLUNTEER HANDBOOK CONDUCT AT THE CORRECTIONAL FACILITY

➤ **Know your facility staff**

- The facility chaplain, or designated staff member serves as the liaison between you and/or your group and the Deputy Warden. The facility chaplain, or designated staff member is responsible for scheduling volunteer activities, generating clearance memos, setting up, providing training and the facility deputy warden is responsible for approving individuals to be volunteers.
- The Volunteers Impacting People for Success (VIPS) Coordinator serves as the liaison between the Facility Deputy Warden and the correctional administration. This VIPS Coordinator is the individual appointed by the correctional administration to oversee all aspects of the community volunteer program for offenders in all eleven (11) correctional facilities and Probation & Parole facilities.
- The working relationship between your group's coordinator, the facility chaplain, or designated staff member, Deputy Warden and the VIPS Coordinator is vital to the successful implementation of your service. Communication should always be between the group coordinator and the facility chaplain, or designated staff member. 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. The facility chaplain, or designated staff member already works with dozens of different group leaders. Communicating with many members of the same group can lead to confusion, miscommunication, and unnecessary tension. Let your group coordinator work with the facility chaplain, or designated staff member, and then your group coordinator can relay information to all members of the group.

➤ **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.

➤ **Plan ahead**

- Prior to traveling to the facility, contact your facility to verify that the facility isn't on lock down status. Lock down status means that you will not be allowed to enter the facility to conduct your volunteer services. If your group must make changes to its schedule, please notify the facility chaplain, or designated staff member as far ahead of time as possible. The facility

chaplain, or designated staff member will need to review existing schedules, generate new clearance memos, and advise offenders.

➤ **Be on time**

- 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 will not be allowed to enter the facility and your volunteer program will be cancelled for that day. Time is important to offenders, 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 offender loses out on an activity to 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 offenders is crucial to the success of your program.

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

- To maintain a safe and secure environment for offenders, staff, and the public, you must have your facility issued ID badge to be viewed and your keys will be held by the facility. You may be asked to clear a metal detector as well as anything you bring may be searched as well.

➤ **What to bring and not to bring**

- Bring only the materials approved by the correctional facility for the program, because it is a **felony** to bring contraband into a facility whether in your vehicle or on your person. Do not 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 your facility chaplain, or designated staff member 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,
- No more than two rings, one watch and/or one necklace
- If you're not sure, consult with your facility chaplain, or designated staff member or designated staff member.
- Pagers, cell-phones, any electronic device not associated with an immediate medical health condition are not permitted inside the correctional facility (secure them in your vehicle).

➤ **How to dress**

- Your appearance will determine how facility staff, offenders, and peers ultimately receive you.
 - All volunteers must be appropriately attired in accordance with this policy before entering any New Mexico Correctional Department Facility or Privately Operated Facility.
 - When attire is deemed not in accordance with this policy by the Front Reception Officer, the
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matter shall be brought to the attention of the Shift Supervisor.



- Volunteers may not be allowed into the institution if their clothing would make it difficult to distinguish the visitor from an offender.
- Volunteers are subject to denial of visiting privilege for that day if their attire is not in accordance with policy

- ✓ Male Visitors:

- Trousers and a shirt with sleeves must be worn at all times. Plain white undershirts or muscle, "A" shirts are not allowed when used as an outer garment.
- Restricted clothing colors will depend on the facility offender uniform code.
- Shorts, beach-type shorts or cut-offs will not be worn.
- Tank-Tops are not allowed.
- Undergarments shall be worn, but not visible through outer clothing.
- Footwear must be worn at all times. Open toed shoes (Beach type thongs and flip-flops), slippers, and steel-toed boots/shoes are not permitted.
- No hats, scarves, bandanas or other types of headbands will be brought into the institution or worn in the Visiting Room.
- Sweat clothes or athletic (warm-up) clothes may be worn, with the exception of shorts. Skintight clothing or spandex is not permitted.

- ✓ Female Visitors:

- Dresses, skirts or pants must be worn.
- Skirts or dresses with a slit higher than mid-thigh are not acceptable.
- Skirts or dresses that are more than three inches above the knee are not acceptable.
- Shorts, cut-offs and beach-type shorts are not acceptable.
- Sweat clothes or athletic (warm-up) clothes may be worn, with the exception of shorts.
- Skintight clothing or spandex is not permitted.
- Undergarments must be worn, including brassieres, but must not be visible through outer clothing.
- Tank top blouses, spaghetti straps, tube tops, halter-tops, or spandex or spandex like pants are not acceptable, nor is any type of see-through clothing.
- Clothing must not be see-through, expose cleavage, the midriff, shoulders or any part of the breast or upper thigh.
- Footwear must be worn at all times. Open toed shoes (Beach type thongs and flip-flops), slippers, and steel-toed boots/shoes are not permitted.
- No hats, scarves, bandanas or other types of headbands will be brought into the institution or permitted in the Visiting Room.
- No bathing suits will be worn as an outer garment.

- **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. Don't argue. Do whatever the staff instructs you to do. Your safety and the safety of others may depend on your quick compliance.
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➤ **Accountability**

- Be accountable for your behavior at all times.
- Fulfill the obligation of your program only.
- Be professional, respectful, and courteous to correctional staff, offenders and other volunteers and their programs always.
- Don't come to the correctional facility if you have been consuming alcohol, illegal controlled substances and/or medicinal marijuana.

DEALING WITH OFFENDERS

- Many persons who are incarcerated have had more than their share of frustrations in their lives. Most have experienced repeated failure and are, at least on the outset, suspicious of any offer of assistance or guidance from others whom they do not know.
 - Working with offenders can be challenging at times. The following two guidelines provide a frame of reference for the volunteer in relating to the offender.
 - ✓ Following the rules will help you gain the offender's respect and at the same time provide a solid foundation for a positive relationship.
 - ✓ Failure to follow the rules puts you on the list of those in their past who could not be trusted and have added to their share of frustrations.
 - **Be yourself**
 - There is no need to establish a façade or to create some kind of special status for you in relationship to the offender.
 - Express your feelings genuinely.
 - An honest and unmasked expression of feelings is one important way for the volunteer to show concern.
 - **Set boundaries early in the relationship**
 - Set the parameters or boundaries of the relationship from the beginning.
 - Identify what you will and will not do.
 - Make clear what is appropriate and what is not appropriate and will not be tolerated.
 - Make sure both you and the offender are clear regarding these boundaries and stick to them. Offenders will test these boundaries on a regular basis. Don't be surprised when you are asked to do something that clearly violates these boundaries. When this happens, immediately repeat the boundaries with the offender. If you do not, the offender will know they can manipulate you.
 - **Mean what you say**
 - Never make a promise. The offender will test you, call your bluff, and see if you will deliver. This is an important part of an offender's process of learning to trust you, which will come slowly in any case.
 - It may be useful and wise to talk to your facility chaplain, or designated staff member before you mention the idea to the offender or agree to do anything for them.
 - **Respect**
-

- Respect is the key toward developing a positive and rewarding relationship with the offender. They will not be open with you until they respect or trust you. Conversely, you must respect the offender's individuality and basic rights as a human being. There is no room for narrow prejudices or feelings of superiority. Respond to the offenders needs and interests, not your own. Your volunteer service is to provide encouragement to those in corrections who appreciate the positive influence of outside friends and not vice-versa.
 - **Be supportive, encouraging, and friendly, but firm**
 - It is part of your job to be honest and objective, disapproving, as well as praising, supporting, and encouraging when that is warranted.
 - **Win respect for yourself**
 - The offender will never respect you until it is clear that you cannot be conned or manipulated. The offender's manipulations may be expressed in requests for you to influence others, bring contraband in, take something out, or pass a message. Never be shy about saying "NO" to a request you really do not want to grant or you know is clearly against the rules. The request may be for something that is borderline, and may seem insignificant. Tell the offender you will check to see if it's all right, and then ask for guidance from the appropriate official. (Remember those boundaries. Stick with them.)
 - **Do not use personal physical contact**
 - Volunteers should refrain from physical contact with offenders other than a handshake at beginning and end of sessions. Though personal contact such as a hug may be a seemingly harmless gesture, offenders frequently misunderstand the meaning of the contact and may interpret the gesture as affection.
 - Handshakes only,
 - ✓ No Hugging, Kissing, and/or touching of any kind other than handshake,
 - ✓ Do not be alone with an offender of the opposite sex. Stay with your group and/or have a minimum of two (2) volunteers and/or staff present when meeting with offenders.
 - **Do not ask an offender why he or she is incarcerated**
 - Let the offender tell you in their own time about the offense committed, the family left behind, or any other personal matters.
 - Be forewarned, someday the offender may talk about their crimes and past. Do you really want to know? Will what they tell you change your opinion of them?
 - **Accept the offender**
 - Accept the offender as an individual who is no better and no worse than anyone else. To pigeonhole or categorize a person is, in a way, to dehumanize a person.
 - **Be patient**
 - Don't expect overnight miracles. When things have been going wrong for years and years for a
-

person, things cannot be corrected in a few weeks or months. The positive effects of your



relationship with the offender may not have a decisive effect until long after you've stopped working with the person.

➤ **Expect Hostility**

- There will be a time when an offender, overwhelmed by troubles, will confront you with hostility. At such times, do not force conversation upon the person and above all do not respond in a hostile, sarcastic, or anxious manner. Do not act shocked. Retain your composure. Ignore the hostility or withdraw for a while, and chances are that person will regain their composure.

➤ **Don't expect thanks**

- You may not receive thanks or any expression of gratitude from the offender. They may feel it, but may not know how to express gratitude. They may actually feel embarrassed by it. You may never hear "thank you", but in the long run your efforts will be appreciated, probably more than you or anyone else will ever know. Enjoy knowing this person. Don't be inhibited about laughing and having fun with the offender. They need this, and it can be one of the real pleasures of your volunteer work.

➤ **Don't be misled by flattery**

- Sometimes the supposed gratitude, "you're the only person that will listen to me" is the first step towards getting you to do something that you should not do.

➤ **Don't make assumptions**

- Just because it may sound reasonable, doesn't mean it is. If you're not sure, "check it out" with your group coordinator or the staff person in charge of supervising your program.

➤ **Do not get involved in facility/ department internal affairs by becoming an advocate for the offender**

- An offender may want to tell you how the correctional staff is abusing them, or how they are being deprived of some item or privilege. Offenders will frequently voice complaints, either real or imagined to anyone they think might be able to assist them get what they want. There are many internal avenues of relief for an offender who believes they are being abused or mistreated. The offender needs to use the internal avenues at the correctional and bring the problem to light by going through the appropriate channels.
- The best course of action would be to listen to the offender and then remind them of the purpose of your program. Reestablish boundaries and recommend that they consider using the offender grievance system.
- As a volunteer you are there to provide a specific service. It will not be helpful if you become an advocate for the offender and become involved in the day-to-day affairs of the correctional facility. Check with your program leader and the facility chaplain or designated staff member if you are not sure about how to deal with the situation.

➤ **Confidentiality of information**

- What you talk about with the offender is between you and the offender. You may be able to overlook what the offender has done in his or her past, but others in your group may not.
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Keeping confidentiality boundaries can be a way of gaining the offender's trust and respect.

- Confidentiality has its limits. If an offender tells you something that leads you to believe the life and or safety of another is in jeopardy, you have an obligation to report it to your facility chaplain, or designated staff member or designated staff member, Deputy Warden and/or the Warden as soon as possible. In a correctional setting, offenders will tell you about pending violence or dangerous activities hoping you will tell the administration. By going through volunteers, family, or others they avoid potential problems of becoming a “snitch” in other offenders’ eyes because they themselves did not tell the administration.

SECURITY AND SAFETY ISSUES

- Information is power to the offenders. Offenders will try to learn personal things about you starting through very subtle and innocent methods. Some may generally want to know you as a person, but others are seeking information and looking for an angle to exploit or manipulate you or your family, or even threaten you if you don’t do what they want.
 - Con games start out very subtle and innocent. They just want someone to write to when they are feeling down. The letters or cards will be innocent at first, asking for nothing. Then one day they may ask you to buy them something simple like maybe some greeting cards so they can write you. If you give in to their requests, they have you. The requests will get bigger and will eventually become demands. When you try to back out they will threaten to inform on you and tell you how much trouble you’re going to be in.
 - The best thing you can do is not to give personal information to them. This applies to both working with the offender in incarcerated and after release.
- **Do not bring in anything to the facility that has not been approved.**
 - **Do not bring in weapons (guns, ammo, knives, etc.).** Bringing any contraband into a prison facility is a **felony**.
 - **Do pass along, notes, letters, conversations, etc. for offenders.**
 - **Don’t take anything out or bring in anything for offenders.**
- There are rules, procedures and processes for everything. Offenders know them better than most staff. If they are asking you to circumvent the system, it probably means they are up to something and you had better beware.
- **The safety zone—more do’s and don’ts**
- Respect these safeguards and the likelihood of problems will be minimal.
 - ✓ Do not provide the offender with your home address or phone number.
 - ✓ Do not advise an offender of your place of work, address, or phone number.
 - ✓ Do not give names or addresses of family or friends.
 - ✓ Do not discuss personal or family life or problems with the offender.
 - The offender should know as little about you as possible. This personal information is not necessary to fulfill the mission of your program. You are not supposed to be “On call” to the offender. If they don’t know where you live or work they can’t seek you out.
-

➤ **What to do if the offender gets your personal information**

- ✓ Reaffirm your boundaries.
- ✓ Don't accept collect calls from within the correctional. If you get them, note the date and time you received the call, then call the correctional. NMCD can block the phone calls.
- ✓ If the offender does call, refuse the call or hang up during the recorded warning.
- ✓ Be firm in your conviction to follow the correctional rules governing volunteer conduct.
- ✓ Advise your program leader and the facility chaplain, or designated staff member.
- ✓ You cannot be accused of any wrongdoing if everything you do is in the open.

➤ **Report on others that break the rules**

- If a member of your volunteer team violates the volunteer program rules, the two of you should report it to your team leader, who will then work with the facility chaplain, or designated staff member, Deputy Warden and VIPS Coordinator to take whatever remedial action is necessary.
- Volunteers who do not follow the rules discredit the program. They could also be placing themselves in a situation where they may actually be harming themselves and the offenders they thought they were trying to help.
- Volunteers understand that if they are arrested for or convicted of any offense they must provide written notice no later than seventy-two (72) hours after the arrest or conviction to the Deputy Warden of the facility they primarily volunteer at. This written notice would constitute grounds for disqualification as a volunteer.
- Since this is a voluntary position, either NMCD or the volunteer, may discontinue this relationship at any time, for any reason, or for no reason at all as either party sees fit or deems necessary.

Thank you for your service to the men and women of the New Mexico Corrections Department. Your service is indispensable and appreciated.



NEW MEXICO CORRECTIONS DEPARTMENT

Secretary
Alisha Tafoya Lucero

CD-060202 Citizen Involvement and Volunteers	Issued: 10/30/87 Effective: 11/13/87	Reviewed: 10/02/23 Revised 06/07/17
Alisha Tafoya Lucero, Cabinet Secretary		<i>Original Signed and Kept on File</i>

AUTHORITY:

Policy *CD-060200*

PROCEDURES:

A. General:

1. District Supervisors or, if applicable, the Volunteer Services Coordinator shall be responsible for initiating a volunteer program within the parameters outlined in this procedure. Generally volunteers can be utilized in every phase of the Division's operations.
2. The District Supervisor or his or her designee shall make every effort to recruit qualified volunteers to the Division. Recruiting, selecting, and training qualified citizens as volunteers without regard to race, creed, religious affiliation, and/or social-economic status. Potential volunteers shall complete the **Volunteer Program Application for Admission** form (*CD-060202.1*).
3. Volunteers may be used to perform functions not in conflict with the goals and objectives of the agency.
4. All volunteers working less than 40 hours per week should receive training appropriate to their assignments. Volunteers working the same schedule as full-time paid staff should receive the same training as full-time staff.
5. Upon learning that a citizen has an interest in volunteering services to the Division, the District Supervisor shall screen the applicant and determine whether the applicant has a sincere interest and the ability to provide services. If the applicant is not selected, the District or Unit Supervisor will advise him or her in writing of the reasons for rejection.
6. After a volunteer has been selected, the District Supervisor will advise the applicant of the specific tasks that he or she will be assigned. These tasks will be reduced to writing as part of the agreement that the volunteer will execute prior to beginning the training phase.
 - a. One copy shall be furnished to the volunteer, one will be maintained in the district office, and one copy forwarded to Central Office Probation and Parole Division personnel.

- b. The initial training phase will consist of training in the general orientation to the agency and its mission, the population with which the agency works the responsibility and authority of the volunteers, and instruction regarding offender-volunteer relationship.
- c. Volunteer shall be advised of issues regarding the confidentiality of their work and shall be bound by policies and procedures of the Probation and Parole Division, the Corrections Department and the laws of New Mexico.
- d. District Supervisors are responsible for assuring that policies regarding confidentiality are met by securing written acknowledgment and agreement to abide by them from volunteers on the **Pledge for Maintaining Confidentiality** attachment (*CD-060202.A*). District Supervisors are also responsible for ensuring that a Criminal History records check is performed on any citizen who is being considered for a position as a volunteer.

B. Volunteers Shall Not:

1. Provide professional services such as giving legal advice or therapeutic counseling unless the volunteer possesses the appropriate licenses or credentials, and have undergone a thorough check of background and professional education by the district supervisor.
2. Be reimbursed for expenses incurred as a result of tasks performed while in the program.
3. Accrue annual or sick leave benefits.
4. Be entitled to mileage or per diem.
5. Operate state-owned vehicles.

C. Volunteer Responsibilities:

1. The Division is not responsible for injuries the volunteer receives, as a direct result of his or her duties while in the program, and the volunteer will be required to sign a **Waiver of Liability** Attachment (*CD-060202.B*).
 2. Volunteers are subject to all codes, statutes, and regulations governing Probation and Parole Division and its staff. However, volunteers may be terminated from the program by the Director at any time and without advance notice. Volunteers do not have the right to appeal.
 3. Volunteers do not exercise the same authority as do full-time Probation and Parole Officers, but under the direct supervision of a Probation and Parole Officer and with the approval of the Probation and Parole Officer may perform all duties of a Probation and Parole Officer, except issue arrest orders; provided that the volunteers will not participate in searches, arrest, apprehension, or detention of any Probation and Parole
-

Division offender. Nor will the volunteer collect any fees or money from a Probation and Parole Division offender.

4. Individuals interested in participation as a volunteer in the Probation and Parole Division shall submit a completed **Volunteer Program Application for Admission** form (*CD-060202.1*) and a **Volunteer Program Biographical Data** form (*CD-060202.2*) to the district where the volunteer would like to do volunteer work and will acknowledge having read the Code of Ethics by completing a **Code of Ethics Acknowledgement** attachment (*CD-060202.C*).

D. Volunteer Files:

1. A file shall be maintained on the volunteer at the district office which shall contain copies of all documents and reports concerning or by the volunteer.
 2. When a volunteer terminates their services or their services are terminated by the division, the district office shall forward all original documents to the personnel officer at the Probation and Parole Division Central Office. Further, the District Supervisor shall prepare a summary report of the work performed by the volunteer and an evaluation of the volunteer's abilities to perform that work and forward it to the personnel officer at the Probation and Parole Division Central Office.
-

**NEW MEXICO CORRECTIONS DEPARTMENT
PROBATION AND PAROLE DIVISION
Volunteer Program Application for Admission**

NAME: (Last Name First) _____

SOCIAL SECURITY NUMBER:

CURRENT ADDRESS: Street Address, City, Zip Code)

PERMANENT ADDRESS: (if different from current address)

PHONE NUMBER: _____

EDUCATION HISTORY: _____

College or University:

NAME AND LOCATION	DATE ATTENDED	MAJOR	TOTAL SEMEMSTER HOURS

OBJECTIVES OF VOLUNTEER PROGRAM PARTICIPATION

(Use additional paper if necessary)

1. _____

2. _____

3. _____

4. _____

DESIRED LENGTH OF PROGRAM:

(Specify number of weeks and hours per week you plan to participate in the program.)



**NEW MEXICO CORRECTIONS DEPARTMENT
PROBATION AND PAROLE DIVISION
Volunteer Program Biographical Data**

Information from this section is used only for the purpose of research and program evaluation. It has no bearing on admission to the program.

A. Social Security Number: _____

B. Date of Birth: ____ / ____ / ____ (Month, Day, Year)

C. Sex: Male _____ Female _____

D. Ethnic Background: _____

A = American Indian

B = Anglo

C = Black

D = Mexican/Spanish surnamed

E = Oriental

E. CURRENT COLLEGE OR UNIVERSITY (If attending): _____

F. EDUCATIONAL LEVEL: _____

G. Semester/Quarter Hours Completed: _____

H. Declared Major: _____

**NEW MEXICO CORRECTIONS DEPARTMENT
PROBATION AND PAROLE DIVISION
Pledge for Maintaining Confidentiality**

I, _____, hereby state that I fully agree to maintain confidentiality of all records and information both written and verbal, which pertain to Parolees, Probationers, and other Probation and Parole offenders.

Signature

Date

Witness Signature

Date

**NEW MEXICO CORRECTIONS DEPARTMENT
PROBATION AND PAROLE DIVISION
Waiver of Liability**

I hereby understand that I am not an employee or agent of the State of New Mexico and that I have no authority to act on behalf of the State of New Mexico.

I will receive no compensation or benefits from the State.

I will participate only under direct supervision of a Corrections Department employee.

I hereby agree to indemnify and hold harmless the Corrections Department and the State of New Mexico for any of my acts or claims related to the Volunteer Program.

Volunteer's Signature

Date

Witness's Signature

Date

**NEW MEXICO CORRECTIONS DEPARTMENT
PROBATION AND PAROLE DIVISION
Code of Ethics Acknowledgement**

I, _____, acknowledge I have read and understand the New Mexico Corrections Department Code of Ethics and recognize its violation or failure to comply may result in termination from the program. I further acknowledge that I have reviewed facility work rules, regulations, and conditions of employment and related documents and recognize that I must abide by the same criteria, although I am a volunteer.

Volunteer's Signature

Date

Witness Signature

Date

Prison Rape Elimination Act

**[ACKNOWLEDGEMENT FORM –
NEW MEXICO CORRECTIONS DEPARTMENT]**

I, _____ acknowledge that I
have received documentation on the following topics:

1. The Prison Rape Elimination Act;
2. State Law 33-9-11;
3. NMCD's Policy on Zero Tolerance;
4. Inmates Rights to be free from Sexual Abuse and Sexual Harassment;
5. The Dynamics of Sexual Abuse in Prison;
6. Identifying Possible sexual abuse victims;
7. The five phases of sexual assault;
8. Sexual abuse prevention strategies;
9. Reporting incidents of sexual abuse;
10. The right of employees and inmates to be free from retaliation for reporting sexual abuse;
11. Investigations of Incidents of sexual abuse;
12. Preservation of evidence in Sexual abuse investigations; and
13. Communicating with LGBTI inmates.

I further acknowledge that I understand the documents that I have received.

Name

Date

NEW MEXICO CORRECTIONS DEPARTMENT
Statement of Understanding and Non-Disclosure

Victim Services Volunteer

As a Victim Services Assistant/Advocate Volunteer, I will perform the duties described in the Volunteer Job Description for this position, and will comply with all policies and procedures of CD-045000 and CD-045001, titled Victims' Services.

I understand that information I receive from victims and/or victim family members, from crime victim advocates, and from any other source, is confidential, and I will not release such information to inmates or anyone acting on behalf of inmates or to other inquiring parties, except as appropriate in performance of my duties as assistant to the victim services coordinator and in compliance with all policies and procedures of the Department.

I understand that information I receive concerning Parole Board matters is confidential and I will not release such information to any party except as appropriate in performance of my duties as assistant to the victim services coordinator and in compliance with all policies and procedures of the Department.

I understand that information concerning an inmate, parolee or probationer, from whatever source, including the offender management system, is confidential, and I will not release such information to any party except as appropriate in performance of my duties as an assistant to the victim services coordinator and in compliance with all policies and procedures of the Department.

I will report immediately to the victim service coordinator and/or other appropriate persons any information relating to the life and safety of victims and/or victim family members; inmates, parolees or probationers; or of staff of the Department.

I hereby understand that I am not an employee or agent of the State of New Mexico and that I have no authority to act on behalf of the State of New Mexico.

I will receive no compensation or benefits from the State.

I will participate only under direct supervision of a Victim Services staff member.

I hereby agree to indemnify and hold harmless the Corrections Department and the State of New Mexico for any of my acts or claims related to the Volunteer Program

I acknowledge that I have read and understand all of the above.

Volunteer: _____ Date: _____
