



GEORGIA
DEPARTMENT OF CORRECTIONS

Volunteer Handbook

March 2020



A General Information Reference Guide for Georgia Department of Corrections Volunteers

VOLUNTEERS.....MAKE A DIFFERENCE!

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PREFACE

This volunteer handbook was developed as a quick reference guide for current and prospective Georgia Department of Corrections Volunteers. This document is intended as a living document that will receive periodic updates. Also, if you have interest in volunteering at a specific facility, the facility chaplain is the best and first point of contact. A facility chaplain listing is included in the document appendix. If you are volunteering as part of a group, your group coordinator is the first logical point of contact for volunteering. Also, the Department of Corrections Volunteer Services staff is always available to assist you with volunteer coordination at 478-992-6406 or 478-992-5908.

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WELCOME MESSAGE

As a Georgia Department of Corrections (GDC) Volunteer, your commitment is invaluable to our Georgia Department of Correction mission! We appreciate your time, talent, and efforts to assist offenders transitioning from incarceration to the free world and helping them to prepare to function as constructive citizens. ***Volunteers are the bedrock foundation for our comprehensive approach to meeting the human and religious needs of offenders at the GDC!***

GEORGIA DEPARTMENT OF CORRECTIONS COMMITMENT

The Georgia Department of Corrections is committed to providing resources to our offender population to prepare them for the transition from custody to the community.

GEORGIA DEPARTMENT OF CORRECTIONS MISSION

The Georgia Department of Corrections protects the public by operating safe and secure facilities through the development of professional staff and effective offender management.

GEORGIA DEPARTMENT OF CORRECTIONS VISION

We set the exceptional standard for protecting the public through our people, processes, and infrastructure.

GEORGIA DEPARTMENT OF CORRECTIONS CORE VALUES

The Core Values of Courage, Determination, and Teamwork reflect the values of the organization and form the foundation on which GDC employees work and conduct themselves.

SAFETY AND SECURITY

The safety and security of visitors, staff and offenders are the most important concerns in any correctional facility. Georgia Department of Corrections staff are trained and have planned for emergency situations ranging from mediating a fight between two offenders to handling a major disturbance.

- 1. In General: Always notify staff in case of an emergency! Also, ALWAYS follow staff directions in case of an emergency!**
2. Chemical Hazard Communication Information:
 - You have a right to know if any chemical substances you encounter are hazardous to you.
 - If you have any questions regarding chemical substances you may be exposed to, contact a supervisor who will explain if there are hazards associated with the use of those chemicals.

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3. Blood and Body Fluid Precautions:

Because of the potential hazard of contracting hepatitis B and/or the human immunodeficiency virus (HIV) that are transmitted by blood or other body fluids, you are asked to please refrain from assisting in any situation which may lead to contact with blood and/or body fluids.

4. Fire:

There are fire evacuation plans posted in all areas of the facility. Locate them and familiarize yourself with the appropriate escape routes and emergency phone numbers.

VOLUNTEER SERVICES

GDC is committed to providing resources to our offender population to prepare them for the transition from custody to the community. Volunteer Services incorporates faith-based organizations, community stakeholders, concerned citizens, civic organizations and business partnerships that support services presently offered and others not provided by traditional agency programming.

VOLUNTEER SERVICES MISSION

- To help reduce recidivism by involving community stakeholders.
- To mobilize (identify, recruit, train, and monitor) resource persons and groups from the community to provide services and mentoring for the habilitation or rehabilitation of offenders.
- To participate in correctional programs, which support the offender's successful transition from custody to community.

VOLUNTEER ROLE

- Volunteers raise the conscious awareness of the community by involving their talents, resources, and their inherent connection to the offender and community.
- Volunteer involvement sends the message to the OFFENDERS that the community has a vested interest in their success.
- Volunteers are needed in a variety of areas, such as: life skills, employment and parenting.

VOLUNTEER OPPORTUNITIES

- Institutional Volunteers
- Mentors
- Educators
- Counselors
- Tutors

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- Musicians
- Librarians
- Volunteer Coordinators
- Ministerial leaders
- Multi-lingual/cultural volunteers and coordinators

SERVICES ADDRESSED BY VOLUNTEERS

- Spiritual Development
- Character Building
- Values
- Parenting
- Worship
- Family and Relationship Building
- Life Skills
- AA/NA
- Communication Skills
- Anger Management
- Financial Planning
- Career Development

CERTIFIED VOLUNTEER QUALIFICATIONS

MUST:

- Deliver a service that meets a need that has been identified by facility staff.
- Make a commitment to provide on-going service.
- Provide references to be checked for positive evidence of ethical, professional, and personal integrity.
- Complete a formal, documented, orientation/training program prior to assignment.
- Agree in writing to abide by all agency policies particularly those relating to confidentiality of information and security practices, using the GDC Volunteer Service Agreement.
- Agree to fingerprinting and background checks.
- Provide required assurances regarding performance of duty, confidentiality, personal/business dealings with offenders and liability.
- Work under the direction of a staff supervisor with a written "Description of duties".

Volunteers SHALL NOT:

- Be under 18 years of age.
- Be a family member or close friend of an offender in the same facility in which the Volunteer's work takes place.
- Be on an offender's visitor list.
- Be an ex-offender, unless approved following the procedures described in SOP 109.01 paragraph 9.
- Perform professional services unless certified or licensed.

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- Represent in an official or unofficial way, or be a member of, an organization identified as a “hate group” by the Office of Professional Standards or otherwise espousing an ideology of discrimination or violence toward others based upon an individual’s race, gender, religion, national origin, or other identity.

NOTE: The Georgia Department of Corrections reserves the right to refuse anyone access to any facility or to terminate volunteer status at any time and for any reason.

FORMER OFFENDERS AS VOLUNTEERS

Ex-offenders can be valuable as staff resources, as well as powerful role models in offender rehabilitation programs. Security considerations require careful and consistent supervision of any ex-offenders in correctional service. To that end, an ex-offender may become a Certified Volunteer provided that:

- There is no evidence of criminal behavior since release from prison.
- Maximum released offenders have been out for three (3) years with no probation, parole or pending criminal charges.
- Former offenders are completely off parole and/or probation and have been out (off paper) for three (3) years.
- Reference checks provide evidence of maturity, sobriety and a record of responsible citizenship.
- All normal procedures for certification have been satisfactorily completed as described above.
- The application for certification has been cleared by the State Director of Volunteer Services for final approval by the Commissioner or his designee.

DEPARTMENT EMPLOYEES AS VOLUNTEERS

Department employees may serve as Certified Volunteers provided that:

- The volunteer work in no way conflicts with employee responsibilities; including that GDC employees shall not volunteer at the facility where they are employed.
- They conduct their services as volunteers, under existing SOP regulations, identification and supervision, not as employees.
- They are placed on the Facility Volunteer list, assigned a staff supervisor and issued a Volunteer I.D. card, following all standard procedures for volunteer certification.

VOLUNTEER APPLICANT SECURITY SCREENING

All individuals applying for volunteer roles within the Georgia Department of Corrections are required to submit to a background screening process. This process will include but is not limited to personal background, driver’s history, criminal history, educational background, military personnel records, and records of financial or credit institutions. Volunteer applicants are requested to authorize the Georgia Department of Corrections in writing to perform this screening including fingerprinting as part of the application packet submission.

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MANDATORY PRE-SERVICE VOLUNTEER CERTIFICATION TRAINING

The mandatory Volunteer Certification Training consists of the following subjects:

- Overview of Corrections
- Overview of Reentry Services
- PREA (Prison Rape Elimination Act) Reporting requirement
- Games Offenders Play
- Role of Volunteer/Rules of Volunteer
- Code of Ethics and Conduct
- Standard Operating Procedures and Policies
- Sexual Harassment/Unlawful Harassment
- Sexual Misconduct
- Emergency Procedures
- Infectious Diseases
- Volunteer Forms

NOTE: A volunteer holds a unique position and must be aware of issues that may arise while working with the offender population to ensure the safety of volunteers, staff, and offenders. All volunteers will complete/acknowledge a volunteer service agreement before serving as a certified volunteer (Appendix C).

VOLUNTEER CERTIFICATION RENEWAL

Volunteer ID cards, GCIC review, and the Commissioner's letter on sexual harassment are signed and renewed annually. Specialized reentry volunteer trainings (Faith & Character based initiatives, Mentors, AA/NA, SVORI, Aftercare, Safe houses, etc.) are coordinated and facilitated by the State Volunteer Coordinator.

VOLUNTEER APPEARANCE

All Volunteers must dress in a manner appropriate to their position and duties:

- Dress as a professional volunteer.
- Do not wear provocative, military or suggestive clothing including shorts.
- Do not wear expensive articles of jewelry or carry over \$5.00 cash into a facility.

VOLUNTEER ATTENDANCE

Volunteering involves certain commitment. If a volunteer has committed to participate at an institution as part of a group or as an individual, the institution honors that commitment by expecting them to arrive on time when scheduled/coordinated and to participate in a professional manner.

VOLUNTEER CONDUCT AND ETHICS

- Volunteers will maintain a professional relationship with all persons in the custody or under the supervision of the Georgia Department of Corrections, and their immediate family or visitors.
- No personal or business relationships are permitted.
- Volunteers will not knowingly submit inaccurate or untruthful information for or on any Georgia Department of Corrections record, report, or document.
- Volunteers will not solicit, trade, barter, or accept a gift or any compensation from, or present a gift to, an offender, an offender's family, or person under supervision of the GDC.
- Volunteers are not to bring into or take out anything for the offender.
- Volunteers will not refuse to submit to a search or inspection of self, personal property, or vehicle (s) by an authorized employee, while entering, departing, or otherwise upon the premises of an institution.
- Volunteers will not report for services or exercise supervision or control over any person that is under the supervision of the GDC while under the influence of narcotic, barbiturate, hallucinogenic drug, central nervous system stimulant, or an intoxicant.
- Volunteers will not be insubordinate, neglectful, or unwilling to follow lawful orders or perform officially designated services.
- An employee, contracted personnel, or volunteer will not discredit or disparage the religious beliefs of any offender or coerce any offender to make a change of religious faith/affiliation.
- Employees will become familiar with GDC SOP 104.47, Employee Standards of Conduct.

AGENCY ZERO HARRASSMENT TOLERANCE

Unlawful harassment includes, verbal, electronic, written or physical conduct that disparages or shows hostility or aversion toward an individual because of that person's race, color, religion, gender, national origin, age or disability. **Sexual harassment** includes unwelcome sexual reference, allusions, "humor," advances, requests for sexual favors, and other verbal, written, electronic, or physical conduct or interactions of a sexual nature as defined by the Departmental policy and procedures related to this subject. Employees shall report all events of unlawful harassment and unlawful retaliation against themselves or others to any supervisor in their chain of command or Director of Professional Standards (478) 992-5374.

CONTRABAND ITEMS

Certain items that are NOT ALLOWED entry into a confinement facility. Contraband can be defined as anything in the possession of a person that is contrary to the rules and regulations of the institution. Items that Volunteers will not take inside a facility include, but are not limited to the following:

- Weapons
- Brief cases
- Drugs/Alcohol
- Cell phones
- Mirrors
- Fingernail clippers
- Pens (spring loaded)
- Tobacco products
- Lighters

NOTE: Volunteers should never question the facility's decision to restrict any items or question the categorization of anything that you may not consider contraband.

MEDIA INQUIRIES

In the event a volunteer is approached by news media for comments regarding confinement facility matters, the volunteer should refrain from making any comments and immediately refer the media to Facility Supervisors or GDC Public Affairs representatives. The **Office of Public Affairs** is the GDC's point of contact for all media inquiries from news organizations in Georgia, the United States, and globally. This office provides accurate and timely information about the Georgia Department of Corrections and acts as the agency's official spokesperson. News organizations with media or interview inquiries, should contact the **Office of Public Affairs at 478-992-5247**.

NOTE: No photographs/photography, including group photos, is permitted inside a GDC confinement facility without the express consent of the GDC Office of Public Affairs.

CONFIDENTIAL AND SENSITIVE INFORMATION

While conducting volunteer duties, it is possible that volunteers may overhear information about offenders that is sensitive and confidential. This information must remain in confidence and not be repeated or disseminated. Volunteers shall not reveal confidential information contained in Georgia Department of Corrections records to unauthorized persons.

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In 1996, the **Health Insurance Portability and Accountability Act** became law. All Health Insurance Portability and Accountability Act (HIPAA) rules must be followed.

Examples of Health Information that should not be disseminated:

- Overheard conversations between an offender and health care provider.
- Vital Signs or medical test results.
- Prescriptions.
- Medical charts.

Examples of Individual Identifying Data that cannot be discussed:

- His or her name.
- Social Security Number.
- GDC number.
- Home address.
- Location (i.e. work camp, dorm, bunk number).

The following three reasons are exceptions to the confidence rule and must be reported to a supervisor immediately:

- An offender says they will hurt themselves.
- An offender says they will hurt someone else.
- The security of the institution is threatened.

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Facility Chaplain List	Current as of: March 2020
Facility	Facility Chaplain
Arrendale State Prison 2023 Gainesville Hwy Alto, GA 03510-0709	Susan Bishop & Kemmie McNeese 706 776 4810 susan.bishop@gdc.ga.gov kemmie.mcneese@gdc.ga.gov
Augusta State Medical Prison 3001 Gordan Hwy Grovetown, GA 30813	Roy Norman 706 855 4788 roy.norman@gdc.ga.gov
Autry State Prison 3178 Mount Zion Church Rd. Pelham, GA 31779	Doug Simmons 229 294 6744 douglas.simmons@gdc.ga.gov
Baldwin State Prison 140 Laying Farm Road Hardwick, GA 31034	Ra'oof Rashada 478 445 0494 raoof.rashada@gdc.ga.gov
Burruss Correctional Training Ctr (CTC) 1000 Indian Springs Drive Forsyth, GA 31029	Tammie Dunlap 478 994 7537 tammie.dunlap@gdc.ga.gov
Calhoun State Prison 27823 Main Street Morgan, GA 39866	Alexander Jordan 229 849 5006 alexander.jordan@gdc.ga.gov
Central State Prison 4600 Fulton Mill Rd. Macon, GA 31208	Sonja Moss 478 471 2941 sonja.moss@gdc.ga.gov
Coastal State Prison 200 Gulfstream Rd. Garden City, GA 31418	Theodore Valcourt 912 965 6288 theodore.valcourt@gdc.ga.gov Donald Tompkins – Part Time Chaplain donald.tompkins@gdc.ga.gov
Dodge State Prison 2971 Old Bethel Rd. Chester, GA 31012-0276	Sterling Averett 478 358 7230 sterling.averett@gdc.ga.gov

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Facility	Facility Chaplain
Dooly State Prison 1412 Plunkett Rd. Unadilla, GA 31091	Vacant 478 627 2021
Emanuel Women's Facility 714 Gumlog Road Swainsboro, GA 30401	Earnestine Pinkston 478 289 2851 earnestine.pinkston@gdc.ga.gov
Ga Diag & Classification Prison 2978 Hwy 36 West Jackson, GA 30233	Henry Miller 770 504 2067 henry.miller@gdc.ga.gov Anthony Wilson – Part Time Chaplain anthony.wilson@gdc.ga.gov
Georgia State Prison 300 1st Avenue South Reidsville, GA 30453	Calvin Wilt 912 557 7446 calvin.wilt@gdc.ga.gov Philip Keeter – Part Time Chaplain phillip.keeter@gdc.ga.gov
Hancock State Prison 701 Prison Blvd Sparta, GA 31087	Carl Lott 706 444 1087 carl.lott@gdc.ga.gov John Hurd – Part Time Chaplain john.hurd@gdc.ga.gov
Hays State Prison 777 Underwood Rd Trion, GA 30753	Darryl Ellis 706 857 0608 darryl.ellis@gdc.ga.gov Richie White – Part Time Chaplain richard.white@gdc.ga.gov
Johnson State Prison 290 Donovan-Harrison Rd Wrightsville, GA 31096	Forrest Lester 478 864 4199 forrest.lester@gdc.ga.gov
Lee State Prison 153 Pinewood Dr Leesburg, GA 31763	Thaddaus Laidler 229 759 3113 thaddaus.laidler@gdc.ga.gov

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Facility	Facility Chaplain
Macon State Prison 2728 Hwy 49 South Oglethorpe, GA 31068	Vacant 478 472 3444 Shelby White – Part Time Chaplain shelby.white@gdc.ga.gov
Metro Reentry Prison 1301 Constitution Ave Atlanta, GA 30316	Charles Tolbert 404 460 2124 charles.tolbert@gdc.ga.gov Charles Hines 404 460 2124 charles.hines@gdc.ga.gov
Montgomery State Prison 650 Mt. Vernon/Alston Rd Mt. Vernon, GA 30445	Russell Houser 912 583 3600 russell.houser@gdc.ga.gov
Phillips State Prison 2989 West Rock Quarry Rd Buford, GA 30519	Ken Ellis 770 932 4591 kenneth.ellis@gdc.ga.gov
Pulaski State Prison 373 Upper River Rd Hawkinsville, GA 31036	Robbin Ingram 478 783 6082 robbin.ingram@gdc.ga.gov
Rogers State Prison 1978 GA Hwy 147 Reidsville, GA 30453	John Harmon 912 557 7776 john.harmon@gdc.ga.gov
Rutledge State Prison 7175 Manor Rd Columbus, GA 31907	Gayle Jordan 706 568 2378 gayle.iordan@gdc.ga.gov
Smith State Prison 9676 Hwy 301 North Glennville, GA 30427	Bernard Hill 912 654 5158 bernard.hill@gdc.ga.gov

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Facility	Facility Chaplain
Telfair State Prison	Freddie Castle
210 Long Bridge Rd	229 868 3241
Helena, GA 31037	freddie.castle@gdc.ga.gov
Valdosta State Prison	Timothy Riser
3259 Val Tech Rd	229 245 3726
Valdosta, GA 31603	timothy.riser@gdc.ga.gov
Walker State Prison	Aaron Reaves
97 Kevin Lane	706 764 3622
Rock Springs, GA 30739	aaron.reaves@gdc.ga.gov
	Vacant
	706 764 3610
Ware State Prison	Michael Flynn
3620 North Harris Rd	912 287 4974
Waycross, GA 31503	michael.flynn@gdc.ga.gov
	Tawanna Harris - Part Time Chaplain
	tawanna.harris@gdc.ga.gov
Washington State Prison	Warren Harris
13262 Hwy 24 East	478 348 2275
Davisboro, GA 31018	warren.harris@gdc.ga.gov
Whitworth Women's Facility	Cynseria Jenkins
414 Valley Hart Rd	706 856 2601
Hartwell, GA 30643	cynseria.jenkins@gdc.ga.gov
Wilcox State Prison	Linda Taylor
470 South Broad St	229 467 3006
Abbeville, GA 31001	linda.taylor@gdc.ga.gov

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VOLUNTEER SERVICE AGREEMENT

GENERAL STANDARDS

As a volunteer of the Georgia Department of Corrections, herein referred to as GDC, I agree to the following standards of general conduct.

1. I will conduct the activities related to my volunteer service in accordance to the Standards of Conduct and Standard Operating Procedures as set forth in SOP 109.01. I will not knowingly violate any part of these policies or seek to circumvent the intent of the same. If at any time I am unclear or uncertain concerning a policy or procedure, it is incumbent upon me to contact my group leader for clarification.
2. I will be respectful to all staff, inmates, and other volunteers during each part of my volunteer service.
3. I will not disparage, disregard, or be dismissive of another person's faith while performing my volunteer service. I will not coerce any inmate or staff to alter or change their belief system.
4. I understand that I may be denied access to any unit at any time for any reason. I understand that any program may be delayed or cancelled due to institutional needs at any time for any reason.
5. I will not discuss GDC issues with the media or make public statements on behalf of GDC.
6. I understand that my status as a volunteer can be terminated at the discretion of GDC and that upon termination I am without recourse. I understand that if terminated I can at a future time reapply for active status.
7. I understand that GDC has completed a criminal background check in response to my application and will complete a criminal background check each year to renew my status. If I choose not to have a criminal background check performed, I will notify GDC Volunteer Services in writing. This will terminate my status as a volunteer.
8. I consent to a search of my person, my property, and my vehicle at any time while on the property of GDC.
9. I will maintain control of my personal property at all times and immediately report any lost or stolen items.
10. I agree to assume fully all the risks, which may result from my volunteer service in and for GDC and agree to indemnify, defend, and hold harmless GDC and the State of Georgia. Furthermore, I agree to waive all claims of any nature that I may have against GDC and the State of Georgia, its agencies, departments (including the Department), authorities and instrumentalities (including the State Tort Claims Trust Fund), and the officers, directors and employees of each, waiving all rights against any of them (collectively, the "State"), for personal injury, property loss, or property damage arising from or in connection with my service as a volunteer.

PROHIBITED ACTIVITIES

I understand that in the performance of my duties as a volunteer for GDC I will be entering a secure facility. As such, there are certain activities that are strictly prohibited. I agree to fully abide by the policies concerning these activities.

1. I understand that unauthorized items are considered contraband and the introduction of any contraband into a secure facility is a violation of state law and is subject to criminal prosecution. Restricted items must be approved by facility leadership (usually Warden, DW C/T, DW Security, or designee). I will only bring in items that have been preapproved and that are designated for my volunteer services.

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Contraband includes, but is not limited to: alcoholic beverages, tobacco products and paraphernalia, narcotics and drugs and related paraphernalia, explosive devices, lighters, mace or related objects, knives, firearms, or any item that may threaten the safety and security of the institution, its population, staff, or volunteers.

Restricted items include, but are not limited to: cell phones, pagers, computers, cameras, audio/visual equipment, prescription drugs, and tools.

2. I will not give anything to an inmate nor (receive) anything from an inmate.
3. I will not engage in a romantic or sexual relationship with an inmate even if the inmate gives their consent. I will not perform nor allow to be performed upon me any form of sexually gratifying contact with an inmate even if the inmate gives their consent. I will not engage in lewd or sexually suggestive conversation with an inmate nor allow an inmate to engage in lewd or sexually suggestive conversation with me.
4. I will have minimal physical contact with inmates.
5. I will have no personal dealings with an inmate, either giving or receiving. This includes, but is not limited to, making phone calls, mailing letters, delivering packages, relaying messages, making purchases, selling or buying items, or entering into any business or profit relationship with an inmate or their family.
6. I will maintain legal and ethical boundaries with all inmates.
7. I will not engage in any personal communication with an inmate that is housed in the facility where I am a volunteer. This includes, but is not limited to, letters, emails, and phone calls. I understand that if I am selected to serve as an approved mentor, I will then be allowed to communicate with my mentee under the parameters of the Mentor Agreement.
8. I will not allow any inmate to reside in my residence or be employed under my direct supervision upon their release from incarceration.
9. If I assist an inmate with their reentry upon their release, and thereafter they are reincarcerated, I will immediately notify GDC.
10. I will not divulge any confidential or private information concerning an inmate or staff member and will seek to maintain the highest level of respect for the right of privacy for all inmates and staff.

PRISON RAPE ELIMINATION ACT (PREA) NOTIFICATION

1. I understand that GDC has a zero-tolerance policy toward any sexual misconduct, sexual harassment, or sexual abuse between inmates and between inmates and staff or volunteers.
2. I understand that I am obligated to report all sexual abuse or sexual harassment between inmates or between inmates and staff or volunteers whether I observe the incident, or the incident is reported to me.
3. I understand that all romantic and/or sexual relationships and/or activities between an inmate and a volunteer are strictly prohibited even if the inmate gives their consent and is a willing participant in the activity.
4. I understand that if I am suspected of engaging in a romantic or sexual relationship with an inmate, I will be terminated as a volunteer with the GDC and will be banned from all GDC facilities.

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5. I understand that if I am suspected of engaging in a romantic or sexual relationship with an inmate, I will be referred to the appropriate law enforcement agency for a full investigation and possible criminal prosecution under Georgia law.

PRECAUTIONS FOR AVOIDING AIRBORNE AND BLOODBORNE INFECTIOUS DISEASES

Though the risk of contracting such diseases is very low for the volunteer, observing common sense precautions does mitigate the risk to a greater degree.

1. If you believe an inmate has an infectious illness, ask them to cough or sneeze into a tissue and dispose of such properly.
2. Do not touch the bodily fluid (blood, mucus, semen, saliva, etc.) of anyone for any reason. If you see the aforementioned, contact a staff person.
3. If you accidentally come into contact with bodily fluid, wash area immediately with warm soapy water for at least 20 seconds, report incident to group leader or officer.

I AGREE

By signing this agreement, I affirm that I have carefully read its content and have had each part of it fully explained to me. I agree to adhere and abide by each part of this agreement as a condition of my status as a volunteer with the GDC.

Signature Date

HOST FACILITY

