

FLORIDA DEPARTMENT OF CORRECTIONS
OFFICE OF HEALTH SERVICES

HEALTH SERVICES BULLETIN NO. 15.11.02

Page 1 of 9

SUBJECT: VOLUNTEER AND INTERN PROGRAM

EFFECTIVE: 09/23/14

I. PURPOSE:

The purpose of this health services bulletin (HSB) is to establish guidelines for the recruitment, selection, orientation, training, supervision, and recognition of volunteers and interns at all facilities within the Office of Health Services.

These standards and responsibilities apply to both Department staff and Comprehensive Health Care Contractor (CHCC) staff.

II. DEFINITIONS:

- A. **Approving authority** refers to the Assistant Secretary of Health Services, Director of Medical Services, Director of Health Services Administration, Mental Health Services Director, Director of Dental Services, Nursing Services Director or Pharmaceutical Services Director who has authorizing or approving authority for each volunteer or intern and associated program at a Florida Department of Corrections facility and/or office.
- B. **Intern or Resident** (other than psychology interns and residents) refers to any person who is a student at an accredited college, professional school, or university fulfilling a requirement of an internship and provides a service to the department during the period of the internship.
- C. **Psychology Intern**, as used herein, refers to a student from an accredited college, professional school or university who, by virtue of their advanced academic standing, has been formally admitted by one of these academic institutions to internship status in partial fulfillment of a doctoral degree in psychology, and who provides supervised mental health services for the Department that are in accordance with doctoral internship standards established by the American Psychological Association.
- D. **Psychology Resident**, as used herein, refers to a person who has graduated with a doctoral degree in clinical or counseling psychology from an accredited college, professional school, or university and, in pursuit of specialization in correctional psychology and/or psychology licensure under Chapter 490, FS, provides supervised mental health services for the Department that are in accordance with post-doctoral internship standards established by the American Psychological Association.
- E. **Practicum Student**, as used herein, refers to a person who is a student at an accredited college, professional school, or university who, as part of gaining credit for an academic course, engages in a period of work for practical experience in the

SUBJECT: VOLUNTEER AND INTERN PROGRAM

EFFECTIVE: 09/23/14

- given subject area.
- F. **Occasional service volunteer** refers to a volunteer who provides services to the department for a special event or program activity where there is no direct contact with an inmate or offender without direct staff supervision.
- G. **Regular service volunteer** refers to a volunteer who may come into direct contact with an inmate or offender without direct staff supervision and who provides goods and/or services to the department on a regular basis.
- H. **Volunteer** refers to any person who provides goods and/or services to the department without monetary or material compensation.
- I. **Coordinator** refers to the relevant institutional, regional or state personnel appointed to coordinate, direct and monitor volunteer or intern activities and services, in accordance with conditions stipulated by the approving authority.
- J. **Supervisor** refers to an employee appointed to provide direct supervision and on-the-job training for a specific volunteer or intern.
- K. **HIPAA training** refers to the basic or advanced department training on the confidentiality requirements of protected health information as stipulated by the Health Insurance Portability and Accountability Act of 1996 (HIPAA.)

III. RECRUITING:

- A. Primary responsibility for the recruitment of a volunteer/intern will be vested in the coordinator at each location. The designated coordinator for Health Services is the institutional health services administrator or the discipline director(s) in central office unless otherwise designated by the Assistant Secretary or Discipline Director. Volunteer and intern services will be coordinated with security personnel. In order to cover those instances when the designated coordinator is unavailable, a designated backup or second-in-command will be named by the designated coordinator.
- B. A volunteer or intern will be selected without regard to race, age, color, sex, religious creed, national origin, political opinions or affiliations, marital status, or disability, except when such requirement constitutes a bona fide qualification necessary to perform the essential tasks associated with the volunteer/intern position.
- C. In general, a volunteer or intern must be at least 19 years of age. The exception is the underage (16-18 years of age) intern or occasional service volunteer. An underage occasional service volunteer must have the application forms signed and notarized by at least one parent or legal guardian. The underage occasional service

SUBJECT: VOLUNTEER AND INTERN PROGRAM

EFFECTIVE: 09/23/14

volunteer will be under direct staff supervision at all times.

- D. The coordinator, as well as other departmental staff, will actively recruit student volunteers and interns from local community colleges, colleges, professional schools, and universities. Whenever possible, a student volunteer and internship arrangement will be established with educational institutions by the coordinator.

IV. SCREENING AND SELECTION:

- A. The names and identifying information of all potential volunteers and interns will be submitted to the coordinator for approval processing.
- B. The coordinator or his/her designee will conduct a background check on offender and personnel databases of the department for each regular service, occasional service volunteer, and intern prior to service.
- C. A regular service volunteer and intern will complete and sign the application and induction process documents necessary to determine qualifications and availability of appropriate placement. An occasional service volunteer will not be required to complete the full application and induction process documents. An occasional service volunteer will, however, provide identifying data, address and phone number, and if appropriate, requested program activity/work area and group affiliation.
- D. A volunteer or intern applicant must receive initial approval from the appropriate approving authority. After initial approval, a background check and reevaluation will be conducted on an annual basis by the approving authority.
- E. The minimum criteria for selecting an occasional service volunteer is as follows:
1. A complete background check and initial approval from the approving authority, and
 2. A scheduled and approved visit at the specific facility by the approving authority.
 3. An occasional service volunteer is not required to complete basic HIPAA training unless the coordinator or designated supervisor deems it necessary due to the potential access to inmates' protected health information. If the occasional service volunteer is required to take basic HIPAA training, the volunteer will also be required to complete an DC2-813, *Acknowledgement of Responsibility to Maintain Confidentiality of Medical Information*.
- F. The minimum criteria for selecting a regular service volunteer

SUBJECT: VOLUNTEER AND INTERN PROGRAM

EFFECTIVE: 09/23/14

or intern is as follows:

1. A complete background check and initial approval from approving authority,
 2. A completed discipline-specific orientation and training, in accordance with HSB 15.11.01, *Health Services Personnel Orientation*,
 3. A valid volunteer ID card, and
 4. A scheduled visit at the specific facility.
- G. A regular service volunteer or intern will be required to complete basic HIPAA training. Regular service volunteers and interns may be required to complete Advanced HIPAA training depending on job responsibilities and at the discretion of their coordinator and designated supervisor, in consultation with the appropriate HIPAA Privacy Coordinator. Additionally, the regular service volunteer or intern will be required to complete a DC2-813, *Acknowledgement of Responsibility to Maintain Confidentiality of Medical Information*.
- H. The eligibility status for volunteers and interns will be pending, approved, not approved, inactive, or terminated. Inactive status will apply to the volunteer or intern who proves unwilling or unable to perform assigned duties until a more appropriate assignment can be arranged or some other decision is made. The volunteer or intern who proves unwilling or unable to perform assigned duties may also be terminated.
- I. An employee of the department will only be allowed to serve as a volunteer or intern in the following situations:
1. Volunteer or intern service does not conflict with the requirements of fair labor standards laws.
 2. Duties as an employee would not require the employee to respond differently from any other volunteer or intern in the event of an emergency. Work-related emergency requirements take priority over volunteer requirements. In an emergency situation, the employee must check with the officer/supervisor in charge for permission to act in an official capacity.
 3. The volunteer or intern service is approved by the appropriate authority.
 4. Volunteer or intern services will not normally be at the employee's work location.
- J. An ex-employee who was discharged, terminated or resigned in lieu of disciplinary action will not be considered for volunteer or intern service until at least three (3)

SUBJECT: VOLUNTEER AND INTERN PROGRAM

EFFECTIVE: 09/23/14

years have elapsed from the date of discharge or resignation depending on type of offense and approval by appropriate director and security if warranted.

- K. A volunteer or intern applicant with an arrest or conviction history will not be automatically disqualified to serve. Each ex-offender will be evaluated on an individual, case-by-case basis as follows:
1. An ex-offender will not be considered as a volunteer/intern until at least three (3) years have elapsed since release from the custody or supervision of the department or any other county/state/federal correctional agency. An individual under long-term supervision must have completed at least five (5) years of supervision, have a satisfactory record, and receive the written approval of the judge or Florida Parole Commission and the correctional probation officer to be considered as a volunteer or intern.
 2. An ex-offender will not be considered as a volunteer or intern if prosecuted and found guilty of assaulting correctional staff or law enforcement officers, or escaping from a correctional facility while incarcerated.
 3. An ex-offender's record of institutional adjustment and/or adjustment to supervision and readjustment to society after release will be evaluated and considered prior to approval as a volunteer/intern.
 4. During the period after release, the ex-offender will have demonstrated involvement in activities related to the area of volunteer or intern service. The ex-offender will be required to have a referral source or sponsoring reference.
 5. An individual who has received an unconditional pardon or clemency, with no community supervision, will not be considered an ex-inmate or ex-offender for approval as a volunteer/intern.
 6. Any ex-offender who has previously been approved as a volunteer or intern must reapply within six (6) months of the issue date of this technical instruction.
- L. A volunteer or intern will not be on the visiting list of any inmate or offender housed or supervised where the volunteer or intern is assigned.
- M. A volunteer or intern will not be assigned to a facility where a familial inmate is housed.
- N. A volunteer providing professional services will require additional screening and approval by the approving authority to ensure that the volunteer is certified,

SUBJECT: VOLUNTEER AND INTERN PROGRAM

EFFECTIVE: 09/23/14

licensed and/or otherwise qualified to provide such services.

- O. It is within the discretion of the approving authority to disapprove any individual for volunteer or intern service if the individual presents a risk to the security and/or operation of the facility or office. The disapproval status for the individual will be documented in the volunteer or intern's file.
- P. An individual receiving disapproval or inactive/termination status as a volunteer or intern may appeal the decision by having the case reviewed by the central office panel, composed of the coordinator and one staff member each from the Offices of Institutions, Administration, Program Services, Health Services, and Community Corrections. The case will be forwarded by the review panel to the Assistant Secretary for final review.

V. SUPERVISION OF VOLUNTEERS AND INTERNS:

- A. Health services volunteers regardless of whether they hold professional licenses or not, may not perform health care functions. Interns will perform health care functions within the guidelines identified in the agreement with the participating college, professional school, or university. Florida Department of Corrections health care employees will supervise interns.
- B. The designated supervisor will ensure that each volunteer/intern will receive the appropriate orientation (see Appendix A *Health Services Orientation*).
- C. Doctoral level psychology interns and post-doctoral level psychology interns will be assigned to locations where a psychologist licensed in the State of Florida is on site to provide supervision. These psychology interns will receive a minimum of two (2) hours of individual, face-to-face supervision, and two (2) hours of group supervision per week from their supervisor(s). All written work products of psychology interns will be reviewed and countersigned by their supervisor.
- D. Under no circumstances will a psychology intern provide clinical services without a clinical supervisor on site.

When the assigned supervisor is unable to be present, the supervisor will make arrangements for another Florida-licensed psychologist to provide supervision.

VI. SCHEDULING:

- A. Scheduling of interns and volunteers in the health services unit will be facilitated by the coordinator.

SUBJECT: VOLUNTEER AND INTERN PROGRAM

EFFECTIVE: 09/23/14

- B. The designated coordinator at an institution will be responsible for coordinating with security staff to facilitate a timely call-out for an inmate to participate in a program or service involving a volunteer or intern. Efforts will be made to minimize disruption of an approved program or alteration of the intended program duration except when necessary for the security and operation of the facility.
- C. A regular service volunteer or intern will be allowed access to the general housing, medical, mental health, classification, and confinement areas in a facility consistent with the duties to be performed and in consideration of security issues. The underage volunteer or intern will not be allowed access to the above-listed areas in an institution or facility.

VII. GROUPS OR ORGANIZATIONS:

- A. A volunteer group or organization will have a contact person designated for each institution or facility and/or office participating in a volunteer program.
- B. The contact person for the group or organization will assist departmental staff in the screening and selection of a volunteer or intern who will provide a service under the organization's auspices.
- C. Any group or organization wishing to provide programming and/or service at a departmental facility/office must designate one or two people to be responsible for the group/organization. The individual will be required to meet with facility/office administrators in advance of providing services for a brief orientation on facility/office guidelines, rules, and restrictions. All departmental procedures will apply to the regular service volunteer or intern and occasional service volunteer affiliated with a group or organization.
- D. An individual who desires to volunteer under the auspices of a group or organization should demonstrate knowledge of the mission and rules of conduct of the group or organization.
- E. Any literature or other materials sponsored by the group or organization must be approved by the approving authority prior to disbursement to an offender. Approval of literature and other material will be subject to a determination of appropriateness, space availability, as well as offender possession rules.

VIII. PROGRAM MONITORING, REPORTING, AND REVIEW:

- A. The coordinator (Psychology Internship Training Director in the case of psychology interns) will maintain all files for each volunteer and intern. The file for the occasional service volunteer will contain a department-approved application

SUBJECT: VOLUNTEER AND INTERN PROGRAM

EFFECTIVE: 09/23/14

(DC5-601A, *Volunteer and Intern Services*).

- B. The file for the regular service volunteer and intern will contain induction process documents with required signatures: a department-approved DC5-601A, *Volunteer and Intern Services* (application) and an agreement with a university, school, preceptorship, etc.
- C. The file for a psychology intern or a psychology resident will contain a State of Florida employment application, a copy of the letter of internship offer and acceptance signed by both the Assistant Secretary of Health Services and the intern, a completed Association of Psychology Postdoctoral and Internship Centers (APPIC) application, three letters of professional recommendation, copies of official undergraduate and graduate transcripts, and a copy of the face sheet of professional liability insurance coverage.
- D. Written evaluations of psychology interns and psychology residents will be completed by the supervising psychologist at the end of each semester or rotation (whichever occurs first), reviewed by the Psychology Internship Training Director, and will be maintained in the intern's file. A written evaluation will be completed at the end of the internship on each psychology intern. In the case of psychology interns, copies of each written evaluation will be sent to the doctoral intern's graduate program training director.
- E. The instructions for addressing psychology intern problem behavior, grievance process, and due process are included in Appendix B *Psychology Intern Problems, Due Process, and Grievance Procedures*.

IX. REFERENCES:

Procedure 503.004 ,*Volunteers and Interns*
Health Services Bulletin 15.11.01, *Health Services Personnel Orientation*

SUBJECT: VOLUNTEER AND INTERN PROGRAM

EFFECTIVE: 09/23/14

X. IMPLEMENTATION DATE:

Each institution will immediately implement this health services bulletin.

Assistant Secretary of Health Services

Date

Appendix A: Health Services Orientation

Appendix B: Psychology Student Trainee Problems, Due Process, and Grievance Procedures

This Health Services Bulletin Supersedes:

HSAM 97-3 dated 3/17/97
TI 15.11.02 dated 4/19/01, 11/25/02 and 4/10/03.
