



VOLUNTEER HANDBOOK

CONTENTS:

- | | |
|--|-----------|
| ❖ Getting Started – Interns & Volunteers | Pg. 1 |
| ❖ Overview | Pg. 2-6 |
| ❖ Job Descriptions | Pg. 7-10 |
| ❖ Safety & Security Acknowledgement | Pg. 11 |
| ❖ Volunteer Evaluation | Pg. 12 |
| ❖ Dress Code | Pg. 13 |
| ❖ Policies & Procedures | Pg. 14-33 |
| ❖ Volunteer Time Log | Pg. 34 |

Interns & Volunteers

Criminal History Checks and Sex Offender registration background checks MUST BE returned at least one day prior to the volunteer or intern's first day of service.

In order to volunteer / intern with Juvenile Services you must:

- Complete & return the volunteer application. (Keep the Volunteer Handbook for future reference.)
- Return the three (3) completed reference pages to Volunteer Manager. May be faxed: 943-3209.
- Successfully complete a criminal history / sex offender registration background check.
 - This requires that you report to an assigned location to have your fingerprints scanned electronically. Results are returned within 5 – 10 days. This appointment will not be scheduled until you have attended the Volunteer Training and turned in all of the required forms in the Application.
 - If an arrest record is revealed, the Juvenile Board / Executive Director will make the final decision regarding volunteer / intern approval.
- Provide a copy of your Driver's License (or other photo ID).
- Sign a job description.
- Complete the department's volunteer training and submit copies of all training documentation forms to the Volunteer Manager.
 - Training is typically scheduled for the 3rd Monday of each month (subject to change). Volunteer/Intern training is scheduled for the morning (8:30am to noon). Please contact the Director of Training, Dave Murray, at 943-3212 to let him know you would like to attend a training and determine what is available.
- Volunteer Manager (Sherry Graves @ 943-3213) will call you when the fingerprint results have been returned. At this time you may come in to get your volunteer card.
- You may begin your service as a volunteer or intern once you have completed ALL of the above steps.
- **It is your responsibility as a volunteer / intern to:**
 - Complete an evaluation form each time you come to the center (before you leave)
 - **Sign in and Sign out** as appropriate at the location of your assignment.
 - Follow all rules and respect the authority of any shift supervisor when you are in the Academy or Detention (including dressing appropriately).
 - Maintain the Juvenile Services log of hours worked and submit them to the Volunteer Manager at the end of December and/or when your internship is complete, as applicable.

In Addition, Interns must:

- Provide documentation of approved participation in internship from college.
- Undergraduate interns will provide an unofficial copy of their transcript.
- Graduate interns will provide a certified original transcript in a sealed envelope.
- Graduate students in Counseling will also provide proof of practicum insurance.
- Post Graduate students will provide proof of current licensure (LPCI, etc).

Criminal History Checks and Sex Offender registration background checks MUST BE returned at least one day prior to the volunteer or intern's first day of service.

General Overview of Williamson County Juvenile Services

As of December 1, 2011, the Texas Juvenile Justice Department (TJJD) is the state agency providing oversight to Williamson County Juvenile Services. The Texas Juvenile Probation Commission (TJPC), our previous oversight agency, and the Texas Youth Commission (TYC) combined by legislative mandate to form TJJD. TJJD audits our operations, at least annually, for compliance with posted standards in the areas of: Data Collection, Employee Records, Finance, Detention, JJAEP, Probation/Court, and Health Services. Additionally, there are national audits of our compliance with the NSLP (National School Lunch Program) and ACA (American Correctional Association) standards.

Williamson County Juvenile Services provides services in multiple locations in Williamson County. The Juvenile Justice Center in Georgetown houses the Administration offices, Detention, Academy, Probation and Court. Juvenile Court is held in the on-site court room at least once a week. Additionally there are satellite probation offices providing services in Round Rock, Cedar Park and Taylor. Services are provided to juveniles (ages 10 to 16).

Our #1 concern is the safety and security of everyone in any of our facilities – juveniles, employees, parents, district court personnel, attorneys, volunteers and interns. You will be asked to complete a rather lengthy application, attend a mandatory training and submit to a fingerprint background check. Once you have completed the approval process, we will still ask you to evaluate programs regularly, sign in and out, and be flexible. We may occasionally need to suspend volunteer programming based on what is going on in the facility on any given day. Our commitment to confidentiality means that you may never know why you were called and asked not to come, but please know that we don't take that action without careful consideration. We ask that you be understanding of everything we do and everything we ask you to do as the goal is to satisfy state standard requirements and thereby provide a safe environment for all who enter our facilities.

TJJD is constantly updating the standards Juvenile Services operates under. They do this based on input from agencies like ours around the state as we encounter evolving educational, mental health, and behavioral needs of juveniles, as well as by Legislative mandate. This environment could mean that additional information could be required of volunteers as the standards are updated in the future. Again, a willingness to be flexible is a great asset to cultivate as a volunteer.

You will be asked to sign a job description that briefly outlines the scope of your volunteer duties. As long as you act within these guidelines, this provides protection from litigation according to the federal Volunteer Protection Act.

Detention / Academy

- Good behavior is encouraged utilizing a Level System. This is a progressive point system where a resident/cadet earns privileges based on a cumulative daily total that rewards exceptional behavior. In Detention that could be later bedtimes, more items allowed in their room, etc, while at the Academy it could be a weekend furlough.
- In the Behavior Handbook provided to the juveniles who reside here, the rules and consequences are listed. They are also posted in visible places in the public areas of their living quarters.
- As volunteers and interns, you need to know that residents and cadets are allowed to opt out of attending some programs , but if they choose to attend, they are to be respectful (by their speech and actions) to you and your program.

In all programs (Detention, TRIAD, Academy, Probation (on and off the Georgetown site), volunteers and interns will:

NEVER	ALWAYS
1 NEVER be left alone with residents, cadets, students, or probationers.	There will ALWAYS be a staff member present – providing constant visual supervision.
2 NEVER be given keys or access to control panels in secure areas.	There will ALWAYS be a staff member available to facilitate opening of secure doors.
3 NEVER bring anything into a facility without <u>prior</u> approval from the staff member supervising the program.	ALWAYS ask <u>prior</u> to planning an activity as to what is appropriate to provide based on the juveniles and the setting/facility.
4 NEVER give out any personal information (address, phone #, etc).	Refer to pgs 18 & 19 for additional list of rules in the Volunteer Policy & Procedure
5 NEVER intervene in the event an altercation breaks out while you are in the facility – you are expected to remove yourself from the area as quickly as possible.	ALWAYS let the trained staff handle the situation
6 NEVER discuss offenses with residents in Detention.	ALWAYS find a way to re-direct the conversation to a more appropriate topic.
7 NEVER keep Escape comments to yourself.	ALWAYS tell staff if a juvenile mentions ESCAPE.
8 NEVER keep Suicidal comments to yourself.	ALWAYS tell staff if a juvenile mentions SUICIDE or HURTING THEMSELVES.
9 NEVER keep suspicion of Abuse to yourself.	ALWAYS tell staff if you suspect, or a juvenile mentions ABUSE, NEGLECT or EXPLOITATION.
10 NEVER speak about specific juveniles.	ALWAYS keep juvenile information CONFIDENTIAL. (see pg 18 & 19)
11 NEVER take part in harassment. Knowing it is occurring and not reporting it are also inappropriate. If the offending party is the supervisor of the area you are in, you may report the harassment to the Volunteer Manager.	ALWAYS report harassment, abusive or offensive communications or hostile working conditions.
12 NEVER be in such a hurry that you fail to complete the evaluation before you leave.	ALWAYS be prepared to complete an evaluation following each visit / program. We are required to produce this documentation as verification of compliance with a state standard when we are audited.
13 NEVER be in such a hurry that you fail to sign in AND out when you are at any facility providing volunteer / intern services.	ALWAYS sign in and out on the site specific sign-in log. We are required to produce this documentation as verification of compliance with a state standard when we are audited.

TERMINATION OF A VOLUNTEER – please take special note of the reasons why a volunteer’s services could be terminated on page 20.

Secure Detention (Pre-Adjudicated & Post-Adjudicated – TRIAD unit):

The majority of the residents in Detention have been accused of a crime, but not yet adjudicated guilty or not guilty. Therefore, discussion of offenses is forbidden. You could be called to testify against a juvenile if there were reason to believe they divulged additional information related to their offense. You may hear the residents discuss that they have an upcoming court date that concerns them. They could be referring to either one of the hearings described below. Do not get into a discussion about their hearings as they may divulge information about their offense. You may, however, talk to them about strategies to remain calm or just engage them in conversation about different topics to provide a distraction if they are visibly upset about their hearing. There could be opportunities for volunteers to sit with the group of residents waiting for their hearings with the express purpose of keeping their minds engaged in other activities while waiting to appear before the judge.

Residents in Pre-Adjudicated Detention have 2 types of hearings:

- 1) Detention hearings which are scheduled every 10 days. These hearings before a judge re-examine the cause for detention. The outcome is that they are either released at a detention hearing or detained for 10 more days. The Texas Family Code establishes the criteria to detain that is utilized to determine the continued need for detention or if release is an option. These criteria consider the degree of the offense, whether a firearm was involved, and if the safety of the juvenile or the public are at risk. When no parent / guardian is available for a detention hearing, there is the opportunity for a volunteer to stand in as their guardian ad-litem.
- 2) Court hearings concerning their offense. The District Court docket will typically set an announcement hearing for the purpose of assuring the juvenile is properly represented by legal counsel. Subsequent dockets will set dates for the adjudication hearing and the disposition hearing. Often these two hearings are held on separate dates, but they can be disposed of at the same time if all parties consent.

These juveniles do not go home for any reason without a signed order by a judge. That means that they could be spending any and all holidays in Detention away from their families. That may be saddening to a compassionate volunteer, but it is a part of the consequence for their behavior.

The residents in the TRIAD – Secure Post-adjudicated unit have been court ordered to this therapeutic placement as a condition of their formal probation. These juveniles will be in this unit for the amount of time ordered by the court (typically 6-12 months). Volunteers, if allowed to visit with the juveniles on this unit, will observe the same rules as with the other detention units.

Academy:

Cadets at the Academy are grouped into two distinct categories:

- 1) Those who are court ordered into the residential placement program as a condition of their probation; and
- 2) Those who have been expelled from their local school district and attend school here for the duration of their expulsion (JJAEP – Juvenile Justice Alternative Education Program)

During the day, particularly during the week, these two groups of individuals are hard to tell apart because they all dress alike and all follow the same rules. The military component is key to this program and all the students wear uniform military clothing.

At approximately 4pm the JJAEP students are picked up by bus and taken home, but the residential cadets live here. That means that evening or weekend volunteers will only be involved with the residential cadets.

It is important to remember that every effort is made to allow the residential cadets to spend holidays at home. That means that volunteer opportunities at the Academy during Thanksgiving and Christmas will be rare.

The Academy's possible volunteer opportunities are limited, but may include:

- Case Manager aid – assist Case Managers with filing, typing, data entry, phone calls, and general office work; assist in riding to home and field visits with case managers
- Mentor – meeting during visitation with residential cadets whose families are unable to attend; willingness to mentor cadets, providing a positive influence and supporting them through their struggles. Visitation occurs: Wed 7p-8p, Sat/Sun 4:15p-5:15p.
- Front Desk aide – assist Academy Support Staff Secretary with filing, typing, data entry, phone calls, and general office work.
- Spanish Translator – provide assistance in translating for Spanish-speaking families during probation visits, intakes, counseling sessions, etc.; also assist in written translation of written materials, such as: forms, handbooks, etc.

Probationers at field offices:

These juveniles may or may not have ever been inside Detention or the Academy. Their level of offense may have allowed law enforcement officers to release them to their parents after having processed their arrest. These kids are on some level of supervision – often referred to as 'informal probation' because it is assigned by a juvenile probation officer after visiting with the juvenile and their family and not by the District Court.

Many juveniles are successful at this level and will never be seen again by our system. Others need more vigilance at home (home visits), at school (school visits), electronic monitoring, etc. The juveniles in non-compliance with the informal probation will have their case escalated to the County Attorney to file a petition with the District Court to hear their case.

Juvenile Services has many intervention programs along all the entire spectrum of this process. Some of these programs may allow for volunteers to assist probation officers with their supervision of these juveniles or by formally recording the activities of the juveniles and their probation officers in an established format.

Juvenile probationers are often assigned Community Service as part of the conditions of their informal probation. Volunteer opportunities exist in providing assistance to assigned Juvenile Probation Officers in supervising probationers while completing their community service activities. Community Service activities are completed on Saturdays.

Juvenile Services also provides a juvenile probation officer to assist with the juvenile caseload in each of the 4 JP courts in Williamson County: Taylor, Round Rock, Cedar Park, & Georgetown. Volunteer opportunities to assist these officers are being developed.

Court / Placement volunteer opportunities:

Court officers are juvenile probation officers who handle the juvenile's case through the adjudication process and may provide supervision while the child is in court-ordered placement or while on electronic monitoring (EM).

Volunteer opportunities in this area could include:

- accompanying an officer during transport of a juvenile to placement or visitation at a placement outside the county;
- keeping docket notes for court officers during court proceedings freeing them to be available to speak with court officials and clients;
- help with requesting attendance or other school records;
- help with files – assembling and filing;
- help with inventory of Electronic Monitoring units;
- assisting with phone contact of clients on Conditions of Release / EM;
- assisting the ISP Officer with curfew calls.

Administration volunteer opportunities:

The staff at the front desk have a unique opportunity to interact with juveniles and their families throughout every day on the phone and in person. This position has the distinction of often being the first contact a frustrated parent has with the juvenile justice system. A volunteer in this position would need to be available to be trained in the specifics of each front desk job and desire to become intimately knowledgeable of the Juvenile Justice System, how all the information and programs flow, as well as becoming familiar with the names of the employees who work here.

A volunteer who is willing to work in this position would be asked not only to be available for training, but to provide a schedule of their availability to cover these positions in the event of illness or vacation of Juvenile Services Staff.

Additionally, volunteers could be asked to help sort and organize files, shred, make copies, and provide other office related help.

In the pages that follow are samples of documents you will be asked to sign as well as the Department's policies concerning volunteers and interns. Periodically during your Volunteer tenure / Internship with us, please refer to the information provided in this packet to refresh your memory regarding the scope of your volunteer/intern job description, dress code, and safety guidelines.



Volunteer Job Description

Printed Name of Volunteer _____

Volunteers provide varied services for the juveniles and/or staff of the Williamson County Juvenile Justice Ctr.

- 1) Please review the categories below and select the one that most closely matches the volunteer services you are providing.
- 2) Add any additional duties that may be specific to your assignment (continue on the back as necessary).
- 3) Sign and date this job description.

Classroom –
 Interaction with the Detention residents and/or Academy cadets and/or JJAEP students:
 Provide instruction in a classroom style setting in:
 MATH,
 ENGLISH, SCIENCE, other _____
 Personal and/or group instruction provided;
 Encourage juveniles to use their abilities for success in life.

Office Staff –
 Interaction with Detention residents and/or Academy cadets and/or JJAEP students and/or general public by providing office support on a scheduled or as-needed basis:
 For absent staff at reception areas (Academy, Court, Detention, Administration).
 For special projects / deadlines

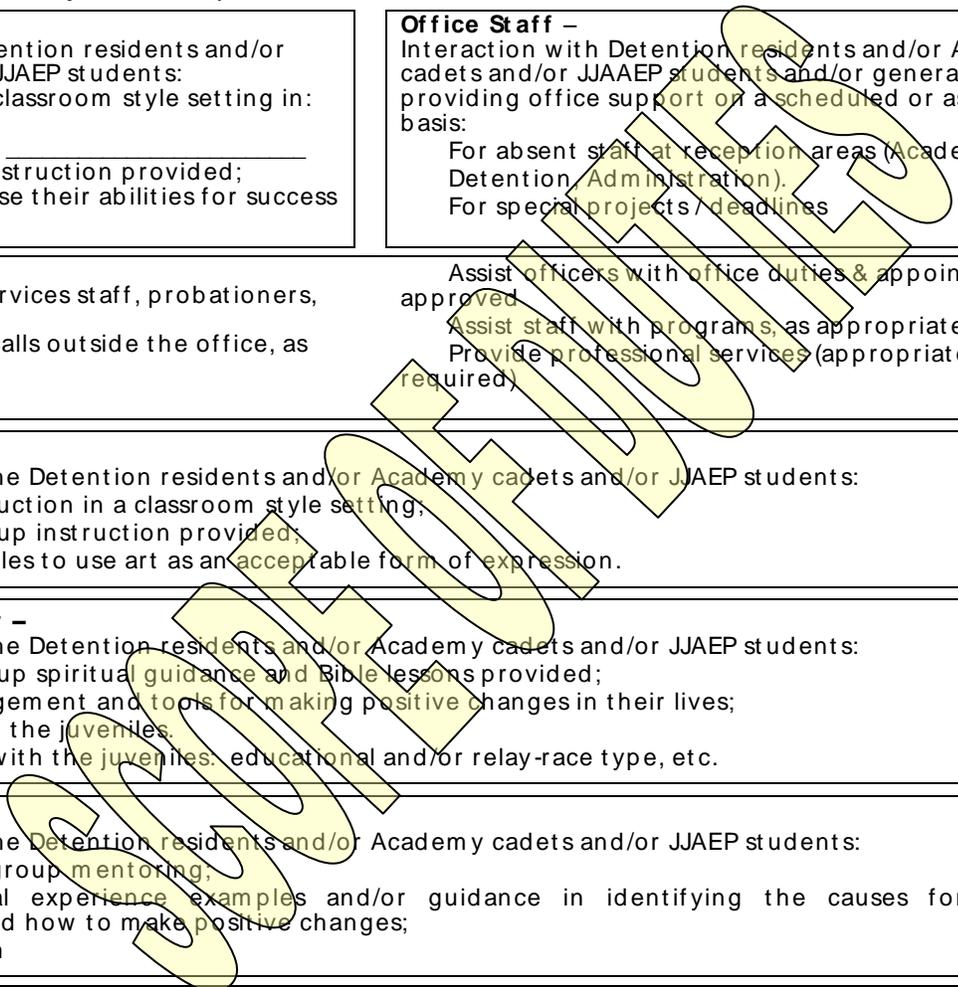
Field Office –
 Interact with Juvenile Services staff, probationers, families, etc:
 Accompany officers on calls outside the office, as approved

Assist officers with office duties & appointments, as approved
 Assist staff with programs, as appropriate
 Provide professional services (appropriate license required)

Art –
 Interaction with the Detention residents and/or Academy cadets and/or JJAEP students:
 • Provide art instruction in a classroom style setting;
 • Personal and group instruction provided;
 • Encourage juveniles to use art as an acceptable form of expression.

Church volunteer –
 Interaction with the Detention residents and/or Academy cadets and/or JJAEP students:
 • Personal and group spiritual guidance and Bible lessons provided;
 • Provide encouragement and tools for making positive changes in their lives;
 • Pray for and with the juveniles.
 • May play games with the juveniles: educational and/or relay-race type, etc.

Mentor –
 Interaction with the Detention residents and/or Academy cadets and/or JJAEP students:
 • Personal and/or group mentoring;
 • Provide personal experience examples and/or guidance in identifying the causes for their current circumstances and how to make positive changes;
 • Guardian ad-litem



All volunteers providing services in the Detention and Academy programs OR Field Services:

- act within the scope of their written job description under the supervision of the on-duty Shift Supervisor / Detention Officer / Academy Officer / (in the field) designated supervisor or staff; and,
- comply with the program rules in regards to supplies / snacks they provide for the juveniles.

The category that most closely matches the volunteer services I will be providing is _____.

- The printed job description covers my services. I have no additional services to add to the printed job description. _____ (initial indicating this is your choice).
- Additional services I provide & need to add to the volunteer job description category selected above:

Signature

Date

Legal protection for volunteers is provided in the Volunteer Protection Act, 42 United States Code Section 14501 et seq. The Act is a federal law that affords immunity to volunteers provided that the volunteer acted within the scope of their stated job description. It is not intended to cover instances where the volunteer is required to have professional licensing or credentialing as mandated by law.

Interns at the Graduate level are granted less restrictive access to residents in Detention than Undergraduate Interns. If you are an intern, please make yourself familiar with the differences.

INTERNS

Undergraduate interns:

Undergraduate interns will follow the units in their daily activities.

- They can talk to residents in common areas during programs (ex: talk to residents not playing during gym time, play games
- talk to residents in day room during free time, visit during meals, etc).

Generally, undergraduate interns may not pull residents off to speak to them confidentially; they will be directly supervised by staff.



INTERNS

Graduate student interns (master's level)



Graduate interns can meet with detention residents in common areas:

- during regular programming activities
 - gym time
 - out door recreation
 - meal time

Graduate interns CAN meet with the residents in

- day supervisor's office
 - dayroom
- or visitation when appropriate

Graduate interns must be visually observed by staff when meeting with residents.

**WILLIAMSON COUNTY INTERN JOB DESCRIPTION
INTERN / COUNSELING**

JOB SUMMARY: Under the direct supervision of the designated staff counselor: delivers counseling services (individual, family, and group) to referred juveniles (Probation, Detention, Academy) in the areas of personal, family, and/or social difficulties. Must abide by professional and/or ethical standards in dealing with juveniles to maintain client confidentiality.

ESSENTIAL DUTIES:

- Must sign the sign-in log appropriate to the WCJS site
- Must be accountable for personal schedule and assigned duties
- Must make proper documentation in case files, logs, and program logs, as appropriate; complete all required paperwork associated with your duties
- Display a positive, professional attitude when working with juveniles and their families
- Attend meetings and trainings as assigned
- Communicate all pertinent information to supervisor and/or appropriate staff
- Be knowledgeable of Department Policy and Procedure regarding volunteers/interns
- Notify assigned supervisor in a timely fashion when you are absent or are unable to report for scheduled duties
- Participate in supervised individual, group, and family counseling sessions

SCOPE & LIMITED RESPONSIBILITY: The Intern is accountable to the supervisor at the site they are working at, including the shift supervisor at Academy or Detention. The Intern's scope of duties is limited to counseling, and other related duties as appropriate to their degree program, as assigned by the designated staff counselor.

QUALIFICATIONS/SPECIAL KNOWLEDGE AND SKILLS: All Interns, must be enrolled in a University or Licensing Program related to counseling. Interns must attend department orientation and training, including training on reporting abuse, exploitation & neglect before starting duties. Interns must submit to a criminal background check, including a registered sex offender check. Graduate Student Interns must obtain & maintain counselor's Liability Insurance.

Internship is required for: _____ degree

College / University currently attending: _____

Printed Name of Intern

Signature of Intern

Date

Legal protection for volunteers is provided in the Volunteer Protection Act, 42 United States Code Section 14501 et.seq. The Act is a federal law that affords immunity to volunteers provided that the volunteer acted within the scope of their stated job description. It is not intended to cover instances where the volunteer is required to have professional licensing or credentialing as mandated by law.

WILLIAMSON COUNTY INTERN JOB DESCRIPTION
INTERN / CRIMINAL JUSTICE
(or related non-counseling degree)

JOB SUMMARY: Under the direct supervision of the designated staff counselor/probation officer: provides case management services to referred juveniles (Probation, Detention, Academy). Must abide by professional and/or ethical standards in dealing with juveniles to maintain client confidentiality.

ESSENTIAL DUTIES:

- Must sign the sign-in log appropriate to the WCJS site
- Must be accountable for personal schedule and assigned duties
- Must make proper documentation in case files, logs, and program logs, as appropriate; complete all required paperwork associated with your duties
- Display a positive, professional attitude when working with juveniles and their families
- Attend meetings and trainings as assigned
- Communicate all pertinent information to supervisor and/or appropriate staff
- Be knowledgeable of Department Policy and Procedure regarding volunteers/interns
- Notify assigned supervisor in a timely fashion when you are absent or are unable to report for scheduled duties
- Participate in supervised individual, group, and family counseling sessions

SCOPE & LIMITED RESPONSIBILITY: The Intern is accountable to the supervisor at the site they are working at, including shift supervisor at Academy or Detention. The Intern's scope of duties is limited to counseling, and other related duties as appropriate to their degree program, as assigned by the designated staff counselor/probation officer.

QUALIFICATIONS/SPECIAL KNOWLEDGE AND SKILLS: All Interns, must be enrolled in a University or Licensing Program related to their degree program. Interns must attend department orientation and training, including training on reporting abuse, exploitation & neglect before starting duties. Interns must submit to a criminal background check, including a registered sex offender check.

Internship is required for: _____ degree

College / University currently attending: _____

Printed Name of Intern

Signature of Intern

Date

Legal protection for volunteers is provided in the Volunteer Protection Act, 42 United States Code Section 14501 et.seq. The Act is a federal law that affords immunity to volunteers provided that the volunteer acted within the scope of their stated job description. It is not intended to cover instances where the volunteer is required to have professional licensing or credentialing as mandated by law.

Interns / Volunteers

Safety & Security Acknowledgement

Date of birth _____

I am currently 21 years of age or older.

I will be 21 years of age prior to my internship start date (or my first scheduled day to volunteer).

RULE #1 – I understand that all interaction (interview, counseling, visit, etc) with Detention Residents (at Detention), Academy cadets or JJAEP students (at the Academy), and other juvenile Probationers (at satellite offices) will ONLY be allowed where there can be direct, visual supervision by a staff member (Detention Officer, Academy Officer, Drill Instructor, Shift Supervisor or Probation Officer).

• I understand that prior to any one-on-one or group interaction with Detention residents, Academy cadets, or JJAEP students, I will meet with the Supervisor on duty or Detention/Academy Officer on shift for a briefing of the day's events and activities in regards to the juveniles I wish to interview or interact with. _____
Initial Here

• I understand that the Detention Officer / Academy Officer / Drill Instructor / Shift Supervisor / Probation Officer on duty are responsible to maintain a safe and secure environment and may step in at any time to stop an interview, visit, or group. _____
Initial Here

• I understand that if / when a physical or verbal altercation breaks out while I am in any Juvenile Services facility, it is my responsibility to remove myself from the area immediately and allow the staff to handle the situation. _____
Initial Here

University/College attended _____ Major _____

• Complete the appropriate box below:

No degree at this time. Internship hours are needed to complete an undergraduate degree.

* **Remembering RULE #1**, I understand that I MAY NOT remove a detention resident from program activities for a one-on-one, confidential conversation. My counseling / visitation with residents is restricted to common areas when the resident is not actively engaged in program activities.

_____ Initial Here

OR

Completed undergraduate degree. Internship hours needed to complete a Masters Degree in _____.

Completed graduate degree – Licensed Professional Counselor Intern. Internship hours needed to obtain full licensure as _____.

* **Remembering RULE #1, AND having provided a copy of my current practicum insurance** – I understand that I am authorized to interview/counsel with residents in detention, one-on-one, as directed by the Director of Counseling (even during program activities). _____

_____ Initial Here

VOLUNTEER EVALUATION

(This section to be completed by the Volunteer)

Name of Each Volunteer (Print): _____

Name of Juvenile(s) Visited: _____

Purpose: _____ Group

Affiliated with: _____ Religious Other

Day: _____ Date: _____ Time: Start _____ Complete _____

=====

- Please evaluate your experience / observations based on your interactions with the juveniles and staff during this visit, noting both positives and negatives.

• Are there any questions relating to this visit or future visits?

• Please give any suggestions for improvements to the volunteer program.

• Please list any supplies (books, food, drinks, etc.) brought by you or your group that were used during the visit and/or were left after the visit.

(This section to be completed by the Shift Supervisor or Designee)

Shift Supervisor on Duty: _____ Date: _____

- Please comment on the volunteer(s) performance and the program they conducted noting any questions / concerns / comments, both positive and negative.

Please put this completed form in the Volunteer Box on the wall.



Volunteer / Intern Dress Code



In general your attire should be conservative business casual. You are working with offenders who also happen to be teenagers and you should dress with that in mind. Please adhere to the following guidelines:

- No flip flops (Close-toed shoes are mandatory in detention)
- No tops so short that they reveal skin above your pants waist-line
- No pants so low as to reveal your underwear
- No blouses or tops that reveal cleavage
- No tank tops / muscle shirts
- No shirts with inappropriate logos (ex: beer, cigarette, frat parties or other inappropriate advertisement)
- No shorts or short skirts
- Denim jeans (particularly faded or torn jeans) do not meet the definition of business casual.
- No clothing with decorations that may fall off (beads, sequins, etc)
- Minimize the jewelry you wear. (In detention it is recommended that you wear no jewelry or watches for safety & security reasons. If you choose to wear jewelry or watches, please be constantly mindful that everything is fastened securely.)
- No visible tattoos.
- No visible body piercings including, but not limited to: nose, ear plugs, eyebrow, lip, etc.

We are working with children from a variety of backgrounds who are rebelling against rules. We want to be positive role models and one way we can do this is through our dress.

Juvenile Services has a posted Dress Code policy for its employees. Volunteers and Interns will be asked to sign this agreement, which is intended to summarize that policy, but does not replace it. If a question of appropriate dress arises over different wording between the employee Dress Code policy and this summary, the employee Dress Code policy will be followed.

Volunteer Application & Approval Procedures

POLICY

The Williamson County Juvenile Services Department shall secure citizen involvement in services and programs offered to the juveniles. The use of Volunteers permits increased personal contact for the juveniles to enhance direct services and cooperative endeavors, broadens community resources for the department's facilities, increases public awareness of juvenile detention, probation, court, J.J.A.E.P., and Academy programs

The Executive Administrative Assistant, under the direct supervision of the Director of Juvenile Services, is the recognized Volunteer Manager and is the person responsible for the supervision of a citizen involvement and volunteer service program for the benefit of the juveniles under the care, custody and control of Williamson County Juvenile Services.

DEFINITIONS:

As used in this document, the term VOLUNTEER refers to:

- 1) Community volunteers providing services (regularly or occasionally) and receiving no monetary or material compensation for those services; and,
- 2) Interns providing services (regularly or occasionally) to meet educational requirements and receiving no monetary or material compensation for those services.

Volunteers/interns are recruited to supplement and enrich, but not as a substitute for activities and functions of staff of the facility.

For General Guidelines & Responsibilities see: Volunteer – Services & Guidelines
For Intern Requirements see: Interns – Graduate & Undergraduate

RECRUITMENT AND SCREENING OF VOLUNTEERS:

The screening and selection of volunteers shall be conducted by the Director of Juvenile Services and/or the Administrative Assistant. The screening and selection process of volunteers shall allow for recruitment from all cultural and socioeconomic segments of the community.

Potential volunteers who wish to observe a particular volunteer program prior to the completion of the application process may be approved for single visits prior to the completion of a criminal history search only under the following circumstances:

- The volunteer will have no direct unsupervised access to juveniles in the facility or program; and,
- The program / facility will only allow this visit when there is prior written authorization provided by the Volunteer Manager.

A. Recruiting:

1. Recruiting of Volunteers is a staff responsibility under the supervision of the Director of Juvenile Services and/or the Volunteer Manager.
2. The Volunteer Manager recruits applicants from the community through speaking engagements, media, newspaper, and personal references.
3. Recruiting efforts may include, among other resources, local churches and youth ministers.

VOLUNTEER – APPLICATION & APPROVAL PROCEDURES	
Williamson County Juvenile Services (Central Administration)	

B. Eligibility:

1. Any person who successfully completes the Screening and Training portions of this policy, is at least twenty-one years of age, and sufficiently mature enough to handle the responsibilities involved, is eligible to become a volunteer.
2. Relatives of a juvenile may not serve as a volunteer in the Secure Pre / Post Adjudicated Detention Center or the Academy while any juvenile to whom they are related is detained or residing in said facilities

C. Application:

1. At initial contact, the Volunteer Manager will:
 - a. Explain the volunteer/intern application process;
 - b. Review possible volunteer opportunities and confirm availability of intern positions;
 - c. Based on the volunteer's interests or the intern's needs, provide contact information to the applicant for the appropriate division director/designee.
 - Those interesting in a counseling internship will be directed to contact the Supervising Counselor.
 - Those interested in an undergraduate criminal justice internship will be directed to contact an appropriate supervisor in Probation.
2. Division Director / designee will determine if there is an available time in facility programming, an available intern opening, etc. for a volunteer /intern to be beneficial to the Department's needs that matches the needs/desires of the volunteer/intern.
3. Division Director, their designee, or the Volunteer Manager will then:
 - a. Provide 3 documents to the applicant (in person, by fax, or e-mail) :
 - 1) Application for Volunteer,
 - 2) Volunteer Handbook (contains policies and information necessary for the volunteer or intern to review; and
 - 3) The job description specific to the job duties (Counseling intern, Non-counseling intern, or Volunteer).
 - b. Provide the dates of the next available Volunteer Training(s)

D. Screening:

1. The screening process will involve a Criminal History Search which includes an electronic fingerprint background check and (at a minimum) the following completed forms:
 - a. Application for Volunteer
 - b. Authorization & Residency Verification form
 - c. Liability and Confidential Agreement

VOLUNTEER – APPLICATION & APPROVAL PROCEDURES	
Williamson County Juvenile Services (Central Administration)	

d. Job Description (to provide immunity provided in the Volunteer Protection Act)

- Intern – Counseling, or
- Intern – Criminal Justice (non-counseling), or
- Volunteer – Mentor, Art, Church Group, etc.

e. At least three completed personal reference check forms

2. Additional forms are completed as necessary.

Note: Electronic Fingerprint appointments will not be scheduled until the volunteer / intern submits the completed application AND attends training.

E. TRAINING:

1. During New Employee / Volunteer Department Orientation training session with the Department Training Coordinator, the volunteer will sign an Acknowledgement Form outlining key areas of understanding (see the Acknowledgment Form on the last page of this policy).
2. The New Employee / Volunteer Orientation training includes training on identifying and reporting Abuse, Neglect and Exploitation.
3. The Volunteer shall agree in writing to adhere to the Department's Policies and Procedures before being accepted as a volunteer.
4. The Volunteer will receive instruction on Volunteer Time Logs and Contribution – Gift Acknowledgement (Donor's Report) form. Both a Volunteer Sign-In sheet and a Time Log will be maintained by each volunteer / intern to record their time spent in service
5. Additional training may be received after the volunteer / intern has been established at a particular location / facility. (see Volunteer – Services & Guidelines)

F. Approved Volunteers:

1. Volunteer cards will be issued. Photo ID Proxy Reader cards will be issued to Interns.
2. Volunteers will be allowed to provide professional services only when they are certified or licensed to do so.
3. The Division Director or designee shall introduce all staff on duty and conduct a walk-through of the facility.
4. Individual files will be established containing the required documentation

G. Evaluation:

1. The Division Director or designee shall regularly review evaluation forms of the volunteer to continue to assess needs of volunteers and the Department and to identify possible problem areas.
2. Evaluation of the Volunteer / Intern will be conducted as applicable by the Intern Supervisor or the Shift Supervisor. When applicable, an Annual Evaluation may be performed by the Division Director or designee.



WILLIAMSON COUNTY JUVENILE SERVICES

Orientation Training Summary - Acknowledgement Statement

As part of my orientation training with Williamson County Juvenile Services the Department Training Coordinator on this date (below), the following points have been explained and emphasized to me:

- ❖ **Code of Ethics:** I have been introduced to the professional code of ethics as it exists in the Texas Administration Code and understand I am responsible for abiding by all aspects of this code.
- ❖ **Policy & Procedures:** I have been presented with a few of the key policy & procedures of the department. I understand the importance of consulting established policies & procedures, how to access the department's policies & procedures, and that my personal input and observations concerning policies & procedures is welcome.
- ❖ **Scope of duties:** It is my responsibility to operate solely within the scope of my duties. I must practice caution and restraint anytime an opportunity arises for me to become involved in or comment on a situation that falls outside of my specified duties and responsibilities.
- ❖ **Confidentiality:** The confidentiality of juvenile information and records has been explained to me as defined within the Texas Family Code. I understand that I must practice caution and restraint in discussing any information with any person outside the Juvenile Services Department concerning my knowledge and awareness of particular juvenile cases.
- ❖ **Division Directors:** I have been introduced to the department's Division Directors and the general responsibilities of the Directors. I understand that I am expected to work within the established "chain of command" within each division and approach designated supervisors and/or the Division Director personally if problems arise that I wish to resolve.

My position with Williamson County Juvenile Services is (check one):

Full-Time Employee Part-Time Employee Volunteer Intern

Name (print): _____

Signature: _____

Today's Date: _____

Do Not Sign This Copy

VOLUNTEER – SERVICES & GUIDELINES

- For definitions of Volunteer, Intern & Volunteer Manager refer to the policy, Volunteer – Application & Approval Procedures.

To apply as a community volunteer see: [Volunteer – Application & Approval Procedures](#)

To apply as an Intern see: [Interns – Graduate & Undergraduate](#)

GENERAL GUIDELINES

(Responsibilities, Identification, Termination, Training, Placement)

RESPONSIBILITIES OF VOLUNTEERS:

A. In either facility, Detention or Academy:

1. While on duty you will be assigned to a Shift Supervisor or designee on duty. As much as possible, give them your input regarding behavior you have observed and/or behavior that has been inappropriately directed towards you. This will be documented in the juvenile's Behavior Observation Log by staff.
2. DO NOT give out your telephone number, address, or any personal information about yourself or family to any resident or their family. A church or ministry is an appropriate contact number.
3. DO NOT be left alone with residents at any time without consent and coordination of the meeting with the supervisor on duty.
4. DO NOT be involved in or act as a secondary witness to a strip search a resident.
5. DO NOT escort a child to his/her room alone.
6. DO NOT carry any staff's keys, proxy card, or be responsible for locking doors with a key.
7. DO NOT carry any staff's keys, proxy card, or be responsible for locking/unlocking doors with a key or proxy card. Do not operate any electronic control panel unless you have received specific clearance by the Division Director or designee. However, tell staff immediately if you notice that a door is unlocked. Tell staff immediately if you perceive a resident or residents contemplating escape.
8. DO NOT document in the resident's file, behavior logs, etc. However, you may be required to make a personal written report if you observe an incident.
9. You are encouraged to participate with residents and staff at meal time and free time.
10. Community volunteers are encouraged to participate in group and one-on-one counseling. If a child wishes to counsel with you one-on-one, do so in the day room where other staff are present as a witness or as organized through the supervisor on duty. At the conclusion of the one-on-one, give a verbal report to the staff assigned as your supervisor.

11. You are encouraged evaluate your experience with staff at the conclusion of each time spent in volunteering at this facility. This evaluation is required for Juvenile Services to be in compliance with State & National standards.
 12. You are required to report any concerns regarding your observation of inappropriate action or conversation in the facility either in writing or in person to the Division Director or supervisor on duty of the facility or division where you are assigned.
 13. It is absolutely mandatory that you maintain strict confidentiality regarding your activities, names, circumstances, and/or discipline of a resident within the facility. Failure to do so may cause immediate dismissal and possible criminal charges. If asked about a juvenile by anyone, you should respond, "I cannot discuss individuals, only general questions about my volunteer activities".
- ❖ Volunteers are afforded the opportunity on an on-going basis to contribute suggestions regarding the establishment of policy and procedure for the Volunteer Service Program. Any ideas, recommendations or constructive suggestions may be submitted to the Volunteer Manager either verbally or in writing.

B. Off-site (Satellite probation offices or Assisting in juvenile programs / projects)

1. Follow the instruction and guidelines set by the Juvenile Services staff on-site providing supervision for the juveniles at your location.
2. Any specialized training will be provided by the supervising staff on-site.
3. Be aware of your surroundings at all times and never be left alone with a juvenile.
4. Physical contact of any kind is discouraged. Make the staff on-site aware of any unintentional contact. Hugs are allowable only when staff are present and with the juvenile's consent.
5. Confidentiality of the juvenile's identify is still mandatory, as is your contact information. Never provide anything other than your 1st name.

IDENTIFICATION FOR VOLUNTEERS

1. The Volunteer Manager shall obtain and assign individual identification cards to approved volunteers.
2. A copy of the volunteer identification card will be maintained in the volunteer files.
3. Any Officer or staff member has both the authority and responsibility to deny entrance of any person who is unable to provide adequate identification or whose presence is felt to jeopardize the order, security, or safety of the Department. The responsible person taking such action shall submit a written report of circumstances to the Administrative Assistant. The Volunteer Manager shall affirm or rescind the action and determine conditions of reinstatement.
4. The volunteer is expected to have his/her volunteer identification card on his/her person at all times while in any of the department's facilities and be able to present the card upon request by any Juvenile Services employee.

Additionally, Interns will wear their Photo ID – Proxy cards at all times when they are in the facility.

TERMINATION OF A VOLUNTEER:

The Director of Juvenile Services, a Division Director, or a Facility Administrator may curtail, postpone or discontinue the services of a volunteer or volunteer organization assigned to a prospective division whenever substantial reasons exist for doing so.

Any of the following reasons may warrant termination of a volunteer or volunteer organization:

- Disqualifying criminal history.
 - Breach of confidentiality.
 - Unlawful conduct or breach of facility rules and regulations.
 - Violation of departmental policies.
 - Inability to cooperate with departmental staff.
 - Engaging in activities which threaten the order or security of any office, program or the safety of the volunteer or juveniles.
 - Erratic or unreliable attendance.
 - Inappropriate conversation, attitude, behavior and or mannerisms toward any child.
 - Unsatisfactory service.
1. The Division Director or Facility Administrator shall inform the Director of Williamson County Juvenile Services as soon as any termination action is/was necessary.
 2. The Director of Juvenile services, Division Director, Facility Administrator and/or Volunteer Manager will discuss the matter with the volunteer or organization before any final action is taken in the matter.
 3. If a volunteer wants to end his/her volunteer responsibilities with Williamson County Juvenile Services, no less than verbal notice shall be expected from the volunteer.

VOLUNTEER TRAINING

The purpose of volunteer training will be to expand information bases, understand commitment, educate and increase awareness about Williamson County Juvenile Services.

1. Prior to assignment each volunteer shall complete an orientation training program regarding the department and general information on the juvenile justice system. (See Volunteer – Application & Approval Procedures)
2. Additional on the job orientation training will be presented depending on the needs of a particular division (Academy, Detention, Probation, Administration, Court, etc.)
3. Staff shall provide information to the youth to help them understand the role of volunteers, the limits of volunteers’ authority and the mutual responsibilities of both the juveniles and volunteers before a working relationship is initiated.
4. All Department staff are expected to treat volunteers with utmost respect and regard for them as individuals and for their tremendous contribution to this department. Volunteers should receive praise from all staff they are assigned to work with.

Depending on a volunteer's particular interest or assignment in the department, training will be offered, but not limited to, the following areas:

Administration:

- Data-entry
- Word Processing
- Screening Visitors
- Filing
- Collation of Materials
- Other duties that may be assigned
- Research
- Answer Telephone

Additional training topics offered, but not limited to, depending on the particular job assignment or task, include:

- Mission Statement
- Philosophy
- Standard on the job orientation
- Ethics
- Security
- Human Relations
- Confidentiality
- Crisis Intervention
- Suicide Prevention
- CPR
- First Aid
- Chemical Dependency
- Emergency Procedures
- Classroom Activity
- Daily Activity Schedule
- Intake Procedures
- Management of Aggressive Behavior
- Discipline - Level System
- Non-Violent Restraint
- Communication Network
- Non-Verbal Communication
- Recognizing and Reporting Abuse, Exploitation and Neglect

Joint training to all volunteers pending placement will be conducted concerning new Department programs and policies and procedures. Volunteers shall agree in writing to adhere to the policies and procedures before being accepted.

Training of volunteers permits them to learn and grow on the job, helps them give more effective community service, helps them feel more secure about the services given and rejuvenates those volunteers who need a boost. It is also a tremendous message of concern from the community to the youth and families involved with Williamson County Juvenile Services. The volunteers who will provide Probation, Detention and Academy services shall meet the same requirements as would be expected of a paid Juvenile Probation Officer, Detention Officer, Academy Officer or Support Staff of the Department.

PLACEMENT OF VOLUNTEERS

Volunteers shall be placed by the Volunteer Manager on assignments based on their interests, capabilities, and needs of the department. Refer to the [Interns - Graduate & Undergraduate](#) policy for procedures for Intern assignments. Examples of the assignments are:

1. Individual / Family Counseling
2. Academic Teaching / Tutoring
3. Vocational Training
4. Clerical Work
5. Staff Assistance
6. Crafts Training
7. Religious Activities
8. Advisory Committee
9. Counseling
10. Special Programs
11. Visiting

INTERNS – GRADUATE & UNDERGRADUATE

POLICY

The Williamson County Juvenile Services' Internship Program is designed to provide for cooperation and/or consultation with college and universities in areas of mutual concern. Furthermore, it develops a learning experience for both the student and the Department, resulting in the student developing a greater understanding and appreciation for the Juvenile Services Department and the Juvenile Justice System.

All interns shall be bound by the Williamson County Juvenile Services Policy and Procedures regarding volunteers and relevant standards concerning departmental staff, as well as the professional code of ethics toward which the intern is working or has been licensed. Interns will be assigned to their appropriate area based on their educational requirement needs.

Interns will be granted levels of access to juveniles based on their level of education and experience. Undergraduate interns' interaction with juveniles will be more restrictive and allowed only in open public areas, while graduate interns will be allowed more direct and private interaction with juveniles.

All Graduate level Counseling & Social Work Interns/Volunteers are expected to obtain and maintain professional counselor liability insurance while providing counseling services under the supervision of the Director of Counseling.

Undergraduate interns (without practicum insurance), under the supervision of the Director of Counseling OR other Division Director/Supervisor, must be mindful that their interaction with the juveniles is to be constantly supervised.

A Juvenile Services employee will be at any off-site location where services are provided by interns or volunteers. The staff member will be physically present for the entire duration of the program/event.

PROCEDURES

A. APPLICATION PROCESS:

Follow the procedures listed in the policy: Volunteer – Application & Approval Procedures.

When the Intern has completed all of the Application & Approval Procedures, they will be issued 2 forms of official identification:

- A standard volunteer card, issued to all volunteers & interns; and
- A County Photo ID – Proxy Reader Badge with Intern level access to the Juvenile Justice Facility. This card will be returned to the Volunteer Manager when the internship is completed.

B. INTERNSHIP:

1. Upon successful completion of all criminal history checks and training, the Division Director or Supervising Counselor will set up appointment with intern to review intern's schedule, set beginning and ending dates of internship, allow Intern to tour the assigned work area.

2. MINIMUM REQUIREMENTS FOR ALL INTERNS

- a) Make proper documentation in case files, logs and program logs as needed; complete all required paperwork affiliated with your duties, especially the sign-in & sign-out logs at each location.
- b) Be accountable for personal schedule and assigned duties.

Page 2 of 2 (Interns – Graduate & Undergraduate Policy)

- c) Display a positive, professional attitude when working with the youth and their families.
 - d) Attend meetings and training as assigned.
 - e) Communicate all pertinent information to supervisor and/or appropriate staff.
 - f) Be knowledgeable of and implement Department Policy and Procedure, particularly those related to Abuse, Neglect & Exploitation reporting.
 - g) Notify assigned supervisor in a timely fashion when you are absent or are unable to report for scheduled duties.
 - h) Participate in supervised individual, group, and family counseling sessions, when required.
3. Intern will document all training, programs, court hearings, etc., related to a learning experience of the Juvenile Justice System and forward to the Division Director. These will be filed in the file maintained by the Intern's supervisor.
4. The Division Director / Supervising Counselor / Intern supervisor will forward the final evaluation, training credits with a cover letter to the Intern's Coordinator. Interim evaluations will be forwarded to College Intern's Coordinator upon request.
5. **CASE FILES:** Interns shall protect client records and files in strict confidence by securing case files in the Supervising Counselor's file cabinet whenever a file is not in use. At no time are files to be left laying about the office, desk tops, or in other areas of the building. It is the responsibility of interns to ensure that the counseling office and the file cabinets are secured when not in use. If an intern is the last person to leave the counselor's office, it is their duty to ensure that the office is locked when they leave.

At no time is an intern authorized to remove a case file from the facility.

6. **INTERN SECURITY/SAFETY:**
- a) A Graduate Intern may conduct counseling sessions in any vacant office as long as permission to use office is obtained prior to the start of the session.
 - b) Interns shall not conduct counseling sessions with any persons in an office or area of the building that is out of visual / vocal range from Juvenile Services staff in the building.
 - c) Services provided by interns in off-site locations (satellite offices, etc) will be supervised by at least one Juvenile Services staff member at all times.
 - d) In secure areas of the facility (detention), interns will consult the Detention Supervisor on duty and/or the Supervising Counselor to determine the most appropriate area for a counseling session.
 - e) If an intern feels uncomfortable being one-on-one with a particular client for any reason, the intern must advise the Supervising Counselor immediately so that other arrangements can be made. Interns shall not continue any counseling session where they feel threatened in any way.
7. **TRANSPORTING:** Interns shall not provide transportation to any juvenile at any time.

Harassment & Hostile Work Environment

POLICY

It is the policy, procedure and practice of Williamson County Juvenile Services that all employees, volunteers, interns, and teachers be knowledgeable and informed concerning the significance of harassment & hostile work environments. Harassment and hostile work environments are extremely important issues to the Juvenile Services Department. Behaviors and incidents considered to be harassing or hostile shall be dealt with immediately and with urgency. It is a foundational goal of Williamson County Juvenile Services to teach dignity and respect to all youth and families we serve. We teach best by modeling the appropriate behaviors.

HARASSMENT / HOSTILE ENVIRONMENT: Harassing or hostile behavior may be any unwanted attention, behavior, or communication that a person finds objectionable, offensive and/or which makes them feel threatened or uncomfortable, leading to a loss of dignity or self-respect. The *intent* of the “harasser” will be considered insignificant compared to the *impact* on the recipient (“victim”).

Harassment / Hostility can occur through many avenues such as e-mails, letters, phone calls, cards, or verbal comments. Keep in mind that communications overheard, seen, or read by someone, even if the comments are not specifically directed to them, can still be considered offensive, harassing, or hostile to the person hearing, seeing or reading. Harassment can come from an employee or former employee through any of the stated venues.

Taking part and/or knowing harassment is occurring and not reporting it is inappropriate, unacceptable, and may be seen as a clear violation of the department’s Code of Ethics. It is important to understand that when an employee is engaging in harassing behavior that is not forbidden by any law, the employer may still discipline the employee for being rude, offensive and/or insensitive to others. Employers are empowered to take action against or to prevent all acts of harassment – not just those prohibited by statute.

If an employee, volunteer, intern, or teacher believes they observe or have knowledge of harassing / hostile behaviors, he/she shall report this immediately to his/her Division Director. The Division Director in turn shall report to the Assistant Director of Juvenile Services immediately.

It is the responsibility of every employee, volunteer, intern, or teacher to report harassment, abusive or offensive communications or hostile working conditions. The Assistant Director of Juvenile Services shall investigate all matters of concern in this regard. The Assistant Director shall brief the Director of Juvenile Services on all complaints, claims, or matters of concern in this area. The Director of Juvenile Services shall determine if further action from the department is warranted.

If any employee, volunteer, intern, or teacher is uncomfortable speaking to his/her Division Director for any reason, they may bring their concern directly to Assistant Director of Juvenile Services.

If an investigation reveals that a person did engage in harassing or hostile activity, the person who has behaved in an inappropriate manner will be disciplined, which may extend up to and including termination of employment or services.

Also, if a person knew of any allegedly harassing or hostile behavior but failed to report it, they too may be disciplined, which may extend up to and including termination of employment or services.

It is incumbent on every employee, volunteer, intern, or teacher to maintain dignity and respect for each other at all times. It is the intent of this policy to prevent all acts that would be offensive, hostile or harassing.

Any person with questions, concerns, or who would like to discuss anything in regard to these issues, is free to call, email, or visit with the Assistant Director of Juvenile Services at any time. If such a request is made to the Assistant Director of Juvenile Services, the Assistant Director will make every effort to schedule and allow for uninterrupted time.

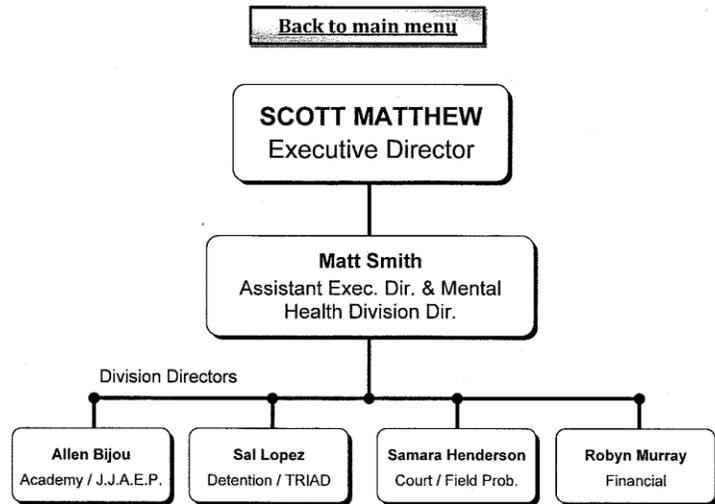
For additional information refer to policy & procedure(s):
[Safe & Respectful Workplace Environment](#)



WILLIAMSON COUNTY JUVENILE SERVICES
Organizational Flow Charts & Staff Directory



CENTRAL ADMINISTRATION SERVICES



Safe & Respectful Workplace Environment

POLICY

1. It is the policy, procedure and practice of Williamson County to promote a safe and respectful environment for its employees. The County will work with officials, department heads, and their employees to maintain a work environment that is free from violence, threats of violence, harassment, intimidation, and other disruptive behavior.
2. Violence, threats, harassment, intimidation, and other disruptive behavior in our workplace will not be tolerated; that is, all reports of incidents will be taken seriously and will be dealt with appropriately.

Examples of such behavior include **but are not limited to** the following:

- * Carrying unauthorized weapons on county premises;
 - * Physical assault of any person on county premises;
 - * Oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm or harassment;
3. Employees who violate this policy will be subject to removal from the premises or immediate disciplinary action, possibly including dismissal from employment, as well as criminal prosecution, if warranted. Members of the general public exhibiting violent or threatening behavior will be subject to removal or legal action, as appropriate.
 4. Officials, department heads, supervisors, and other employees must report any violent, harassing, intimidating, or other disruptive behavior, or the presence of weapons, at once. Recognizing early signs of workplace violence is extremely important in preventing it.
 5. **Direct threats, violent actions, or reports of weapons on county premises** must be reported at once by calling 911, or in the following manner, according to the place of occurrence:
 Main Courthouse – call Joe Pondrom at 943-1641 or 943-1601 x 7015;
 Courthouse Annex – call security desk at 943-1294 or sheriff at 943-1300;
 Other County Buildings – call 911.

Actual injuries must be reported immediately to 911.

6. **Indirect threats** or other potentially violent behavior, including “jokes” with hints of violence, should be reported to the Official or Department Head, who then should contact the County Attorney at 943-1111 or the Human Resources Director at 943-1627. When in doubt as to whether a situation justifies calling for immediate law enforcement assistance, employees should go ahead and contact the sheriff or 911 as appropriate.

Page 2 of 2 (Safe & Respectful Workplace Environment P&P)

7. Dismissals and other disciplinary action associated with this policy may be implemented in the presence of a law enforcement officer. Employees dismissed or suspended in violation of this policy may be required to remove their personal belongings and return keys or other county property immediately following the disciplinary action.
8. Employees dismissed or suspended in accordance with this policy may be barred from county premises and should receive a notice in writing to this effect. The notice should be given to the employee in the presence of a law enforcement officer.
9. The notice barring the employee from county premises should also state that future communications from the employee must be directed only to the Human Resources Director at 943-1627.

Employees with questions about this policy are encouraged to discuss the matter with their Division Director and/or the Director of Juvenile Services.

Employees are also free to contact the Human Resources Director at 943-1627.

For additional information refer to
[Harassment & Hostile Work Environment](#)

Drug Free Workplace Policy

POLICY

It is the policy, procedure and practice of the Williamson County Juvenile Services Department to develop a drug and alcohol-free workplace which will help ensure a safe and productive workplace for Williamson County Juvenile Service employees. Use and misuse of alcohol and drugs can and does impair the ability of an employee to perform his or her duties and may endanger the employee, a co-worker, the public, or a juvenile under the department's care, as well as property. The Department seeks to prevent the use, abuse, or misuse of drugs and alcohol by employees in any way which impairs their ability to perform their job duties.

This policy applies to all full-time and part-time employees, except for those covered by special policies requiring pre-employment, random or post-accident drug testing. A complete copy of those policies is available in the Employee Benefits Department. This policy is reviewed annually.

The Director of Juvenile Services shall ensure that there is a drug free work place for all employees.

The following activities are strictly forbidden by any employee of the Department while on duty:

- (A)** The manufacture, distribution, dispensing, possession, sale, purchase, or use of a controlled substance on County premises. The use of any illegal drugs or any drug that may impair one's ability to perform his/her duties; *(Allowable exception may be an employee taking prescription drugs under the supervision of a licensed physician);*
- (B)** The possession of any illegal drugs or alcohol during assigned work hours.
- (C)** Being under the influence of alcohol or illegal drugs on County premises, including the unauthorized use or possession of prescription drugs not prescribed to the employee or prescriptions taken other than in accordance with the prescribed directions of a physician.

Any employee who suspects or observes another employee to be in violation of **(A)**, **(B)**, or **(C)** above while performing his/her duties in the Department shall report these impressions to his/her Division Director **immediately!** If an employee suspects that a Division Director is in violation of **(A)** or **(B)** or **(C)** above, the employee shall immediately report his/her suspicion to the Director of Juvenile Services. If an employee suspects that the Director of Juvenile Services is in violation of **(A)** or **(B)** or **(C)** above, the employee shall immediately report his/her suspicion to the Chairman of the Juvenile Board.

Page 2 of 3 (Drug Free Workplace Policy)

Upon receipt of a report of a suspected violation of **(A)** above, the following steps shall be taken by the Division Director and/or Director of Juvenile Services:

- (1)** Contact the Williamson County Safety Specialist (Joyce Nemec, 943-1532) to inform her of the situation.
- (2)** The Safety Specialist will personally contact or provide instructions to the Division Director or Director of Juvenile Services to contact the Williamson County Drug Testing Contractor (Mr. Drew Schmidt, On Site Services, Regular Business Hours (512) 407-8111; After Hours (512) 633-5964).
- (3)** Upon being contacted, the Drug Testing Contractor will make arrangements for or provide directions to the Division Director or Director of Juvenile Services on where and how to have the employee tested immediately to confirm or dispel the suspicion.

- ❖ These steps shall occur **immediately** with **every** reported suspicion of an employee reporting to work who is suspect of being under the influence of drugs or alcohol.

Additionally, based on the information provided, the Director of Juvenile Services may choose to counsel the suspected employee, supervise or monitor the employee more closely, or take other disciplinary actions which may include immediate dismissal from assigned responsibilities and/or employment.

If the Director of Juvenile Services decides that the employee may have a drug or alcohol related problem which is affecting his/her job performance or overall life responsibilities, the Director may take steps to access Williamson County Employee Assistance Plan resources to assist the employee through counseling, treatment, or other rehabilitative measures.

Preventive Acts:

1. Employees taking controlled substances prescribed by their physicians shall advise their department heads of the possible side effects of such medication regarding their job performance and physical/mental capabilities. This information shall be kept confidential and shall be communicated to the department head as soon as possible.
2. Any employee involved in a work-related accident where there is a reasonable suspicion that alcohol or drugs may have been a contributing factor will be subject to an accident investigation, which may include drug testing or testing for alcohol or drug abuse.
3. Other testing may be conducted if there is a reasonable, individualized suspicion of alcohol or illegal drug use.

Employee Assistance:

1. Any employee who has an alcohol or drug problem should contact the Benefits Administrator to obtain information on a possible leave of absence. Employees must explore options which minimize their time off from work, and the county reserves the right to require periodic reports and/or testing as to the employee's progress and/or successful completion of the program leave is granted. The time off will be without pay. Employees should refer to the Third Part Administrator of Williamson County Health Benefits Program to determine whether the cost of the program they are entering will be covered under Williamson County Health Benefits Insurance. Any expenses that are incurred and are not eligible for reimbursement under the Williamson County Health Benefits Programs will be the sole responsibility of the employee.
2. An employee will not be disciplined because he or she requests to participate, or participates, in a rehabilitation program. Participation within a program does not alter the at-will relationship that the County maintains with all its employees or the County's rights to discipline or dismiss the employee independently of the employee's request for accommodation.
3. The County may require medical or other professional verification of an employee's ability to return to work following participation in a treatment program.

Coordination with Law Enforcement Agencies: The sale, use, purchase, transfer, or possession of an illegal drug or drug paraphernalia is a violation of the law. The County will report information concerning possession, distribution, or use of any illegal drugs to law enforcement officials. Any search and seizure will be conducted by the contacted law enforcement agency. The County will cooperate fully in the prosecution and/or conviction of any violation of the law.

Reservation of Rights: The County reserves the right to interpret, suspend, cancel, or dispute, with or without notice, all or any part of this policy, or procedures, or benefits discussed herein. Although adherence to the policy is considered a condition of continued employment, nothing in this policy alters an employee's at-will status and shall not constitute or be deemed a contract or promise of employment. Employees remain free to resign their employment at any time for any or no reason, without notice, and the County retains the right to dismiss any employee at any time, for any or no reason, with or without notice.

Other Laws and Regulations: The provisions of this policy shall apply in addition to, and shall be subordinated to, any requirements imposed by applicable federal, state, or local laws, regulations, or judicial decisions. Unenforceable provisions of this policy, as imposed by applicable law, shall be deemed to be deleted.

All new employees will be introduced to the expectations of a drug free workplace through this policy. **ANY EMPLOYEE WHO VIOLATES THIS POLICY IS SUBJECT TO DEPARTMENTAL DISCIPLINARY ACTION WHICH MAY INCLUDE EMPLOYMENT TERMINATION.**

DRESS CODE – PERSONAL APPEARANCE	
Williamson County Juvenile Services (Central Administration)	Page 1 of 3
Related Standards:	ACA TJJD 343.2 a(1)

POLICY

All employees of Williamson County Juvenile Services shall dress in a manner which conveys respect for their position and is appropriate for an adult role model & authority figure who is representing the department to schools, police, families, and the general public.

All employee’s hygiene, clothes, accessories and jewelry shall portray and be conducive to, and not distract from, the [Vision, Values & Mission](#) of Williamson County Juvenile Services and Williamson County.

- ✪ It is against county policy to print, display or use the Williamson County name or logo or Williamson County Juvenile Services name or logo on any clothing item without express permission.
- ✪ Employees are not allowed to have their own shirts printed, embroidered, etc.
- ✪ All clothing which identifies a person as an employee of Williamson County Juvenile Services is the property of Williamson County and must be returned to the county at the end of any person’s employment.
- ✪ Any time an employee is wearing Williamson County Juvenile Services apparel; his/her behavior should be reflective of Williamson County Juvenile Services and not undermine the reputation of the department or Williamson County.
- ✪ **Williamson County Juvenile Services shirts, jackets, caps or other apparel are not to be worn during non-working hours.**
- ✪ **In keeping with the Mission, Vision and Values of Williamson County Juvenile Services refer to the following basic guidelines:**
 - All staff shall wear their county issued ID and proxy card at all times while on duty.
 - Clothes shall be clean, not wrinkled, and without holes, tears, or ragged edges.
 - Clothes shall not be inappropriately tight or revealing.
 - Clothes shall be conservative in cut, style, fit and color.
 - Clothes shall not have slogans or advertisements that are in contrast to the mission, vision and values promoted by Williamson County Juvenile Services.
 - Clothes shall have no large logos, patches, etc. (including brand names), however small icons are allowed.

- Denim, sweat pant, conservative length shorts may be worn by staff if participating or providing direct supervision for youth in programming where this type clothing is conducive to safe and productive participation. Some examples include programming at the Ride on Center for Kids, Community Service projects, Ropes Course, or casual staff retreats. The program coordinator will be responsible for communicating appropriate attire requirements prior to programming.
- Backless sandal style shoes, flip flops, house shoes, pool shoes, or “Croc” type shoes made of rubber are not allowed.
- Athletic pants may be worn by direct care staff or staff supervising programs outlined above.
- Tattoos shall not be visible. Recommendations and/or suggestions for covering tattoos may be addressed with an employee’s Division Director.

Probation Officers, Administrative, Support & All Other Non-Direct Care Staff Shall Wear at the Minimum Business Casual as Outlined Under the Following Guidelines:

- **Slacks, Pants, and Suit Pants:** Slacks that are similar to Dockers and other makers of cotton or synthetic material pants, wool pants, flannel pants, pants that match a suit jacket, and nice looking dress synthetic pants are acceptable. Inappropriate slacks or pants include any that are too informal such as blue jeans, sweatpants, exercise pants, Bermuda shorts, short shorts, shorts, bib overalls, leggings, and any spandex or other form-fitting pants such as is worn for exercise or biking.
- **Skirts, Dresses, and Skirted Suits:** Dresses, skirts, skirts with jackets, two-piece knit suits or sets, and skirts that are split at or below the knee are acceptable. Dress and skirt length should be at a length at which you can sit comfortably in public. Short, tight skirts are inappropriate for work. Mini-skirts, skorts, sun dresses, beach dresses, and spaghetti-strap dresses are inappropriate for the office.
- **Shirts, Tops, Blouses, and Jackets:** Shirts, dress shirts, sweaters, tops, and turtlenecks are acceptable attire for work if they contribute to the appearance of formal, professional dress. Most suit jackets or sport coats are also desirable attire for the office. Inappropriate attire for work includes tank tops; midriff tops; shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans; halter-tops; tops with bare shoulders or plunging necklines; sweatshirts; and t-shirts. All shirts must be tucked in except when participating in physical activities with youth under direct care in institutions, or if the shirt or blouse is designed to be worn un-tucked.
- **Accessories and Jewelry:** Accessories should be conservative. Ties for men are preferred during business hours. Clothes, make-up, hairstyles and nails should be modest and appropriate for business. Men are prohibited from wearing earrings during work hours and women who wear earrings should wear modest earrings (no large hoop earrings for women). Personal hygiene and neatness are also expected.

- **Makeup, Perfume, and Cologne:** A professional appearance is expected. Excessive makeup is unprofessional. Remember that some employees are allergic to the chemicals in perfumes and makeup, so wear these substances in moderation.
- **Hats and Head Covering:** Hats are not appropriate in the office. Head covers that are required for religious purposes or to honor cultural tradition are allowed. (See *direct care staff for exceptions*).

DIRECT CARE STAFF:

Due to the nature of direct care work, clothes need to look professional, yet be functional. Safety of staff and residents is a priority at all times.

MANDATORY -- Direct Care Staff must wear a county issued staff shirt, County issued ID and proxy card, and closed toed shoes with backs that have rubber non-slip soles that will provide protection and grip in case of a restraint.

- Direct care staff may wear jeans, athletic pants, or “Dockers” type slacks. Pants shall not have holes, tears, patches, ragged edges at hems, etc.
- Pants should fit appropriately at waist and hips and be worn without “sagging”
- It is preferred that shirts are tucked in and that pants are belted.
- Direct care staff shall not wear skirts, shorts or “skorts”.
- Hats may be worn outside. Only hats without logos can be worn.
- **Jewelry shall not be worn due to safety issues** with the exception of flat wedding bands and wrist watches.
 - ⊛ Rings or watches with raised settings or sharp edges which may cause harm to youth in the event of non-violent physical restraint or which may puncture latex gloves are prohibited.
 - ⊛ Wearing “Ear plugs” or other earring type jewelry is prohibited.

Williamson County Juvenile Services staff will be subject to redirection for violations of this established dress code in most cases, however, repeated violations may result in progressive discipline up to and including termination of employment.



WILLIAMSON COUNTY JUVENILE SERVICES VOLUNTEER / INTERN TIME LOG



Calendar Year _____ **Grand Total Number of Hours:** _____
 (This form is needed for Department-wide documentation of volunteer hours. Please complete one form for each calendar year you have any volunteer hours. This paper needs to be turned in to Sherry following your last volunteer day in December.)
 Please total your hours and record the total prior to turning in this form.

Volunteer's Name _____

Volunteer Representing: Intern Church
 Ministry _____

Mentoring Counseling Educational Art Caseload

Department: Academy Detention Counseling Administrative
 Court-Intake Probation

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
1.												
2.												
3.												
4.												
5.												
6.												
7.												
8.												
9.												
10.												
11.												
12.												
13.												
14.												
15.												
16.												
17.												
18.												
19.												
20.												
21.												
22.												
23.												
24.												
25.												
26.												
27.												
28.												
29.												
30.												
31.												
Total												