

DEPARTMENT OF HUMAN SERVICES
JUVENILE JUSTICE SERVICES
POLICY AND PROCEDURES

Policy No.: 01-02 A	Effective:	Revision Date: 03-31-14
Subject: Code of Ethics for Volunteers		

I. Policy Statement

Volunteers play a vital role for the Division enhancing the services that juveniles receive. In order to make the most positive impression possible, volunteers shall behave in an exemplary manner, role model appropriate behaviors, and adhere to this Code of Ethics.

II. Rationale

The standards and procedures identified herein are designed to give notice to and define the rights and responsibilities of volunteers with regard to expected conduct.

III. Definitions

- A. "Division" is the State of Utah, Division of Juvenile Justice Services.
- B. "Juvenile" is any person committed to the care, custody, and/or control of the Division, any person who is subject to supervision by the Division, or any person who is in the custody of the state who receives services from the Division.
- C. "Volunteers" are screened and approved persons 21 years or older, who are not employed by the Division or its contractors, but who provide help or a service to benefit juveniles in the care, custody or control of the Division. Any exceptions to the age limit must be approved by DJJS Administration.
- D. An "inappropriate personal relationship" with juveniles or their immediate family members includes, but is not limited to dating, cohabitation, engaging in sexual activities or sharing personal information that compromises a professional relationship.
- E. "Boundary Violations" are any behavior that does not maintain appropriate and respectful verbal and physical boundaries between juveniles, staff, or volunteers through overt or subtle means, including making threats of harm or threats of sexual assault, disclosing inappropriately personal information, unreasonable invasion of privacy, voyeurism, inappropriate discussion of matters of a sexual nature, correspondence or written communication of a sexual or overly personal nature, and exerting pressure or coercion to engage in inappropriate and/or illegal behavior.
- F. "Sponsoring" is the process of hosting or assuming responsibility for a juvenile during activities or events outside of approved Division activities or events.

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G. "Immediate family" is a parent(s), step-parent(s), legal guardian spouse, son, daughter, brother, sister, grandparents or close in-laws.

IV. Procedures

A. Standards of Conduct

1. Division volunteers are responsible for reading and acknowledging the information contained in this policy. Volunteers are also responsible for reading and acknowledging, other Division and program specific policies as identified by the program's Assistant Program Director to ensure knowledge and understanding of the rules, regulations and standards of conduct to which each volunteer is required to adhere.
2. Volunteers shall not ridicule, mock, taunt, or belittle any person or group of persons; nor willfully embarrass, humiliate or shame any person.
3. Volunteers shall be respectful, courteous and civil with juveniles, the public and each other and shall not use vulgar, indecent, or profane language in Division facilities or programs or while engaging in Division-sponsored volunteer activities.
4. Volunteers shall not engage in any act or conduct, which violates Federal, State or local laws, or ordinances and shall adhere to all work place rules and conduct themselves professionally.
5. Volunteers shall support Division programs/facilities and avoid interactions with juveniles that may undermine safety, security and/or good order. If a volunteer is concerned with the actions or decisions of staff or juveniles, concerns should be reported to the program/facility administration.

B. Impartial Attitude

1. Volunteers must conduct themselves impartially toward all juveniles, their families, and staff in Division programs.
2. Volunteers shall respect and protect the civil and legal rights of all juveniles and their parents/legal guardians receiving services from the Division.
3. Volunteers shall not abuse, neglect, exploit, or maltreat juveniles in anyway whether through acts of omission or by encouraging others to act or by failing to deter others from acting.

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4. The Division strictly prohibits all forms of harassment and discrimination of or by juveniles, staff, contractors, and volunteers, including harassment and discrimination based on actual or perceived race, color, religion, sex, national origin, ethnicity, ancestry, age, disability, sexual orientation, gender identity, and expression, or based on an individual's association with a person or group with one or more of these actual or perceived characteristics. (Title VII of the Civil Rights Act of 1964 (Pub. L. 88-352), Age Discrimination Act of 1975 (Pub. L. 94-134), Rehabilitation Act of 1973).
5. Volunteers shall not engage in behavior that results in a hostile work environment, harassment, humiliation, or intimidation.

C. Confidentiality

1. Volunteers shall sign the Volunteer Statement of Confidentiality and agree to protect the confidentiality of juveniles. It is prohibited to discuss juveniles or their families by name or disclose information outside of the facility or program.
2. Volunteers receiving or possessing facts, information or evidence relative to a criminal offense, abuse, neglect or exploitation of a juvenile in the Division's care, custody, or control are required to immediately report verbally and in writing, the information to Division administrative staff.
3. Clergy (as provided in Utah Code) are not required to report information, facts, or evidence received from a juvenile confession regarding a criminal offense; unless it is relative to abuse, neglect or exploitation of a juvenile, per Utah Code 62A-4a-403.
4. Volunteers shall cooperate fully in any investigation conducted by the Division, law enforcement, or other monitoring agency.

D. Interactions with Juveniles

1. Volunteers shall not develop personal relationships beyond an approved volunteer relationship with juveniles who are in Division custody or have been in custody, or are on continued jurisdiction with any human service or correction agency, until they have reached the age of majority eighteen (18) plus six (6) months, or for a period of one (1) year after release from the Division's custody, whichever is later.

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2. Appropriate relationships are encouraged, e.g., mentoring and tutoring. Any such relationships shall be approved in advance and in writing by the APD and case manager involved with the juveniles case.
 3. Volunteers shall maintain appropriate and respectful verbal and physical boundaries with and between juveniles.
 - a. Physical contact is limited to that which is part of the volunteer-related activity. Hugging is not permitted.
 - b. Volunteers are prohibited from disclosing inappropriate personal information and engaging in discussions of a sexual nature with juveniles.
 - c. No intentional social interactions in the community without approval including, social networking, e.g. face book or texting.
 4. Volunteers are not permitted to take juveniles out of a Division program for any reason, except that which is part of carrying out the volunteer duties. Prior written approval is required.
 5. Volunteers will bring their concerns to the attention of a supervisor if they have reason to believe that any of the following situations have arisen or might arise:
 - a. development of inappropriate relationships with juveniles or their families.
 - b. a conflict of interest due to a past or current personal relationship with a juvenile or his/her family;
 - c. a situation from which personal gain may be obtained, or
 - d. questions arising from personal loyalties, beliefs, or values, which might impair professional judgment or independence.
- E. Prohibited Juvenile Relationships:
1. Any relationship which involves personal benefit or gain compromises a volunteer's role. Such a relationship is a boundary violation and is prohibited.
 2. Such prohibited conduct includes, but is not limited to:
 - a. a juvenile's immediate family living in a volunteer's personal residence;
 - b. a juvenile living in any rental property belonging to a volunteer;
 - c. any business dealing or arrangements between a volunteer and a juvenile's immediate family;
 - d. sponsoring a juvenile for special activities such as home visits, outings, etc., other than Division sponsored and approved activities;

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- e. sponsoring a juvenile or employing a juvenile for personal gain or benefit i.e., work projects on personal property with or without pay, home visits, etc., absent prior authorization from the facility/program Director;
- f. cohabitating or residing in the same residence with a juvenile within one (1) year of release from custody or before the juvenile is 18 years and 6 months old, whichever is later.

3. Program Directors must approve any exceptions to this subsection in writing.

F. Loans and Gifts

- 1. Volunteers shall not loan or accept loans, gifts, gratuities, or other favors from Division staff or any juvenile or family member who is currently in custody, within one (1) year of release from custody, or before the juvenile is 18 years and 6 months old, which ever is later.
- 2. Volunteers shall not purchase, nor bargain for, items belonging to juveniles, nor shall they sell items to juveniles or their immediate families.

G. Endangering Conduct

- 1. Any act or conduct, which constitutes a threat to the safety, welfare or health of self or others, which substantially threatens the safety, security or control of the Division's facilities or contracted programs is prohibited.
- 2. Such prohibited conduct includes but is not limited to:
 - a. improper use of equipment, material or supplies;
 - a. creating or contributing to unsanitary or unsafe conditions;
 - b. the transporting, use or possession of any juvenile property, materials or supplies, including letters, except as authorized within volunteer responsibilities and provided such items are being managed consistent with established practice and procedures.

H. Use or Possession of Alcohol or Other Drugs

- 1. Volunteers shall not consume or be under the influence of alcohol or other intoxicants that impair judgment while on State property or property used by Division's programs.
- 2. Volunteers shall refrain from bringing in prescribed medications into Division programs, facilities and vehicles unless it is absolutely necessary and then

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only in areas authorized by the APD. Prescriptions must be in the original packaging and prescribed to the volunteer.

I. Interference with Division Business

1. Any act or conduct, which interferes with Division business or work activities, or substantially distracts or disrupts any staff in the performance of duties, is prohibited.
2. Such prohibited conduct includes, but is not limited to:
 - a. the distribution or posting of any written or printed material, without prior authorization;
 - b. the removal or altering of any posted information without prior authorization.

J. Official Misconduct

1. Volunteer participation in official misconduct or knowingly permitting unlawful conduct upon or in any facility, building, or other real property owned, rented, under the control of, or licensed by the State of Utah, whether in whole or part, is prohibited.
2. Such prohibited conduct includes, but is not limited to:
 - a. the misuse or unauthorized possession and/or use of State property or the property of any person, including the theft, distribution, destruction or damage of such property;
 - b. the unauthorized distribution or disclosure of confidential, private or privileged information;
 - c. participation in gambling, gambling fraud, gambling promotion, possessing gambling device or record, or confidence games in violation of Utah Law or other jurisdiction. (See Utah Criminal Code 76-10-1101).
3. Volunteers shall not appropriate for personal or illegal use, any Division property, technology, evidence or found or recovered property.

K. Conflict of Interest

1. All volunteers shall annually complete a DHS Conflict-of-Interest form.
2. Factors which determine if there is a conflict of interest or a significant potential for such may include:

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- a. involvement in an outside activity where disclosing information may result in personal or another's private gain or benefit;
- b. involvement in an outside activity, which may require improper disclosure or use of confidential information.

V. Continuous Renewal

This policy shall be reviewed every three (3) years to determine its effectiveness and appropriateness. This policy may be reviewed before that time to reflect substantive change.

This policy has been reviewed by the Board of Juvenile Justice Services, and is approved upon the signature of the Director.



Russell K. Van Vleet, Chair
Board of Juvenile Justice Services

03-31-14
Signature Date



Susan V. Burke, Director
Division of Juvenile Justice Services

03-31-14
Signature Date