



Garner Police Department Written Directive

Chapter: 800 - Operations

Directive: 850.04 - Volunteer Resources

Authorized by: Chief Brandon Zuidema

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CALEA Standards: Not Applicable

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850.4.1 - Purpose

The purpose of this directive is to provide guidance on recruiting, assigning, and monitoring the activities and contributions of volunteers to assist the department, improve community relations, and form working partnerships between the department and the community.

850.4.2 - Policy

The Garner Police Department utilizes civilian volunteers to ease the workload of sworn officers and civilian employees. The department promotes an environment that encourages citizens to work in cooperation with law enforcement officers, thereby encouraging public support for police programs and expanding service delivery. The department seeks to recruit mature individuals with good judgment, common sense, and motivation to volunteer. Individuals accepted for volunteer service shall strive to fulfill the department's mission, values, and goals.

It is the department's policy and practice to select and assign volunteers based on qualifications, without regard to race, religion, color, national origin, gender, age, or disability.

The issuing of an identification card and/or department apparel or similar clothing does not constitute employment with the Department or the Town of Garner. At no time will volunteers have any job rights or be subject to personnel rules or regulations, nor will they be covered by workman's compensation or any other Town benefit program. Volunteers may be asked to leave or the program they are volunteering for may be discontinued at any time. Volunteering for a single position does not guarantee the placement in any subsequent volunteer opportunity.

850.4.3 - Organization

- A. Approved department volunteers are coordinated by the Support Services Lieutenant. The Support Services Lieutenant will work closely with sworn and non-sworn personnel to assess department needs for volunteer support and to design new programs or position descriptions that address identified needs.
- B. Requests for volunteer support and the assignment of volunteer personnel are coordinated by the Support Services Lieutenant. Specific areas of responsibility include:
 - 1. Development of policy and procedure for the volunteer program,
 - 2. Recruitment, screening, selection, and placement of volunteers,
 - 3. Coordination of orientation and training,

4. Coordination of supervision and evaluation, and
5. Recognition

850.4.4 – Internal Requests for Volunteer Support

- A. To maintain continuity, consistency, and quality control, all approved requests for volunteer support are submitted to and processed by the Support Services Lieutenant. The following guidelines apply to this process:
 1. This applies in all cases, whether the volunteer is an intern, short-term and assigned to a special project, or long-term.
 2. A "Staff Request for Volunteer Assistance" form (GPD form 850.04-A) must be submitted through the chain-of-command to the Chief of Police. If approved, the Chief of Police will forward the request to the Support Services Lieutenant for processing.
- B. Once the volunteer position is approved, a "Volunteer Position Description" is generated if one does not already exist. This form serves as a tool for recruitment and evaluation and is provided to the volunteer to clarify expectations of the position.

850.4.5 - Recruitment

- A. Volunteers are recruited on an as-needed basis to address department needs. The Support Services Lieutenant will coordinate with the Department's Personnel & Training Sergeant, as well as the Town of Garner Public Information Officer to undertake general recruitment in the print and broadcast media.
- B. Volunteers are also attracted through direct promotional efforts undertaken by this department, including public-speaking or lecture opportunities, feature news articles, and distribution of recruitment materials. "Word-of-mouth" referrals are encouraged.
- C. Department personnel may recruit a specific individual to fulfill a need for volunteer support; however, that individual must still submit a "Volunteer Application" (GPD form 850.04-B) and successfully complete the background and selection process prior to beginning any assignment.

850.4.6 - Application and Background Process

- A. All prospective volunteers are required to submit a "Volunteer Application" to the Support Services Lieutenant.
- B. The Support Services Lieutenant will be responsible for coordinating the background check of any prospective volunteer. The background check may include one or more of the following components:
 1. Review of the applicant's completed "Volunteer Application" for any disqualifiers;
 2. Criminal history check;
 3. DMV record check;
 4. Reference checks of at least three references provided by the applicant;
 5. An interview with the applicant (to include obtaining a current photograph of the applicant); and/or
 6. Computerized Voice Stress Analysis.

- C. The completed background check will be provided to the Operations Captain for review and approval. If approved, it will be forwarded to the Chief of Police for review and approval. The Chief of Police will approve all volunteer applications prior to any volunteer beginning service with the department.

850.4.7 - Selection and Placement

- A. Volunteers are selected based on the successful outcome of the application and background process and the availability of appropriate assignments. The Support Services Lieutenant will make every effort to identify a suitable and acceptable assignment for each applicant, but cannot guarantee that every volunteer will be placed.
- B. Volunteers' skills and schedules are matched with position needs as outlined by the requesting unit. Upon matching the volunteer to an open position, the supervisor or contact person from that unit will be provided with the necessary personnel information.
 - 1. The unit supervisor will contact the volunteer to arrange an interview. The final decision on the specific volunteer assignment and responsibilities shall rest with the unit and should be based on volunteer's compatibility and their possession of the requisite skills.
 - 2. After the final interview, the Support Services Lieutenant must be notified of the decision to use the volunteer or to defer placement.

850.4.8 - Orientation and Training

- A. The Support Services Lieutenant will conduct a general orientation session for the volunteer that provides an overview of departmental structure and organization and addresses applicable directives.
 - 1. An orientation packet will be provided to the volunteer that contains general information about department operations, a handbook of program rules and regulations, a glossary of terms, a Ride-Along Application, and any other materials relevant to their assignment.
 - 2. The volunteer will be required to review, sign, and receive a copy of the following forms:
 - a. A "Volunteer Work Agreement" (GPD form 850.04-C), and
 - b. A "Confidentiality Agreement" (GPD form 850.04-D).
 - 3. The volunteer will be issued a photo identification badge which is to be worn at all times when working. The identification badge shall be returned to the Support Services Lieutenant upon the volunteer's discharge or resignation from the program.
 - 4. The volunteer will be taken on a tour of the assigned work site, introduced to staff, and briefed on unit operations. The volunteer will be provided with a copy of the position description for their volunteer assignment.
- B. On-the-job training is sufficient for most volunteer positions. However, specialized training is to be provided as needed to instruct in clerical skills, computer applications, victim assistance, and other topics. It is the responsibility of the unit supervisor, in coordination with the Support Services Lieutenant, to request and arrange for any necessary specialized training.

850.4.9 - Limits of Authority

- A. The duties and responsibilities of the volunteer must be clearly addressed at the outset to avoid confusion or misunderstanding about the expectations of the assignment. The volunteer can be held

accountable only for that which the volunteer has been trained.

- B. Volunteers are not assigned duties requiring sworn officer status. Their responsibilities are strictly limited to non-enforcement actions.
- C. Volunteers should not replace employees, but support and supplement those functions performed by paid staff. They should not be held exclusively responsible for the completion of time-sensitive tasks. Rather, they may assist with these tasks under the direct supervision of paid staff.
- D. Volunteers are authorized by the Chief of Police to access the departmental RMS (Records Management System) when:
 - 1. It has been deemed necessary for the performance of their duties by their supervisor,
 - 2. They have been appropriately trained, and
 - 3. They have been issued a system USERID.
- E. Volunteers will not wear uniforms. They may be provided apparel bearing police insignia so long as the apparel includes the designation "Volunteer." Volunteers shall only wear issued apparel when volunteering for the department.

850.4.10 - Supervision

- A. Volunteers are members of the Police Department staff and, as such, shall be treated with courtesy, respect, and fairness. Volunteers take their work seriously and want to be held accountable for their performance and the commitment they have made to this department.
- B. Each volunteer shall have a supervisor to whom the volunteer can turn to for guidance and questions. Direction and support must be clear and consistent if the volunteer is to do a good job.
- C. Volunteers are expected to report when scheduled and maintain a record of hours served. If a volunteer does not report for duty and neglects to inform the supervisor, the volunteer is in violation of the work agreement. The Support Services Lieutenant should be so informed so that appropriate and timely action can be taken.
- D. Conflicts or concerns that arise on the part of the volunteer, the supervisor, or co-workers should be addressed to the Support Services Lieutenant for swift resolution.

850.4.12 - Evaluation/Dismissal

- A. The first sixty (60) days after a volunteer joins the program is considered a trial period. At the end of this period, or at any point sooner, the volunteer or the supervisor may decide the assignment is not in either's best interest.
- B. Regular evaluations are conducted, both formally and informally, to assess the volunteer's job satisfaction and the success of the volunteer's placement. If there is dissatisfaction for any reason which cannot be effectively resolved by the parties concerned, the assignment may be terminated and the volunteer either dismissed or reassigned, as appropriate. These situations must be brought to the attention of the Support Services Lieutenant quickly, before serious problems arise.
- C. A volunteer may be summarily dismissed:
 - 1. In cases of breaches of policy or procedure, violation of the law, or conduct unbecoming, that casts the Garner Police Department in a negative or unfavorable light. In view of the sensitive

nature of police business, even the appearance of impropriety may result in a volunteer's dismissal.

2. When participation in the program is no longer in the best interest of the Garner Police Department.

850.4.13 - Recognition

- A. Recognition is an ongoing process and serves to motivate volunteers for service not compensated by usual means. Volunteers, like paid employees, need to feel recognized and appreciated for their work.
- B. Recognition comes in many forms from a simple greeting or words of thanks to banquets and awards. Providing meaningful work, name badges and job titles, and including volunteers in unit meetings or decision-making processes as "part of the team" also serve to reinforce their value to the agency and provide recognition.
- C. Formal programs of recognition for volunteer and paid staff working with the program are coordinated by the Support Services Lieutenant. Individual units are encouraged to undertake their own programs of recognition as appropriate (such as luncheons, parties, or certificates).