

Palatka Police Department			
NO. of PAGES 07	DATE OF ISSUE: April 14, 2003	EFFECTIVE DATE: April 14, 2003	GENERAL ORDER: 16.4 PPD
INDEX: Personnel Allocation Volunteers		NEW () RESCINDS () AMENDS(X) OTHER()	REFERENCE: 1 st Edition PPD 2 nd Edition CFA
SUBJECT: Civilian Volunteer Program CFA: 6.01M, 6.02, 6.03, 6.04		CHIEF OF POLICE: Gary Getchell	

SECTIONS:

- 16.4.1 Application Process
- 16.4.2 Participation Guidelines
- 16.4.3 Types of Duties
- 16.4.4 Liability and Workers Compensation

RESCINDS: All existing orders in conflict;

PURPOSE: To establish a Police Civilian Volunteer Program as part of a comprehensive community relations program; to aid the department with volunteers in a support capacity; to establish guidelines for the application, processing, selection and assignment of civilian volunteers. This directive shall apply to all Palatka Police Department personnel.

DEFINITION:

Civilian Volunteer: A civilian affiliated with the law enforcement agency in a part-time, non-sworn capacity, without compensation, because of his or her interest in contributing to the agency's role in a support capacity (e.g., volunteers, senior citizens).

Volunteer Coordinating Officer:

An employee, sworn or civilian assigned by the Chief of Police to maintain the Volunteer Program and all its' components.

16.4.1 CIVILIAN VOLUNTEER APPLICATION PROCESS

- A. Entry Requirements for Applicants:
 - 1. Must be at least 18 years of age.
 - 2. Must be of good moral character.

3. Must complete an application, answering all questions.

B. Applicant Processing:

1. The applicant will be provided the application form for completion, if he/she meets the entry requirements listed above.

a. Persons wishing to become volunteers at the Palatka Police Department will be required to submit an application (PPD Form 026 Volunteer Application) with relevant information required. They will also be required to authorize a background check on themselves for security reasons (PPD Form 025 Release of Information Authorization).

b. A background check will be done on all applicants consisting

1. Criminal History

2. Driving History

3. A check of any relevant qualification requirements for special assignments.

2. All applicants will be interviewed by the Volunteer Coordinating Officer.

3. Final approval of applicants shall be made by the Chief of Police or his/her designee.

C. A file will be maintained on each civilian volunteer containing the computerized criminal history check, driver's license information, finger printing and drug usage urinalysis. This file will be maintained as other personnel records are maintained.

16.4.2 PARTICIPATION REQUIREMENTS

A. General Guidelines

1. All civilian volunteers are expected to adhere to Palatka Police Department rules and regulations pertaining to professional demeanor, building security and confidentiality of records.

2. Volunteers will be supervised properly by an employee, sworn or civilian, of the Palatka Police Department while performing any duty or work for the Palatka Police Department.

3. Volunteers are not permitted to possess or remove originals or copies of departmental records, reports, memorandums, print-outs or documents

unless expressly authorized by a supervisor or in the performance of a duty for which they have been assigned. Any information gained by reason of a volunteer's position within the police department will remain confidential. Failure to comply will result in the volunteer's dismissal from the program, and if a criminal act has occurred, prosecution for said act.

4. Departmental staff will ensure that Volunteers do not have access to restricted records covered by Section 112.533(3) F.S.S.
5. Phone Usage - Phone calls are to be restricted to department business only unless personal calls are approved by a supervisor. Any long distance business calls are to be approved by a supervisor. Proper telephone courtesy and etiquette will be observed at all times. If a question arises that the volunteer cannot answer, he or she will transfer the caller to someone who can assist them.
6. Public Contact - All contact with the public will be conducted in a highly professional manner as the volunteer represents the Palatka Police Department. Volunteers will not make statements to the press or media, and will instead refer media representatives to the Palatka Police Department Public Information Officer.
7. Dismissal - The department reserves the right to dismiss a volunteer from the program without notice for any reason deemed satisfactory by the Chief of Police, regardless of whether such reason is contained within this policy or other City of Palatka documents. The Volunteer Coordinator may dismiss a volunteer from the program after approval by the Chief of Police. There are no provisions for appeals or hearings for a dismissed volunteer. Upon dismissal, all City of Palatka property including any uniforms, supplies, I.D. cards, etc. will be returned to the department by the volunteer. Failure to do so may result in legal action on behalf of the department.

B. Volunteer Assignment:

1. It shall be the responsibility of the program coordinator to assign the Volunteers to a section, division or duties which best matches the desires, experience or skills of the volunteer.
2. Prior to assignment, each volunteer will be provided a tour of the police department that he/she may obtain a good understanding of the function of each division or section.
8. The volunteer shall be introduced to the supervisor of the assigned area by the program coordinator.
4. Volunteers shall not be assigned to duties requiring sworn deputy status.

C. Training

1. Civilian Volunteers will receive a departmental orientation to familiarize them with the nature and operation of the department as well as an orientation of the division they are to be assigned to. The orientation will be documented on the Civilian Volunteer Orientation and Training Checklist. The orientation will be performed by the Assistant Chief or his/her designee.
2. Civilian Volunteers will receive on-the-job training to provide them with the information and skills necessary to perform their particular assignment. This training will be documented on the Civilian Volunteer orientation and Training Checklist. The training will be performed by the office staff or officer that the volunteer is assigned to work with.
3. The supervisor to whom a volunteer is assigned will provide necessary training for each volunteer.
4. Each civilian volunteer will receive training by each assignment supervisor, or designee, for the tasks to be performed by the volunteer. This will be on-the-job training.
5. All volunteer training programs will include orientation as to the purpose, goals, policies and procedures, of the Palatka Police Department.
6. All volunteers will receive training pertaining to working conditions and regulations, and will be informed of the responsibilities and rights of volunteers.
7. Should the volunteer be assigned to quasi-law enforcement duties, appropriate classroom training will be provided.

D. Volunteer Dress Code

1. All volunteers will be required to wear their department assigned Identification Card when working inside or outside of the facility.
2. Volunteers assigned to the Palatka Police Department main building or other office setting shall dress in a neat, presentable manner consistent with that worn by civilian employees.
3. Police Service Aides (PSA)'s will be assigned appropriate uniforms that are clearly distinguishable from the uniforms of sworn personnel.
 - a. * Uniform blue slacks
 - b. * Uniform light blue shirt

(insignia or patch on left breast designation of Police Service Aid)

- c. Black shoes with proper hosiery or socks.
- d. * When performing traffic assignments, the proper attire (traffic vests), will be worn by the volunteers.

- Indicates that it is provided by the department

E. Hours of Work

1. Each volunteer is expected to keep **their** assignment supervisor(s) informed of the scheduled hours to be worked so that assignments can be planned.
 2. The assignment supervisor(s)/volunteer shall keep the program coordinator advised on a daily basis of the number of hours **they have** worked.
 3. All volunteer work hours will be performed with prior authorization from the assignment supervisor(s).
 - b. Volunteers will sign-in prior to work and sign-out at the end of their work hours.
 - c. Volunteers will check in as required on the radio if required by assignment (PSA working parking or traffic detail).
- a. The Volunteer Coordinator will maintain as closely as possible a schedule of volunteer assignments to promote an efficient operation.

16.4.3 EXAMPLES OF DUTIES

A. Records Assignment

File routine reports and correspondence; perform general clerical duties using typewriter and word processor.

Respond to citizen requests for information and assistance. Complete minor reports as required.

Retrieve and input data into computer terminal.

Receive calls and take messages.

Accumulate data and prepare monthly statistical reports.

Process requests for copies of reports from both citizens and other criminal justice agencies.

Inventory supplies and order when necessary.

- B. Investigations Assignment
 - Perform general clerical duties using typewriter and word processor.
 - Receive calls and take messages.
 - Prepare routine correspondence to victims of crime.
 - Provide clerical assistance to Detectives
- C. Patrol Assignment
 - Assist in special traffic control.
 - Operate telephone and radio equipment.
 - Assist in transportation of property.
 - Transport police vehicles for maintenance.
 - Gather statistical data.
 - Assist with abandoned vehicle abatement.
- D. Parking Enforcement Assignment
 - Patrol limited-time parking zones on City streets and parking lots.
 - Issue citations for overtime parking and registration violations and for other violations of City ordinances covering parking or standing of motor vehicles.
 - Advise the general public on parking laws, regulations and ordinances.
 - Report damaged or inoperative traffic signals, signs, and markings.
 - Mark vehicles reported as abandoned and conduct follow-up, including towing and storing vehicles.
- E. Property/Evidence Assignment
 - Assist in the transportation of property and evidence.
 - Assist in preparation for auction.
 - Purge files.
 - Provide relief for full-time Community Services Officer assigned to Property/Evidence.
- F. Administrative Services Assignment
 - Gather statistical information.

Provide general clerical support to the Administrative Services Division.

Perform fingerprinting duties (small children).

Assist with the development and presentation of crime prevention topics to community groups.

*** At no time will volunteer's be assigned to duties requiring the status of a sworn police officer.**

16.4.4 LIABILITY AND WORKERS COMPENSATION

- A. Volunteers are covered by the League of Cities insurance provided to the City of Palatka during those times that that are actually working, either in the Palatka Police Department or a City of Palatka vehicle and under the required supervision.
- B. Volunteers are covered by Worker's Compensation insurance just like regular employees, except they are only covered while actually on duty and at an authorized police building or a City of Palatka, Palatka Police Department vehicle as assigned. If a volunteer is injured:
 - 1. All standard regulations and procedures will be followed as if the injury involved a regular employee;
 - 2. A supervisor should directly assist the volunteer in following through on the necessary procedures in case of an on the job injury or accident.

Gary Getchell, Chief of Police