

**POLICY
1107**

**EFFECTIVE
DATE
09-10-99**

**Eugene
Police Department**



Volunteers in Policing Program

The Volunteers in Policing (VIP) Program has been established to acknowledge and facilitate the important contribution of volunteers to our delivery of police services to the community. This policy is designed to help create the planning and organization needed to most effectively utilize our volunteers' time and energy. Management of the VIP Program is assigned to the Community Policing Support Team. Department members are encouraged to look for creative ways in which we might use volunteers. This policy does not apply to police cadets, who are volunteers, but who are covered by other policies (refer Policy 1108). It does apply to persons fitting the definition below who are student interns or participating in a job placement program.

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PART I - Responsibilities and Procedures for All Personnel

- A. Generally
 - 1. *Volunteer* (defined): A person who, without compensation or expectation of compensation by the City of Eugene, is selected under this program to perform a task at the direction of, and/or on behalf of, the department.
 - 2. The supervision of the volunteer regarding his/her task(s) will rest with an assigned department employee, or a supervising volunteer who reports to a department employee, or a supervising volunteer who reports a department employee. The volunteer is also responsible to the Volunteer Coordinator.

3. Volunteers are subject to all department policies and procedures, except those which by their nature cannot apply to the person and/or his or her assignment. We may discontinue the use of the services of volunteers who do not adhere to department policies and procedures, or who fail to satisfactorily perform their volunteer assignment(s).
4. Volunteers serve at the discretion of the department.

B. Recruitment and selection of volunteers

1. Department employees may not serve as volunteers. Family members of department employees may do so, but may not be directly supervised by a family member.
2. A prospective volunteer must fill out an application, and will be subject to a background check.
3. The Volunteer Coordinator will determine whether, and in what capacity, the person is accepted as a volunteer.
4. Once selected, volunteers will receive an orientation to help them understand the tasks they are to be assigned, and their relationship to that area of the department's service delivery.
5. Volunteer placements will be made for a trial period of 60 days. At the end of that time, the volunteer will be interviewed. Either the volunteer or department staff may request assignment of the volunteer to a different function. The volunteer may be left in his/her current position, transferred to another position, or determined to be unsuitable to work as a volunteer with our department.

C. Expectations of volunteers

1. Unless you are performing duties as a police reserve officer, you may not carry a firearm while you are performing tasks as a volunteer.
2. Perform your duties as scheduled. If you must be absent from a scheduled activity, you must notify your staff supervisor as far in advance as possible.
3. Maintain confidentiality of any information you receive in the course of your duties.
4. Present a good image, both in terms of personal appearance and interactions with staff and members of the public.
5. You may act as a representative of the department, and/or use your department identification, only to perform those tasks which you have specifically been assigned.

6. You must follow department and city policies (except those which by their nature cannot apply), including those regarding use of city-owned equipment.

D. Access to information/facilities

1. Volunteers are entitled to all information necessary to perform their assigned tasks (e.g., appropriate memos), and may attend meetings relevant to their work assignment.
2. Volunteers will be issued ID cards. Some may be authorized access into certain computer files, and some may receive door codes.
3. Volunteers are allowed access to department facilities as needed to perform their duties, or as otherwise specifically authorized.

E. Requests for volunteers

1. Requests for volunteers will be sent through chain of command to the Volunteer Coordinator.
2. Prior to any assignment or recruitment of volunteers, specific tasks must be identified and task descriptions developed.

PART II - Responsibilities and Procedures for Supervisors and Command Personnel

A. Supervisors of individual volunteers

1. Assume primary responsibility for design and delivery of specific orientation and on-the-job training to volunteers assigned to you.
2. Supervise the day-to-day activities of the volunteer.
3. Ensure that the volunteer has the resources to perform his/her assigned tasks(s), and provide consultation and assistance as needed.
4. Evaluate, or assist in the evaluation of, the volunteer's work performance.
5. Maintain regular communication with the Volunteer Coordinator, and advise him/her of any significant change in the work or status of the volunteer.
6. Look for opportunities to recognize the volunteer's contributions.

7. Consult with the Volunteer Coordinator about any performance problems or corrective actions necessary regarding a volunteer.

B. Volunteer Coordinator

1. Recruit and select volunteers.
2. Coordinate background investigations on prospective volunteers.
3. Assist department staff in identifying opportunities for volunteers, and in developing task descriptions for them.
4. Match selected volunteers to necessary tasks. (You may decline to place a volunteer until staff are prepared to make effective use of volunteer resources.)
5. Advise the volunteer who his/her staff supervisor will be.
6. Provide an orientation to new volunteers, including general information about the department as well as specific information about their assignments.
7. Maintain records on each volunteer, including dates of service, positions held, duties performed, and recognition received.
8. Oversee evaluation of volunteers, and take any corrective action which may be needed.
9. Conduct an exit interview, when possible, of any volunteer leaving the department.
10. Coordinate department-wide recognition of volunteers at least once per year.

C. Program Manager

1. Supervise activities of the Volunteer Coordinator.
2. Maintain overall responsibility for the VIP Program.

3. Make the final determination as to whether a person should be removed from his/her position as a department volunteer.
4. Ensure our volunteer efforts are integrated into neighborhood planning programs.
5. Coordinate our volunteer efforts with other city departments.

**JAMES R. HILL
CHIEF OF POLICE**