



CITY OF OREM
DEPARTMENT OF PUBLIC SAFETY

*Currently Being
Updated*

V.I.P.S. Manual



CITY OF OREM
DEPARTMENT OF PUBLIC SAFETY

V.I.P.S. (Volunteers in Police Service)

I would like to welcome you to the Orem Department of Public Safety V.I.P.S. program. The Police Department is very proud of our volunteer program and are continually looking at ways in which we may better serve our community. A part of that vision is this volunteer program.

The V.I.P.S. program was created to fill the gap between services that the Police Department provides to the community and

We appreciate your willingness to put forth your time and talents to assist the Department and serve this fine community.

Thank you for your willingness to work as a Volunteer in Public Safety. We appreciate your willingness to put your time and talents to work for the benefit of the community. VIPS has the potential to have great impact on our lifestyle here in Orem. Orem is a great place to live, a large number of people are discovering that and moving here. This is causing our City to grow considerably. This growth has both good and bad sides. One of the bad sides is that as the City has grown, we have started to lose our small town atmosphere, where neighbors cared for and looked out for each other. The number of crimes has also gone up. VIPS is an effort to combat both of these down sides to our growth. VIPS will help the Public Safety Department in our responsibility of protecting the community.

This manual is designed to be a resource to you as you volunteer your time to assist the community. I have tried to anticipate your needs and the questions you will be asked as you come in contact with the public. If you find information that should have been included please contact me so it can be included as updates at the next monthly meeting.

Again let me express my appreciation to you for your commitment to this program. I look forward to working with you. I can be reached at **229-7220** or **rsconner@orem.org** if you prefer Email.

Sincerely,

Lt. Bob Conner

RECEIPT & ACKNOWLEDGMENT OF V.I.P.S. VOLUNTEER HANDBOOK

This volunteer handbook is an important document intended to help you become acquainted with V.I.P.S.(Volunteers in Public Safety). This Handbook will serve as a guide; it is not the final word in all cases. Individual circumstances may call for individual attention.

Please read the following statements and sign below to indicate your receipt and acknowledgment of the V.I.P.S. Volunteer Handbook.

- I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of V.I.P.S. or the Orem Department of Public Safety at any time.
- I further understand that my volunteering is terminable at will, either by myself or V.I.P.S., regardless of the length of my volunteering.
- I am aware that during the course of my volunteering, confidential information will be made available to me. I understand that this information is critical to V.I.P.S. and must not be disseminated within or outside of Orem Department of Public Safety premises.
- I understand that my signature below indicates that I agree to read and have received a copy of the V.I.P.S. Volunteer Handbook.

Volunteer's Signature

Date

Volunteer Coordinator's Signature

Date

TABLE OF CONTENTS

Purpose of This Handbook	1
Department Philosophy	1
What V.I.P.S. Expects from You	2
What You Can Expect From V.I.P.S.	3
Mission Statement	4
Program organization	4
Requirements	4
Volunteer Opportunities	5
Code of Conduct	6
Standards of Conduct	7
Confidentiality	9
 Volunteer Policies	
Absences	9
Accidents	9
Appearance	10
Chain of Command	10
Commitment of Time	10
Computer Software	10
Courtesy	10
Equality of Service	11
Harassment	11
Identification	11
Injuries	12
Liability	12
Monthly Meetings	12
Parking	12
Personal Information	12
Personal Telephone Calls	12
Reporting to Work	12
Resignation	13
Ride-along Program	13
Safety	14
Security	14
Scheduling	14
Smoking	15
Substance Abuse	15
Theft	15
Time sheets	15
Traffic Violations	15
Training Requirements	15
Uniforms	16

Use of Department Vehicles	16
Public Safety Department Organization	16
Additional Public Safety Programs	
McGruff House	17
National Night Out	18
Neighborhood Watch	18
Operation Identification	19
Public Safety Community Education	21
Victim Assistance	23
Resource Information	
Neighborhood Livability	24
Orem Emergency Management	26
Other city of Orem Departments	26
Other Agencies	27
Web Page	28
Appendix	
Department Organizational Chart	29

PURPOSE OF THIS HANDBOOK

This Handbook has been prepared to inform you about Orem's V.I.P.S.'s (Volunteers in Public Safety) philosophy, practices, and policies, as well as the benefits provided to you as a valued volunteer and the conduct expected from you.

No volunteer handbook can answer every question and anticipate every situation, nor would we want to restrict the normal question and answer interchange among us. It is in our person-to-person conversations that we can better know each other, express our views, and volunteer together in a harmonious relationship.

We hope this handbook will help you feel comfortable with us. We depend on you - your success is our success. Please don't hesitate to ask questions. Your supervisor or Volunteer Coordinator will gladly answer them. We believe you will enjoy your volunteer work and your fellow volunteers here. We also believe you will find the Orem Department of Public Safety a great place to volunteer.

We ask that you read this handbook carefully, and refer to it whenever questions arise. We also suggest that you take it home so your family can become familiar with V.I.P.S. and our policies.

V.I.P.S.'s policies, benefits and rules, as explained in this Handbook, may be changed from time to time as business, volunteer legislation, and economic conditions dictate. If and when provisions are changed, you will be given replacement pages for those that have become outdated.

DEPARTMENT PHILOSOPHY

Working "in partnership with the community", the mission of the Orem Department of Public Safety is to provide the best possible public safety services with emphasis on sensitivity to community needs and concerns. "Partnership", in this sense, means a shared responsibility for community safety among the police and fire divisions, other City departments and community residents who cooperate together in providing information and influence to assure continuing community safety.

Community policing stems from an idea that is at the very foundation of our American heritage: the welfare of the country is the individual responsibility of each of its citizens. The community policing philosophy fits particularly well in the City of Orem for several reasons:

5. The Orem Department of Public Safety is firmly committed to maintaining a spirit of partnership with the community.
6. Orem Public Safety officers have acquired a clear understanding of the community's policing problems and particular circumstances, that affect public safety.

7. Orem Public Safety officers over the years have come to know the people and neighborhoods of Orem.
8. Orem Public Safety officers have demonstrated their willingness and ability to act with personal initiative to develop relationships with community members, create ways to prevent crime and provide appropriate education to the community.
9. A clear focus has evolved within the Orem Department of Public Safety on the relationship between crime analysis and community service.

Community policing is not just a slogan for the same old approach to doing police work. Each member of our Public Safety Department is committed to the goal of preserving a safe community; the philosophy, values, and methods of community policing; and work from the conviction that community policing is uniquely relevant to the circumstances of the City of Orem. We must each embody the spirit of being "in partnership with the community."

WHAT V.I.P.S. EXPECTS FROM YOU

Your first responsibility is to know your own duties and how to perform them promptly, correctly, and pleasantly. Secondly, you are expected to cooperate with management and your fellow volunteers to maintain a good team attitude. How you interact with fellow volunteers, staff, and those whom V.I.P.S. serves, and how you accept direction can affect the success of your division. In turn, the performance of one division can impact the entire service offered by V.I.P.S. Consequently, whatever your position, you have an important assignment: perform every task to the best of your ability. The result will be a better performance for the organization and Public Safety Department overall, and personal satisfaction for you.

You are encouraged to grasp opportunities for personal development that are offered to you. This handbook offers insight on how you can positively perform to the best of your ability to meet and exceed the V.I.P.S. expectations.

We strongly believe you should have the right to make your own choices in matters that concern and control your life. We believe in direct access to management. We are dedicated to making V.I.P.S. an organization where you can approach your supervisor, volunteer coordinator, or any member of management, to discuss any problem, concern, or question. We expect you to voice your opinions and contribute your suggestions to improve the quality of V.I.P.S. and the department. We're all human so please communicate with each other and with management.

Remember, you help create the healthful, pleasant and safe volunteering conditions that V.I.P.S. intends for you. Your dignity and that of fellow volunteers, as well as that of our clients, is important. V.I.P.S. needs your help in making each volunteering day enjoyable and rewarding.

WHAT YOU CAN EXPECT FROM V.I.P.S.

1. Be assigned appropriate assignments according to skill, interests, availability, and training.
2. Be trusted with confidential information that will help carry out assignments.
3. Receive orientation, training, and supervision for the jobs you accept and know why you are being asked to do a particular task.
4. Expect that your time will not be wasted by lack of planning, coordination and cooperation within the department.
5. Receive regular consultation for a review of job performance.
6. Expect that your individual rights will be respected, and that all volunteers will be treated with courtesy and consideration.
7. Have appropriate designed work space, including consideration for physical disabilities.
8. Discuss any problem with the Volunteer Coordinator or representative of the Public Safety Department, receive prompt and fair adjustment of any complaints which may arise.
9. Volunteers have a right to be assigned tasks which are suitable to their experience, education and preference.
10. To be properly trained for the assumption of responsibilities your tasks demand and to be provided with continuous training aimed at improving your skills.
11. Volunteers have a right to be involved in making suggestions and assisting in planning those tasks to which they are assigned. Maintain an on-going communication with your supervisor. Develop a good working relationship.
12. Volunteers have a right to be treated with respect.
13. Volunteers have a right to be treated to a positive, pleasant experience with the Orem Department of public safety.

Help create a positive working atmosphere of cooperation and goodwill through your actions and words. Please let us know if you have any problems or suggestions. Discuss your concerns with your supervisor first and then contact the Volunteer Coordinator if the problem is not resolved. If something is bothering you, talk it over with your supervisor. Don't remain silent and frustrated.

Mission Statement

The Department's VIPS program is committed to developing a spirit of cooperation and partnership with the community. Our pledge is to recruit, train, and retain talented volunteers who will be encouraged to participate in meaningful community safety, security and service programs.

Purpose

The VIPS program is pledged to the recruitment, orientation, and retention of talented volunteers who are encouraged to develop their skills in a work environment which fosters their participation in meaningful community safety and security programs.

Objectives

The program will be continually evaluated on its ability to accomplish the following.

1. Provide additional resources for the Department of Public Safety, thus enabling expansion of services without significant cost increases.
2. Promoting community awareness and acceptance of the VIPS program as a viable and important community relations tool.
3. Providing an increased level of community involvement in public safety related matters.
4. Promote a better quality of life in our community.

PROGRAM ORGANIZATION

The Volunteer Program consists Of VIPS Volunteers, a Volunteer Coordinator and Public Safety Department employees who are responsible for the quality, service and performance of the Program. The Volunteer Coordinator is the Administrative Lieutenant whose responsibilities are: screening applicants and coordinating assignments.

Supervision: The staff member utilizing the services performed by the VIPS Volunteers will provide the immediate supervision. Volunteers shall generally be accountable to only one supervisor at a time.

Requirements

VIPS Volunteers must meet the following requirements:

1. 21 years or older, unless approved by the Director of Public Safety
2. No felony convictions

3. No misdemeanor convictions within two years
4. Complete a Volunteers in Public Safety application which will be the basis for a Police background investigation.
5. Sign waivers for and pass a background check
6. Be of good moral character
7. Be able to commit to providing a minimum of one four hour shift, twice a month for one year
8. Complete Volunteers in Public Safety training course

Volunteer Opportunities

Volunteers may assist the Public Safety Department by providing a variety of services. These services cover a wide range of activities and require expertise and training in many specialized fields. Some of the tasks or assignments that volunteers can assist in are:

Support Services Division

1. Front Counter. Clerical tasks to include filing, typing, answering phones, assisting at the front counter with citizen inquiries and fingerprinting citizens for permits or licenses.
2. Crime Prevention: Assist in Neighborhood Watch and Crime Prevention programs. Programs can be directed to Homeowner Associations, Community Groups or children's organizations.
3. D.A.R.E.: Provide assistance in the presentation of special D.A.R.E. programs, i.e. Red Ribbon Week, Fourth of July Parade floats, etc.
4. Safety Fairs: Work booths providing safety and emergency preparedness information. Distribute pamphlets, direct citizens to proper resources and answer questions.
5. Tours of the Department. Conduct tours of the Department for youth groups. Give demonstrations of equipment and patrol cars.

Patrol Division

1. Traffic enforcement: Abandoned vehicles, speed surveys, handicapped parking enforcement, and assisting at traffic accident scenes.
2. Patrol division: Vacation checks, VIN inspections, motorist assists
3. Special Events: Assist with crowd control, issuance of equipment, tracking of volunteers or working in the Command Post during large events.

Investigations Division

1. Bicycle theft cases consist mainly of matching stolen bicycle reports with recovered bicycle reports.
2. Contact on information only cases. Calling to make sure the complainants have no additional information or suspects.
3. Comparing lists of pawned items against theft cases.
4. Canvas neighborhoods. Assist in checking through the areas around major crime scenes for possible witnesses

Fire Division

1. Assist at fire scene or medical calls
2. Public education
3. Data entry of medical reports

A complete listing of specific assignments currently available can be found in the volunteer opportunities notebook

Code of Conduct

It is essential that the public we serve have trust in it's public safety organization. Everything we do as an organization needs to strengthen that trust. In order to further this goal, the Orem Department of Public Safety must work as a **TEAM** to achieve our **MISSION** based on **DEPARTMENT VALUES**.

Trust

- We work to develop an atmosphere of trust among ourselves.
- We honor our words and keep our commitments.
- We are worthy of the public's trust.

Ethics

- Honesty and truthfulness are essential.
- Our integrity will be exemplary.
- Our conduct will serve as an example to all.

Accountability

- We will carry out our job responsibilities in a 'conscientious and professional manner.
- We will be accountable for our performance and our organization's success.

Mutual Respect

- We are committed to treating, each other and the community with courtesy and dignity.

STANDARDS OF CONDUCT

Whenever people gather together to achieve goals, some rules are needed to help everyone volunteer together efficiently, effectively, and harmoniously. At V.I.P.S., we hold ourselves to a high standard of quality where the rules and policies simply assure that quality is maintained.

By volunteering with us, you have a responsibility to the department and to your fellow volunteers to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon other volunteers to follow the rules of conduct, then our organization will be a better place to volunteer for everyone.

Unacceptable Activities

The public had placed its trust in the Director of Public Safety to administer an honest and effective Public Safety agency. The Director of Public Safety embraces this public trust and recognizes that effective public safety services would be severely hampered if such trust were lost. The Director of Public Safety also recognizes that this public trust can only be retained through the efforts of all employees and volunteers. Therefore, employees and volunteers shall conduct themselves in a manner that will not bring discredit or reflect poorly on the Orem Department of Public Safety.

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit as well as the benefit of V.I.P.S. If you have any questions concerning any volunteer or safety rule, or any of the unacceptable activities listed, please see your supervisor or the volunteer coordinator for an explanation.

Unacceptable Conduct: By accepting your volunteer services with the Orem Department of public safety, Volunteers are accepting a higher standard of conduct than is found in other government service. We must all be aware that our actions, on and off duty, are subject to scrutiny and reflect on the entire Department. A Volunteers behavior may be considered unbecoming conduct if it would normally be viewed with disfavor by the community we serve.

Specific unbecoming conduct: The following is a list of unacceptable conduct. Each item may be sufficient grounds for termination as a Public Safety Volunteer. This list is indicative of unacceptable conduct, but is not an all-inclusive list and other unspecified conduct may also result in dismissal as a Volunteer.

Occurrences of any of the following violations, because of their seriousness, may result in immediate dismissal without warning:

1. Dishonesty; willful falsification or misrepresentation on your application for volunteering or other volunteer records; alteration of department records or other department

documents.

2. Misuse or/ abuse of volunteer privileges or identification card
3. Willful violation of any department rule; any deliberate action that is extreme in nature and is obviously detrimental to V.I.P.S.
4. Willful violation of security or safety rules or failure to observe safety rules or V.I.P.S. safety practices; failure to wear required safety equipment; tampering with V.I.P.S. equipment or safety equipment.
5. Negligence or any careless action which endangers the life or safety of another person.
6. Being intoxicated or under the influence of controlled substance drugs while volunteering; use or possession or sale of controlled substance drugs in any quantity while on department premises except medications prescribed by a physician which do not impair volunteer performance.
7. Unauthorized possession of dangerous or illegal firearms, weapons, or explosives on department property or while on duty.
8. Committing misdemeanor or felony crimes at any time during the VIP program tenure.
9. Engaging in criminal conduct or acts of violence.
10. Insubordination or refusing to obey instructions properly issued by your supervisor.
11. Threatening, intimidating or coercing fellow volunteers on or off the premises- at any time, for any purpose.
12. Theft of department property or the property of fellow volunteers; unauthorized possession or removal of any department property, including documents, from the premises without prior permission from management; unauthorized use of department equipment or property for personal reasons; using department equipment for profit.
13. Breach of confidentiality of personnel information. Releasing secured confidential information to the public at any time. Violation of this provision will result in prosecution.
14. Malicious gossip and or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another volunteer on the job; willfully restricting volunteer output or encouraging others to do the same.
15. Immoral conduct or indecency that could reflect negatively on the Department.
16. Conduct, on or off duty, which adversely affects the public's confidence in the City, the

Public Safety Department, the Volunteer Program, or the individual's capability of performing assigned duties.

CONFIDENTIALITY

Confidentiality is mandatory! As a volunteer, you will be exposed to sensitive information. You must treat all information you see, hear, or become aware of while working for the Public Safety Department as confidential. Volunteers may discuss or give official information only to persons for whom the information is intended, as directed by superiors or as required by law.

The Public Safety Department has access to many confidential and restricted computer systems and records. The public has placed trust in the Director of Public Safety that this information will be used only for its intended and lawful purposes. No employee or volunteer shall release any confidential information to persons not authorized by law to receive such information. To do so is a violation of both civil and criminal law and criminal prosecution will be sought in such cases where willful violations have occurred.

You may be exposed to sensitive and/or confidential information during your work assignment as a volunteer. Caution and Confidentiality are essential. Volunteers shall discuss or give official information only to persons for whom the information is intended, as directed by your supervisor. NEVER release any personal addresses or telephone numbers of the Public Safety department staff. If you are unsure about something, ask your supervisor. Confidentiality of information must be maintained.

Any violation of confidentiality will result in immediate dismissal from the Volunteer Program, and exposes you to the possibility of civil and criminal charges.

VOLUNTEER POLICIES

17. ABSENCES- If you will be unable to work your shift, please call your supervisor as early as possible. We may need to arrange for a replacement or adjust our work plans if you are absent. The department personnel rely on your dependability for assignments. If you are going to be absent for an extended period of time, please notify your supervisor as well as the Volunteer Coordinator.
18. ACCIDENTS- Tell your supervisor immediately about accidents and mishaps on the job, no matter how minor. Do not hesitate to tell your supervisor if you have been assigned a task that might endanger your health or safety.
19. APPEARANCE- You are expected to dress and groom in accordance with accepted social and business standards, particularly if your job involves dealing with clients or visitors in person. A neat, tasteful appearance contributes to the positive impression you make on our clients. You are expected to be suitably attired and groomed during

volunteering hours or when representing V.I.P.S. A good, clean appearance bolsters your own poise and self-confidence and greatly enhances our department image. Personal appearance should be a matter of concern for each volunteer. If your supervisor feels your attire is out of place, you may be asked to leave your assignment until you are properly attired.

20. CHAIN OF COMMAND- Volunteers are expected to follow the established chain of command to resolve any problems. You should discuss your concerns with your supervisor first, and then contact the Volunteer Coordinator if the problem is not resolved. If something is bothering you, let's talk it over; don't remain silently frustrated.
21. COMMITMENT OF TIME- We ask all volunteers to work a minimum of two, four hour shifts per month for at least one year. From time to time, we may ask also if you are available to help with special assignments.
22. COMPUTER SOFTWARE (UNAUTHORIZED COPYING)- V.I.P.S. does not condone the illegal duplication of software. The copyright law is clear. The copyright holder is given certain exclusive rights, including the right to make and distribute copies. Title 17 of the U.S. Code states that "it is illegal to make or distribute copies of copyrighted material without authorization" (Section 106). The only exception is the users right to make a backup copy for archival purposes (Section 117). The law protects the exclusive rights of the copyright holder and does not give users the right to copy software unless a backup copy is not provided by the manufacturer. Unauthorized duplication of software is a Federal crime.
23. COURTESY- Courtesy encourages cooperation and builds respect for those who use it. Volunteers expected to practice accepted courtesies while conducting Department business.
 - A. Public Contact
 1. Proper Attitude.- The attitude of each Volunteer should be one of service and courtesy, but not servility or softness. Volunteers should be pleasant and personable, and should avoid even the appearance of rudeness.
 2. Discourtesy. Discourtesy or rudeness is one of the easiest ways to alienate citizens. Volunteers should guard against this by keeping their negative emotions in check while dealing with the public.
 3. Dissatisfaction. If a citizen complains of dissatisfaction with the service and demands your name, give it to them and offer to write it down. Contact your supervisor and assist in helping to resolve the issue.
 - B. Fellow Employee Contact
 1. The attitude of each employee and Volunteer contributes to the overall work atmosphere. Each Volunteer and employee should be courteous and cooperative with his/her fellow Volunteers and public safety employees.

24. **EQUALITY OF SERVICE**-Volunteers will conduct themselves in a fair and impartial manner while on Department business. All Department services will be delivered without discrimination to race, religion, color, national origin, ancestry, physical handicap, medical condition, marital status, sex, sexual orientation or age.
25. **HARASSMENT**- V.I.P.S. intends to provide a volunteer environment that is pleasant, healthful, comfortable, and free from intimidation, hostility or other offenses which might interfere with volunteer performance. It is the policy of the City of Orem to provide a productive and pleasant working environment and to ensure that all employees and volunteers are treated with respect and dignity. To this end, the City shall not condone any form of sexual harassment in the workplace. Such conduct by a City employee or volunteer, or tolerance of sexual harassment by a supervisor shall not be permitted, and disciplinary action up to and including termination shall be taken against an employee or volunteer engaging in unlawful sexual harassment. Harassment can take several forms. It may be, but is not limited to: words, signs, jokes, pranks, intimidation, physical contact, or violence. Sexual harassment may include unwelcome sexual advances, requests for sexual favors, other verbal or physical contact of a sexual nature when such contact creates an intimidating environment, prevents an individual from effectively performing the duties of their position, or when such conduct is made a condition of volunteering, either implicitly or explicitly. As a V.I.P.S. volunteer, you are responsible for keeping our volunteer environment free of harassment. Any volunteer who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to their supervisor, Volunteer Coordinator or any management staff with whom they feel comfortable. When V.I.P.S. becomes aware that harassment might exist, it is obligated by law to take prompt and appropriate action, whether or not the victim wants the department to do so.
26. **IDENTIFICATION**- Volunteers will be issued a photo identification and security access card authorizing you to enter the Orem Department of Public Safety. All volunteers are required to display their identification card while on duty in a Department facility or when representing the Department.
- A. The identification card is not to be used for general identification purposes, such as check cashing privileges, nor is it to be used to gain favorable treatment or gratuities. Any violation of this provision or misuse of the identification card will be grounds for dismissal from the program.
- B. You will be held personally responsible for this card and are required to immediately report its loss to the Volunteer Coordinator. The identification card is the property of the Orem Public Safety Department and must be returned upon resignation or termination from the program.
27. **INJURIES**-If you are injured or have a mishap on the job (no matter how minor), report the injuries immediately to your supervisor.

28. **LIABILITY-** Volunteers should keep in mind the inherent liability placed upon the City of Orem whenever they are on duty. Even though V.I.P.S. are non-sworn, volunteer personnel must realize that your actions will be judged the same as any Department employee. You are reminded of the importance of conduct in the eyes and ears of the public.
29. **MONTHLY MEETINGS-** The V.I.P.S. meet regularly once a month. Information on new policies, procedures, training, and general business is discussed at these meetings. These sessions benefit both the volunteers and the organization by maintaining good communication channels.
30. **PARKING LOT-** You are encouraged to use the parking areas designated for our volunteers. Remember to lock your car every day and park within the specified areas. Courtesy and common sense in parking will avoid accidents, personal injuries, damage to your vehicle and to the vehicles of other volunteers and staff. If you should damage another car while parking or leaving, immediately report the incident, along with the license numbers of both vehicles and any other pertinent information you may have to your supervisor. V.I.P.S. does not assume any liability for any loss or damages you may sustain.
31. **PERSONAL INFORMATION-** Notify the Volunteer Coordinator if your address, phone numbers, or emergency information changes. We need to be able to reach you or a member of your family.
32. **PERSONAL TELEPHONE CALLS-** Personal telephone calls should be kept to a minimum and should not interfere with City business. No personal long-distance calls may be made unless charged to your home phone or credit card account.
33. **REPORTING TO WORK-** Be punctual. If you must be more than a few minutes late, call your supervisor.
34. **RESIGNATION-** If you need to resign your volunteer position, please notify your supervisor and the Volunteer Coordinator as soon as possible. Return your volunteer I.D. badge and any other Department property issued to you.
35. **RIDE-ALONG PROGRAM-** The ride-along program is an educational program intended to acquaint the public, media, official visitors and other government officials with the problems faced by law enforcement today. The purpose of the program is to give participants the opportunity to observe the Department's field activities and to gain a greater understanding of the duties and responsibilities of law enforcement.
 - A. Volunteers are encouraged to participate in the ride-along program which gives them a broader perspective on the problems faced by the patrol officers and the department in general.

- B. Volunteer ride-along requests should be submitted to the Volunteer Coordinator a week prior to the date requested. If the Volunteer Coordinator is not available due to other obligations, the Shift Sergeant for the shift on which the ride-along is requested may authorize the ride-along.
 - C. Volunteers may ride-along with patrol officers only twice during a two- month shift period, when not scheduled for duty.
 - D. Ride-Along Rules:
 - 1. The following rules apply to all program participants:
 - a. Participants shall be neatly groomed and attired.
 - b. Participants shall follow all directions given by department employees.
 - c. Cameras and recording devices are prohibited without prior approval from the Chief or Volunteer Coordinator.
 - d. Participants shall not interfere with officers in the performance of their duties.
 - e. Participants will remain in the police vehicle unless otherwise directed.
 - f. The Shift Sergeant will select the patrol area in which the participant will ride.
 - 2. The following rules apply specifically to Volunteers who are minors:
 - a. Participants must be at least 16 years of age and have the Chiefs approval.
 - b. Participants may ride for four hours on swing shift (generally 4 pm to 8 pm, but not later than 10 pm) or may ride a full tour on day shift.
 - c. A Ride-Along Waiver must be signed by the participants parents in the presence of an officer.
 - 3. The Ride-Along Waiver must be signed by the participant and turned over to the officer at the time of the scheduled ride-along.
36. SAFETY- The Orem Department of Public Safety regards the personnel of this Department as its most valuable asset. It is the policy of this department to conduct all operations with the utmost concern for personnel, equipment, vehicles, and facilities. Therefore, the practice of safety and the prevention of accidents shall be the responsibility of all volunteers. However, if you are injured, report the injury IMMEDIATELY to your supervisor. The organization provides medical insurance for all volunteers in case they are injured while working at the department. It is in excess to any personal coverage the volunteer may have. The health and welfare of every employee and Volunteer is concern to the Public Safety Department. Volunteers should advise their supervisor of

any physical limitations so that their participation in activities can be assigned accordingly.

- A. Tell your supervisor if there is a task that might endanger your health or safety. For example, you may decline to lift something heavy if doing so might hurt your back.
- B. If you are injured or have a mishap on the job (no matter how minor), report the injuries immediately to your supervisor.

37. SECURITY- Maintaining the security of the Orem Department of Public Safety building and vehicles is every volunteer's responsibility.

- A. Always keep cash properly stored.
- B. Know the location of fire/safety equipment and be familiar with their proper use.
- C. Make sure all entrances are properly locked and secured.

38. SCHEDULING-Routine assignments will be scheduled through your supervisor.

- A. Special events and assignments- Every attempt will be made to give Volunteers notice of assignments, special events or projects.
- B. Monthly Meetings.- All Volunteers will meet monthly as a group. During these meetings, special events, projects and assignments will be discussed.
 - 1. Events: A schedule of upcoming events and assignments will be distributed to Volunteers for sign up during the monthly meetings. The schedule will cover a three-month period. A completed schedule will be mailed to all volunteers and posted on the Special Events Board.
 - 2. Special Assignments. As discussed, most events will be scheduled for sign up during the monthly meetings. However, occasionally events and assignments may have very short notice. Volunteers may be called upon for short notice assignments of the needs of the Department.

39. SMOKING- There is no smoking permitted in any City of Orem building or vehicle. Smoking areas are located at each entrance of the Public Safety building.

40. SUBSTANCE ABUSE- V.I.P.S. has no desire to intrude into its volunteers personal lives. However, both on-the-job and off-the-job involvement with any mood altering substances can have an impact on our department and on V.I. P. S.'s ability to achieve its objectives of safety and security. Therefore, you are expected to report to the department with no mood-altering substances in your body. While you may make your own lifestyle choices, V.I.P.S. cannot accept the risk in the department which substance use or abuse may cause. The possession, sale or use of mood-altering substances while volunteering, shall be a violation of safe volunteer practices and will be subject to disciplinary action, including possible dismissal and criminal charges.

41. THEFT- Theft is a serious problem. Theft of any type will not be tolerated by V.I.P.S. We consider theft to be the unauthorized use of department services or facilities or the taking of any department property for personal use. The following examples are not all-inclusive, but provides illustrations of several activities which are unacceptable.
- A. Use of Department copy machines for personal use. The office copiers are not provided as a free service to volunteers. If you wish to use a department copier for personal needs, follow the established procedure for reimbursement.
 - B. Use of Computers. Department computers are to be used exclusively for business purposes unless you receive permission from your supervisor.
42. TIME SHEETS- Every time you work, record your hours on the time sheet. This time sheet should be turned in monthly to the Volunteer Coordinator. Records of volunteer hours are a measure of the effectiveness of the program and your own contribution to the community.
43. TRAFFIC VIOLATIONS- If you are authorized to operate a department vehicle in the course of your assigned volunteer work, or if you operate your own vehicle in performing your job, you will be considered completely responsible for any fines, or traffic violations incurred.
44. TRAINING REQUIREMENTS- All volunteers are expected to participate in a formal training program to acquaint them with the Public Safety Department and some procedures necessary for their role. In addition, they may be required to participate in additional training for specific assignments within the department.
45. UNIFORMS- You will be issued a Orem VIPS Volunteer shirt. While on duty, all volunteers will be required to wear dark colored pants (no jeans) and their uniform shirt. This uniform will help to identify you and keep a professional appearance in the office.
- A. The uniform is not to be worn when not working at the Public Safety station, on a Public Safety assignment or at a Public Safety function. When traveling to and from home to the Public Safety station or assignment, it is necessary to wear a jacket or other clothing over the Volunteer shirt. This is for your own safety.
 - B. The shirt must be kept clean and neat. The shirt can be washed at home or dry-cleaned at your expense.
 - C. The shirt is the property of the Orem Department of Public Safety and must be returned upon resignation or termination from the VIPS program.
46. USE OF DEPARTMENT VEHICLE- You may use a department vehicle to accomplish department business at the direction of a supervisor. If you are authorized to use a Department vehicle, you must be a licensed driver, obey all traffic laws (including parking regulations), and not allow unauthorized persons to operate or ride in a department vehicle.

PUBLIC SAFETY DEPARTMENT ORGANIZATION

The Orem Department of Public Safety is divided into five functions:

- Administration
- Fire and Medical
- Investigation
- Patrol
- Support Services

The organizational chart, Appendix A, shows the deployment of personnel within the Department.

City of Orem
Department of Public Safety
95 East Center
Orem, Utah 84057
(801) 229-7070 Fax 229-7300

The city also maintains three fire stations.

Fire Station One
300 East 1000 South
229-7028

Fire Station Two
911 North Main
229-7029

Fire Station Three
255 North 1200 West
229-7212

Michael Larsen, Director	229-7062
Terry Taylor, Patrol Division Manager	229-7078
Rex Skinner, Support Services Division Manager	229-7203
Karl Hirst, Investigations Division Manager	229-7210
Sacott Gurney, Fire Division Manager	229-7322
Ned Jackson, Support Services, V.I.P.S. Coordinator	229-7202
Animal Control	229-7575
Burn Permits	229-7021
Community Education	229-7077

Crime Prevention and D.A.R.E.	229-7084
Dispatch	229-7070
Detectives	229-7076
Evidence	229-7085
Fire Inspector	229-7109
Fire Marshall	229-7109
McGruff Program	229-7064
Property	229-7085
Records	229-7072
Victim Assistance	229-7128
Warrants	229-7141



McGruff House

Children are taught in presentations at the elementary schools that if they are in danger or scared, when they are not at home that they can go to a McGruff house. The Department of Public Safety works with the P.T.A. of each of the Elementary School to establish a network of McGruff safe-homes. Applicants names, submitted by the P.T.A. are screened by a Public Safety Officer. Those accepted for the program are given a McGruff sign to display. Those interested in being a McGruff house should contact their area elementary schools' P.T.A.

National Night Out

The first Tuesday in August has been designated National Night Out by the National Association of Town Watch. Neighbors throughout Orem are invited to join together with over 30 million neighbors in more than 9,200 communities though out the nation on this night out against crime.

National Night Out is designed to:

- Heighten crime and drug prevention awareness
- Generate support for, and participation in, local anti-crime efforts
- Strengthen neighborhood spirit and Public Safety-community partnerships
- Send a message to criminals letting them know neighborhoods are organized and fighting back



Neighborhood groups are encouraged to spend the evening outside together giving crime a going away party.

Neighborhood Watch

Neighborhood Watch is a program designed to bring neighbors together to assist the Public Safety Department in the detection and prevention of crime. It is, neighbors watching out for each other and for each other's property.

Citizens involved in a Neighborhood Watch group look for suspicious or criminal activities in the neighborhoods where they live, and report these activities to the Department of Public Safety. When citizens join with police, crime goes down and the community is a better and safer place to live. It is a group of concerned individuals joining together to take responsibility for issues that concern their entire neighborhood. Your Neighborhood Watch, however, will only be as good as your commitment to the program.

It is an education process to help citizens reduce their exposure to becoming a victim by training members to make their homes and property more secure. It teaches participants how to recognize suspicious activities and how to report them to Police. Neighbors are encouraged to become familiar with day to day routines in the neighborhood so that out of place activity can be recognized.

NEIGHBORHOOD WATCH IS NOT a group of vigilantes or people taking the law into their own hands. They do not take the place of the Public Safety Department in enforcing the law or apprehending criminals. It does not advocate that personal risk be taken to prevent crime. Nor is it a guarantee that crime will not take place in your neighborhood.

What is Suspicious?

It is impossible for the Orem Department of Public Safety to preform our job without the assistance of concerned citizens. Many people think they are bothering the Public Safety when they call, or worry that what they report will turn out to be nothing. Instead they should think about how they will feel if they don't report something that turned out to be a crime.

Anything that seems even slightly "out of place" or that is occurring at an unusual time of the day could be criminal activity. Examples of possible criminal activity you should report to the police:

- Loitering in front of a closed or un-occupied house or business.
- Person carrying property that is not wrapped, at an unusual hour.
- Open or broken doors or windows at a closed business or residence.
- Parked vehicle containing people for a long period of time or at an unusual hour.
- People loading valuables into a vehicle that is parked by a closed business or unoccupied house.
- Strangers loitering or driving through a neighborhood numerous times.

- Unusual noises such as gun shots, screaming, or continuous barking dogs.
- Person loitering around cars especially in parking lots or on streets.
- Person attempting to forcibly enter a vehicle, especially in a parking lot.
- Persons loitering around schools, parks, or secluded areas.
- Person forcing someone into a car, especially females or juveniles.
- Business transactions conducted around schools or parks.
- Unusual amount of pedestrian or vehicle traffic to a certain residence, especially if it occurs regularly or at late hours.
- Persons offering items for sale at a very low price.

Dial 911 for police, fire, or medical emergencies
report non emergencies at 229-7070

Operation Identification

Operation Identification is an integral part of our Neighborhood Watch efforts. Neighborhood Watch addresses crime prevention by making neighborhoods and homes less desirable targets. It also increases the risk that a criminal will be caught in the act by having more trained observers assisting the Public Safety Department. Operation Identification addresses the problem from a different angle. We want to increase the chances that a successful burglar or thief will be caught by marking all valuables for easy identification.



Each year thousands of dollars worth of stolen property is recovered by the Public Safety Department, but never returned to the owners because the owner can not be identified. The property is eventually disposed of at public auction or worse given back to the thief, because it can not be proven that it is stolen.

Operation Identification has three parts

1. Valuables are engraved with your drivers license number and the two letter abbreviation for the state (UT for Utah). Engravers may be checked out through the Orem Public Library. Mark the item some where that is easily seen with out defacing it. Remember we are trying to discourage the theft in the first place. You may want to mark it again in a place that is hidden. Make sure the part you mark is permanently affixed to the item and not on removable parts. There are some valuables that either can not be marked or should not marked because it will reduce their value such as Antiques.

Even though an item has a serial number you want to mark it. Many serial numbers are attached in a manner that is easily removed. On some products what appears to be a unique serial number is actually a product number and there are thousands with the same number.

2. Make an inventory of all valuables including make, model, serial number, the number you engraved and where you engraved it. You may want to take a photograph or video of the items as well, especially those that can not or should not be marked. Make two copies of the inventory. One should be kept at a safe place in your home, the other in a secure place outside your home, such as a safety deposit box. This information will be useful to Police Officers taking a report in the event of a theft. They will be able to enter the item on a national computer system. So that another Police Officer checking that property anywhere in the US or Canada will know its stolen. This inventory will also be useful to establish property values in the event of a fire in your home
3. Place operation identification stickers near each of the entrances of your home. This tells would be burglars that your property is marked which will make it harder to sell and will indicate their guilt if they are caught with it.

When you sell items that you have marked give the buyer a bill of sale and tell them to engrave their number below yours.

Community Education

A number of classes are offered by the Community Education Unit. These classes can be scheduled by groups who are interested in specific classes. Many of these same classes are taught on a rotating basis at the city center to accommodate small groups or individuals. Some of the classes taught are:

Monthly Community Education presentation:

To assist citizens in crime prevention, the Department of Public Safety schedules monthly community education classes. Classes are held in the City Center's multipurpose room, located next to the Mayor's Office. A different topic is covered each month. Topics include what to do if you suspect there are drug dealers in your neighborhood, telephone fraud, traffic safety and road rage, credit card fraud, and vacation security. Topics are chosen to cover current trends and problems in the city and to anticipate future concerns.

Baby Sitter Safety: The children they are caring for are the most important. Babysitters are taught the need to familiarize themselves with the home. How to deal with suspicious situations. Who to call in an emergency. To watch the kids at all times. Not to use the phone for personal use. To have some games and activities for the kids

Bicycle Safety: Children are taught safe practices for riding their bikes. Topics include helmets, where and how to ride, protecting the bike from theft and registering the bike.

Citizen Academy: The Orem Citizen Academy allows citizens to view the department from the

inside. It gives us a chance to explain why we do certain things the way we do them and provide the citizens with the opportunity to experience some of the emotions and frustrations that Public Safety employees feel. It also exposes officers to citizens in a positive setting, with positive goals. It gives the Officers a different perspective of the citizens and the community as a whole. The academy is not used to train citizens for mobile patrols or Neighborhood Watch. It is used solely for the purpose of exposing citizens to the Department of Public Safety and the issues that it faces. During the twelve-week academy, citizens participate in various police and fire related activities.

Patrol Officers instruct in how to handle building searches, family fights, traffic stops and felony stops. Each night ends with a practical where the citizens play the part of Police officers.

Detectives cover gangs, narcotics, juvenile crimes, child abuse and homicide investigations. Citizens are given instruction on evidence collection, investigative techniques, and procedures for obtaining search warrants.

Fire Division classes cover Emergency Medical Services, Extrication and Hazardous Materials, and Fire Suppression. The citizens are assigned to engine companies. If the firemen respond to an emergency situation, the citizens go with them. Practical exercises include removing doors, windows, and roofs from wrecked vehicles, entering a room filled with smoke to make a rescue and assisting in putting out a fire.

Interested citizens are asked to submit applications. Sessions are always full and usually have a waiting list.

Crime Prevention: This class covers many of the same principles taught to neighborhood watch groups. When it is taught to business groups, it covers ways to prevent crimes against the business or its employees.

Drug Awareness: Narcotics Officers cover types of illegal drugs and their effects. The class focuses on both the legal and illegal drugs that are abused in our area.

Fingerprinting: Covers how to take fingerprints, types of prints, and how prints are used. This is generally taught to Boy Scouts working on their fingerprinting merit badge.

Gangs: Presentations are generally made by members of the Major Crimes Task Force which is responsible for gang enforcement. This presentation is an overview of Gangs problems in Orem and Utah County.

Parent's music awareness: An informative and eye-opening audio and video demonstration for parents and other adults of the influence today's music can have on our children. Today's music is filled with graphic messages and behavior which parents need to be aware of so as to be able to take a more serious role in their children's forms of entertainment.

Personal Protection for Women: Participants are taught practical ways for women to protect themselves. Methods for prevention, need for personal safety mind set, awareness of surroundings and circumstances. Home and vehicle safety. Advantages and disadvantages of protection weapons. A limited number of actual hands on technics are covered. ***This is not a martial arts' class.***

Victim Assistance

The victims' assistance program of the Department of Public Safety is organized to promote justice within the community by helping to ensure that victims of crime are treated with fairness, respect, and sensitivity. They provide intervention, services, and referrals in order to aid victims of violent crime and their children. Assistance is available for those involved in:

- Domestic Violence
- Rape
- Sexual Abuse
- Child Abuse
- Stalking
- Harassment
- Homicide
- Assault
- Suicide
- Gang Violence
- Sudden Infant Death Syndrome

The Victim Assistance Coordinator or one of several volunteer victim advocates works with victims at the scene of a crime, police station, court room, women's shelter, or in their office. They can provide the victim with information about:

- Protective Orders- types of protective orders and how to obtain them without cost
- Counseling agencies and the funding to provide that counseling
- Reparations for medical expenses and loss of wages
- Shelter referrals and transportation to the shelter
- Social services such as low-cost housing, employment, and financial assistance
- Education on domestic violence and the cycle of violence
- Characteristics of a battering personality profile
- A safe plan for their family in home or a safe exit plan
- A support system through the criminal justice system and the courts
- Financial help for relocation as a result of a crime
- Support groups for victims of domestic violence

- Emergency cell phones for stalking victims

The Victim Assistance Program focuses on community awareness of domestic violence through presentations and classes. Violent relationships do not improve without outside intervention. Therefore, they work as a liaison with other resource agencies to promote effective coordination of resources. No one deserves to be abused.

Resource Information

Neighborhood Livability

Many things contribute to the way you feel about your neighborhood.

Addresses on homes:

During an emergency every second count. On many homes the address is missing or unreadable. Some have plants in front of them and others are unlit at night. It does no good to paint your address on your curb if there is always a car parked in front of it.

Animals: 5-3-1 All dogs must also be licensed and vaccinated annually.

22-6-10 Dogs or cats, four months of age or older shall not exceed two each per lot.

5-1-10 Animals can no be at large.

5-1-11 Owners are also required to clean up after their animal if it is not on their property or they do not have the property owners' permission.

5-4-1 Animal bites must be reported to the Animal control Office or the County health Department.

Bicycles: Licenses are available through Administrative services at the city center building.

Fireworks: 7-2-8 Legal fireworks may be discharged three days before and three days after July 4th, July 24th, New Years and Chinese New Year.

Burn Permits: 7-2-11 may be obtained from the Fire Division

Curfew: 9-2-3 Under 16 between 11:00 p.m. and 5:00 a.m. Every night. 16 to 18 years of age between 11:00 p.m. and 5:00 a.m. Sunday through Thursday and between 1:00 a.m. and 5:00 a.m. Saturday and Sunday Morning.

Children in vehicles:

9-2-4 Children under age 6 may not be left unattended in a vehicle. They must be with someone else at least 12 years old.

Fire Hydrants: The immediate area around fire hydrants should be obstruction free. Please remove vegetation, snow or any other obstructions.

Garbage collection:

15-1-3 within 700 feet of a residential area is only allowed between 7:00 a.m. and 8:00 p.m. Monday through Saturday.

Parks: Orem has a number of neighborhoods that include parks. They add a nice touch to those neighborhoods. Each year we receive a number of reports about problems in the parks. We need your assistance to keep the parks beautiful.

The following ordinances apply in the City Parks:

13-10-1 All City parks are closed between 11:00 p.m. and 5:00 a.m.

13-1-7 Dogs must be on a leash unless the owner has permission from the Department of Recreation.

13-1-9 Alcohol is not permitted in the parks.

Please watch the park for:

- Anyone painting Graffiti or vandalizing the park in other ways.
- Any indication of drug or alcohol use
- Any activity when the park is closed
- Vehicles parked on the lawn

Parking:

19-3-4 Vehicles or trailers having an overall length of 20 feet and not be parked in a residential area.

19-3-5 trailers, unattached campers, and boats may not be parked on a public street for longer than 24 hours.

19-3-6 No vehicle may be parked on a public street in the same location for a continuous period of time exceeding 72 hours. Shooting in city Limits:

9-2-5 Unlawful to discharge any firearm, or shoot any bow and arrow, blowgun, wrist rocket, sling shot or paint ball gun in city limits.

- Solicitors: 12-5-8 Door to door salesmen are required to have a city business license.
- Weeds: 11-2-1 Owners of undeveloped lots are required to keep the weeds and grass short enough that it is not a fire hazard.

Orem Emergency Management

What is Emergency Management? Emergency Management is similar to many of the other programs offered by Public Safety, however the emphasis is on planning and taking actions to prevent disasters or try to lessen the impact suffered by disasters.

What can Emergency Management do for you? Emergency Management encompasses all phases of a disaster, from mitigation and preparation to responding and recovering.

- We can assist you in making your home safer by doing a home hazard hunt.
- We can show you how to retrofit your yard to prevent flooding in your house.
- We can show you how to assemble and use a 72-hour preparedness kit.
- Since most of us have not been in a major disaster, we can explain to you what you can expect from an earthquake, flash flood, severe weather (both winter and summer), and chemical accidents.
- We can help you create and practice your own family emergency plan.
- We can tell you what Orem City will do during a major disaster and what is available to you.
- We give preparedness presentations to clubs, church and neighborhood groups.

Emergency management has a number of videos, pamphlets, books, and checklists that can assist you.

You can contact Emergency Management at 229-7146

Other Orem City Departments

General Information	229-7000
Bicycle License	229-7018
Building Permits	229-7060
Cemetery	229-7124
Chamber of Commerce	379-2555

City Attorney	229-7097
City Manager	229-7035
Dog License	229-7018
Emergency Management	229-7146
Federal Programs	229-7025
Landfill	225-8170
Library	229-7050
Mayor and City Council	229-7035
Orem Fitness Center	229-7154
Parks	229-7537
Parks Reservations	229-7154
Personnel	229-7186
Planning and Zoning	229-7058
Risk Management and Claims	229-7013
Senior Citizen Center	229-7111
Sewer and Water Emergency	229-7118
Streets	229-7571
Transfer Station	225-8170
Urban Forrester	229-7177
Water	229-7570
Zoning Violations	229-7057

Other Agencies

Attorney General's Office	1-800-244-4636
Community Action	373-8200
Court Orem Department	764-5860
Court Juvenile	764-5826
Division of Child and Family Services	374-7005
Drivers License Division	227-8090
F.B.I.	374-5332
Foster Grandparent Program	370-8384
Highway conditions (state-wide)	1-800-492-2400
Highway Patrol	374-7030
Motor vehicles	343-4400
Pleasant Grove Police	785-3506
Provo Police	375-3601
Provo Youth Detention	373-5660
Senior Citizen's Food Nutrition Program	377-2262
Substance Abuse Services	370-8427
Utah County Animal Shelter	370-8950
Utah County Attorney	370-8026
Utah County Commissioners	370-8135
Utah County Health Department	370-8700

Utah County Jail	343-4200
Utah County Sheriff	343-4000
Youth Services(Runaway and Ungovernable youth)	373-2215

Web Page

The Department maintains a web page as part of Orem City's Home Page at **Orem.org** that has the following sections:

- General Information / Annual Reports
- Department Divisions
- Services / Programs
- Orem Most Wanted
- Press Releases / Special Bulletins
- Missing Person / Victim Assistance
- Crime Statistics / Traffic Statistics

Orem Department of Public Safety Organization Chart