



Springfield POLICE

VOLUNTEER INFORMATION HANDBOOK



VIPS

PROGRAM

Volunteers In Police Service

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Let me give my personal congratulations to you as a new Volunteer in Police Service (VIPS) member for the Springfield Police Department. The Springfield Police Department recognizes that citizens are what makes the difference in any community. We are committed to recruiting the most qualified candidates to join our team at all levels. You have been selected because you share our desire for a better community for all of us to live in and your knowledge and talents will be put to good use to help achieve that goal. It is our belief that volunteer programs are beneficial to everyone involved and I hope your volunteer experience with us is both positive and rewarding for you.

The enclosed information includes details about the Springfield Police Department and the roles and responsibilities of volunteers. If you have any questions, please feel free to contact myself or the Volunteer Program Coordinator – Officer Jon Conklin at 417-864-1351. Once again, welcome and thank you!

Sincerely,

Paul F. Williams, Chief of Police



Police Department
321 E. Chestnut Expressway, Springfield, Missouri 65802
(417) 864-1810
www.springfieldmo.gov/spd





As the VIPS Coordinator, I sincerely welcome you to the Volunteers In Police Service program. As a volunteer you provide an invaluable service to our department and the community. We are very grateful to know we can count on your expertise, assistance and dedication in meeting the needs of the department and the community it serves. Your contributions will enhance and strengthen the department's ability to provide the best service possible to the citizens of Springfield. We are pleased you chose to become an active member of this exciting, growing and rewarding program.

As Coordinator of the VIPS program, I am responsible for recruiting, selecting, training, coordinating and evaluating volunteers. I will serve as your contact within the Department's VIPS program. **If you have any questions or concerns involving your position please feel free to call me at 417-864-1351.**

Once you are assigned to a position, you will have an immediate supervisor. This is usually a supervisor in the department where you are assigned. Please talk to your supervisor if you have any questions concerning your job duties or schedule. If there is a problem with your placement, please contact me immediately. Our goal is for your VIPS experience to be successful for you and the Department. Thank you again for your service.

Officer Jon Conklin
Volunteer Coordinator



Police Department
321 E. Chestnut Expressway, Springfield, Missouri 65802
(417) 864-1810
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Origin of the Volunteers in Police Service (VIPS) Program

President George W. Bush created USA Freedom Corps (USAFC) to build on the countless acts of service, sacrifice, and generosity that followed September 11. When he announced USAFC in his 2002 State of the Union address, he called on all Americans to serve a cause greater than themselves.

Citizen Corps was created to help coordinate volunteer activities to make communities safer, stronger, and better prepared to respond to any emergency situation. It provides opportunities for people to participate in a range of measures to make their families, their homes, and their communities safer from threats of crime, terrorism, and disasters of all kinds.

Citizen Corps partner programs build on the successful efforts in place in many communities around the country to prevent crime and respond to emergencies. **Volunteers in Police Service (VIPS) is one of five Citizen Corps partner programs.** The International Association of Chiefs of Police (IACP) manages and implements the VIPS Program in partnership with the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice



The Springfield Police **VIPS** Program

The Springfield VIPS is registered with the national VIPS program. The Springfield Police Department wishes to actively utilize the special skills and general desire to contribute to the community that may be found in civilian volunteers. The primary function of volunteers is to contribute to the overall mission of the Department by augmenting the existing personnel.

Volunteers have been utilized at the Springfield Police Department for many years, however, as demands on the Department grew so did the realization of the importance of volunteers and the positive impact they could have in augmenting the Department's ability to provide the best service possible to the citizens of Springfield. Volunteers are NOT replacements for personnel, the volunteers' purpose is to strengthen and augment the effectiveness of the Police Department.

In 2013, the Springfield Police Department chose to support the program by assigning an officer to the position of "Volunteer Coordinator" for the Department. The Springfield Police Department Volunteer program was given a new focus. New procedures were created to identify departmental needs, selection of volunteers and a more formalized approach to the utilization of the VIPS program itself.



The Springfield VIPS program is an ongoing, evolving and dynamic program where we as a department are actively looking to partner with citizens willing to serve their community to help create a better place for all of us to live.

The Springfield VIPS program is a valuable asset towards building a better community through partnership and **you are the key to its success!**

Expectation

What you can expect from us:

Help you meet your needs: You have your own personal reasons for wanting to share your time, talents, and energy with the Springfield Police Department. Whatever you are looking for; helping your community, job experience, enhancing your knowledge of police procedures, or contact with interesting people, it is our responsibility to help you meet your needs.

Keep you informed: This includes basic orientation, on-the-job training, special training programs and keeping you informed of new assignments available for volunteer placement.

Let you know how you are doing: Everyone needs feedback, without it we work in an information vacuum. You can rely on your supervisor to give you the guidance you need to do your job well.

Show Respect: You deserve to be treated with respect and consideration, for the work you are doing and as an individual with your own needs, interests and personality.

Show appreciation: There are few satisfactions greater than a job well done. If you are doing your job well, we will let you know as often as we can.

What we expect in return:

Be dependable: Your supervisor and your coworkers rely on your commitment to the assignment or task assigned. If you need to change your volunteer hours for any reason, please let your supervisor know as soon as you can. If you are going to be away on an extended leave, please notify your supervisor and the Volunteer Coordinator.

Observe confidentiality: Can you talk to your friends and family about what you are doing as a Police Volunteer? Sure! But be aware that laws of confidentiality apply to volunteers and employees at the department. The citizens of Springfield have a right to privacy. All information pertaining to police records or other confidential material is to be kept strictly confidential. Keep your work conversations general. Never reveal information that may harm an innocent person, jeopardize an investigation or be used for personal gain. Anyone in violation will be dismissed as a volunteer and may face criminal prosecution.

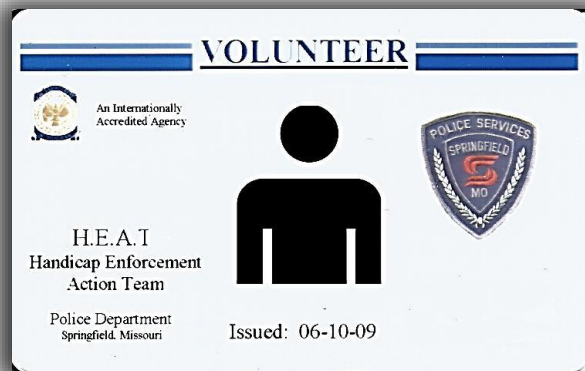
Be honest: Volunteers are expected to be trust worthy in every aspect. Tell us if you have a problem, concern or question about your assignment. If you see room for improvement, let us know.

General Rules and Regulations

1. Volunteers will attend orientation and training sessions as scheduled, and will undertake continuing education when provided by the department.
2. Volunteers will keep their assigned schedules unless previous arrangements have been made with their immediate supervisor, or in case of illness.
3. Volunteers will submit a time sheet for each month whether they worked or not during each month.
4. Volunteers will respect the function of fellow volunteers and employees of the department and contribute in maintaining a smooth working relationship between all personnel.
5. Volunteers will carry out assignments in good spirit and will seek assistance of their immediate supervisor or volunteer coordinator when necessary.
6. Volunteers will consult with and get approval of their supervisor before assuming any new responsibilities in their assignment.
7. Volunteers will be aware they are representing the Springfield Police Department as well as the City of Springfield at all times.
8. Volunteers are subject to the same rules of conduct as all employees. Volunteer may be dismissed by the Department for such reasons as poor performance, poor attendance, sexual harassment, or any other inappropriate conduct as outlined in the Springfield VIPS handbook and the Springfield Police Department Standard Operating Guidelines.
9. Volunteers shall notify the volunteer coordinator in advance of their resignation or their leave of absence greater than one month as soon as practical so work arrangements for the position may be filled with other personnel.
10. Volunteers will not report for duty or be on duty while under the influence of alcohol or drugs. Such behavior will result in immediate dismissal from the program.
11. Volunteers shall advise their supervisor and the volunteer coordinator if they are involved, suspected or arrested for any criminal and or civil act.
12. Volunteers who become victims of a crime should notify their supervisor.

Important Things to Know

Volunteer Identification:



You will be issued an identification badge by the department.

You must wear the badge at all times while on duty.

Never leave your identification badge in your vehicle.

If you should forget your ID badge, you will need to pick up a visitor badge at the front desk when reporting to work.

Lost or stolen badges are a significant security issue. Please contact the volunteer coordinator immediately in either of these circumstances.

The identification badge is the property of the Springfield Police Department and **MUST BE RETURNED** when exiting the program.

Unauthorized Use:

The volunteer identification badge is not to be used for general identification purposes, such as check cashing privileges, to gain favorable treatment or gratuities. Any violation of this provision or any misuse of the identification badge will result in disciplinary action or dismissal from the program.

Important Things to Know (continued)

Reporting For Duty:

Please report at your scheduled time. If you are not going to make it in for your allotted time or going to be very late, please call your supervisor. Keep your supervisor from worrying about you. Keep in touch.

Dress Code:

Volunteers are to dress in a “business casual” manner. An example of “business casual” would be Khaki pants and a collared polo style shirt. Jeans and “t-shirts” are not permitted.

An official Springfield Police Volunteer polo style shirt may be purchased and worn on duty.

Wearing the official Police Volunteer shirt is not permitted when not on duty.

Contact the volunteer coordinator for more information on ordering an official Police Volunteer shirt.

Time Sheets:

You are required to fill out a time sheet on a monthly basis.

Time sheets must be forwarded the Volunteer Coordinators office by the first of every month for the previous month. Time Sheets must be submitted whether you worked during the month or not.

Failure to submit a time sheet as required may result in review of your status as an active member.

Failure to submit a time sheet for three consecutive months may result in possible disciplinary action up to and including dismissal from the program.

Leave of Absence:

If you find need some time away for vacation, personal time or for whatever reason, you can take a leave of absence for a period of six months. Your leave of absence must be with the approval of your supervisor and the volunteer coordinator. A tentative date will be scheduled for your return.

Important Things to Know (continued)

Safety Regulations:

1. DO NOT, under any circumstances take any kind of law enforcement action. **CALL 911**
2. Volunteers are not authorized to carry a weapon while on duty.
3. NEVER enter a hazardous situation. **CALL A POLICE OFFICER.**
4. A paid city employee must accompany a volunteer during any “victim contact” outside a police facility. If while on duty such contact is made by a volunteer, they are to immediately contact dispatch or call 911 to request **A POLICE OFFICER** respond to their location.
5. DO NOT participate in any activity in which you do not feel physically or mentally able to participate. If an item is too heavy to lift ask for help. You will always find a helpful hand at the Department. If you become overheated assisting in a parade, take a break and cool off! Have “SAFETY” on the top of your mind when conducting any Department related business.

Driving:

Authority to operate a city vehicle may be granted to a volunteer by the appropriate division and department head. Volunteers shall adhere to all general regulations concerning the operation of city vehicles and obey all traffic regulations and city ordinances regarding the safe operation of motor vehicles on the roadways.

All operators of city vehicles shall have and maintain a valid Missouri Driver’s License. If for any reason an operator license is suspended or revoked, you must notify the volunteer coordinator and your supervisor.

Department Computer Usage:

Volunteers will be granted a department network account to receive and send emails as required for their assignment. **Do not send department wide emails without supervisor approval.** Do not send or receive personal email correspondence from your department email account. Misuse of Department computers or internet access may result in disciplinary action up to and including dismissal.

Important Things to Know (continued)

Transfer Request:

If you wish to request transfer from your current position to a new assignment, please feel free to do so. The Springfield VIPS program encourages volunteers to work in a variety of positions to learn as much about the police department as possible.

We want you to have a positive experience as a volunteer at the Springfield Police Department.

If you are not comfortable in an assignment or have other concerns with your assignment you should contact the volunteer coordinator.

If there is a conflict with your duties, immediate supervisor, co-workers, schedule, or the position itself, a transfer may be justified.

We encourage that all problems be resolved. The volunteer coordinator will take measures to do so. However, if a problem cannot be resolved, a transfer may still be approved.

A self initiated transfer should follow this procedure:

1. Obtain a copy of the transfer request form.
2. Fill out the form and return it to the volunteer coordinator.
3. Schedule an interview with the volunteer coordinator.
4. Schedule an interview with your new supervisor.
5. When successful, you and your new supervisor will agree on a schedule.
6. The transfer will be effective upon mutual agreement.

Again, we want you to have a positive experience at the Springfield Police Department!

Parking

Police Headquarters – 321 E Chestnut Expressway



 Employee/ Volunteer Parking  Visitors/Police Vehicle Parking

Parking

South District Station/Springfield Police and Fire Training Center
2620 W. Battlefield



 Employee/ Volunteer Parking  Visitors/Police Vehicle Parking

Important Phone Numbers

Police Emergency	911
Police Non-Emergency	417-864-1810
Volunteer Coordinator	417-864-1351
Training Unit Front Desk.....	417-864-1732
Front Desk at Headquarters.....	417-864-1804
Front Desk at South District Station.....	417-864-4677

My Supervisor's numbers is:

Name: _____ Phone: _____

Online Resources

City of Springfield web page: www.springfieldmo.gov
The Springfield Police Department web page: www.springfieldmo.gov/spd/
The Springfield Police Facebook page: www.facebook.com/SGFPolice
The national Volunteers In Police Service web page: www.policevolunteers.org/

Be sure to explore the above listed web pages for additional resources and information.

Awards and Recognition



The President's Volunteer Service Award

An Initiative of the President's Council on Service and Civic Participation.

100 – 249 hours in a year	Bronze
250 – 499 hours in a year	Silver
500 plus hours in a year	Gold



Bronze Level



Silver Level



Gold Level

4000 hours or more (lifetime) recognized with the President's Call to Service Award.



Call to Service
Award (Lifetime)

All Award recipients receive a personalized certificate of achievement, a congratulatory letter from the President of the United States, a congratulatory letter from the President's Council on Service and Civic Pride Participation, and an official President's Award pin.

THANK YOU! From your first day to the time you leave the program, we hope you reap the joys and life benefits that come with giving back to your community through the gift of your time. It is greatly appreciated.

NOTES

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