

## **COMMITMENT**

Sheriff Sherman Block invested a large amount of his time and support when he created the Civilian Volunteer Program. He risked some of his prestige in the belief that this program would succeed. He is a "believer" in civilian volunteers. In order to develop a successful volunteer program, you must first "believe" and then place your backing behind the effort.

There are many ways a volunteer program can assist law enforcement. An important one, of course, is the need for additional manpower. In times of fiscal constraints, this may include raw labor, as well as individuals with specific talents not generally available among paid employees. Additionally, there are many services which law enforcement has curtailed, lowered in priority, or been unable to implement because of personnel shortages. Volunteers can fill these voids.

Furthermore, we cannot calculate the benefits of having a cadre of individuals who spread the message of the Sheriff's Department into the community. These people become more thoughtful citizens because of their increased awareness of the problems facing law enforcement. Law enforcement personnel will also have the opportunity to hear the viewpoint of the citizen-volunteers. This will strengthen the concept of the community and law enforcement working together.

A volunteer is not a replacement for, or an alternative to, a paid employee. The volunteers function is to enhance existing resources, not replace them. The volunteer commitment to the department must be personal as well as professional.

## **A TRADITION OF SERVICE**

## **FOREWORD**

This Manual has been prepared to serve two vital purposes. It represents the policies and procedures to be used by the designated civilian volunteer program coordinators and various supervisors in the administration and management of an effective, productive program beneficial to the department, the citizen-volunteer and the communities we serve throughout this county.

It also serves as an informative resource manual designed to enable the citizen-volunteer to better understand the requirements of the program and fulfill the volunteer mission.

The success of the Civilian Volunteer Program depends strongly upon the ability of Sworn personnel, paid Civilian Staff and Volunteers fostering and maintaining a harmonious working relationship under all sorts of conditions. This is a dynamic program, constantly changing to meet the needs of the Community, the County, and the Los Angeles County Sheriff's Department.

## **BASIC PROGRAM ELEMENTS**

### **INTRODUCTION**

Through the strong support and leadership of the Board of Supervisors and the dedication of departmental administrators, the County volunteer program has come to play a vital role in the enhancement of public services. The significance of the program is indicated by the fact that County volunteers work more than four million hours each year in service to individuals, families and local communities.

Administrations of the County's volunteer program is decentralized: and the departmental volunteer programs vary considerably in size, scope, services, complexity and practice. This manual is designed to apply effective management principles to guide activities and tasks common to the **Los Angeles County Sheriff's Department**.

Sheriff Sherman Block invested a large amount of his time and support when he created the Sheriff's Department volunteer program. He risked some of his prestige in the belief that this program would succeed. He was a "believer" in civilian volunteers and in order to develop a successful program, you must first "believe" and then place your backing behind the effort.

There are many ways a volunteer program can assist law enforcement. An important one is the need for additional manpower. Volunteers are great at spreading the message of the Sheriff's Department into the community. Citizens

help to strengthen the concept of the community and law enforcement working together.

A volunteer is not a replacement for, or an alternative to, a paid employee. The volunteer's function is to enhance existing resources, not replace them. The volunteer commitment to the department must be personal as well as professional.

This manual has been prepared to serve two vital purposes. It represents the policies and procedures to be used by the designated Volunteer Program Coordinator and various supervisors in the administration and management of an effective, productive program beneficial to the department, the citizen-volunteer and the communities we serve throughout this county.

It also serves as an informative resource manual designed to enable the citizen-volunteer to better understand the requirements of the program and fulfill the volunteer mission.

#### **DEPARTMENTAL PROGRAM ADMINISTRATION**

There are three levels of volunteer program managers: Volunteer Program Director, Sergeant-Volunteer Coordinator, Deputy -Volunteer Coordinator.

Some of the typical duties of a volunteer program coordinator are to:

- Plan, develop and implement volunteer programs;
- Recruit, select, orient, train and evaluate volunteers;
- Ensure that volunteers comply with rules and regulations;
- Attend staff meetings, professional meetings and conferences;
- Plan and coordinate volunteer recognition ceremonies;
- Maintain attendance records of volunteers and compile periodic reports.
- Speak before community groups; and
- Act as liaison between community groups and County personnel.

#### **ROLE OF THE VOLUNTEER PROGRAM DIRECTOR - SHERIFF**

The Volunteer program Director provides direction, coordination and support of volunteer programs through the Volunteer Program Coordinators.

Some of the functions of this position are to:

- Establish and maintain volunteer program policies and procedures;
- Evaluate existing volunteer programs; (includes outside agencies)
- Assist the development and coordination of volunteers programs;
- Develop periodic training programs;
- Consult with the Department heads on special problems, policy and new volunteer programs;
- Assist with recruitment and promotional campaigns for the strengthening, maintenance and expansion of the volunteer program;

- Represent the Sheriff's Department at meetings with Department Heads and outside organizations regarding the volunteer program.

Volunteer Coordinators are encouraged to call upon the services of the Sheriff's Department Volunteer Program Director.

## **DEFINITION OF A VOLUNTEER**

### **COUNTY POLICY**

A County policy on definition of a volunteer has been developed as a flexible guideline. For the most part, this policy will enable departments to maintain their traditional County volunteer program, practices, policies and procedures.

- A volunteer is an individual who performs hours of service in a County department for civic, charitable, health, humanitarian, recreational, public safety or general welfare reasons, without promise, expectation or receipt of compensation for services rendered.

- Individuals shall be considered volunteers only when their services are offered freely and without pressure of coercion, direct or implied, from the County.

An individual shall not be considered a volunteer if the individual is otherwise employed by the County to perform the *same type of services* as those for which the individual proposes to volunteer. The Fair Labor Standards Act prohibits such practice.

Los Angeles County Code, Chapter 6.06, authority makes it possible to assign a volunteer worker to a separate ordinance position, without compensation, as they are formally enrolled. Providing an official position, without compensation, for each volunteer, assures that each volunteer is covered by County liability and accident insurance programs.

### **TYPE OF SERVICES**

The phrase "same type of services" means similar or identical services.

- An example of an individual performing services which constitute the "same type of services" is a radiation therapy technologist employed by a County medical center who proposes to volunteer to perform radiation therapy technologist services at a County community health center. In this case, since the medical center radiation therapy technologist is a County employee, the technologist cannot become a volunteer at the community health center as a radiation therapy technologist.

### **TYPE OF SERVICES**

- Examples of volunteer services which do not constitute the "same type of service" include a County Deputy Sheriff who volunteers as a part-time referee in a basketball league sponsored by the County, an employee of the County Parks and Recreation Department who serves as a volunteer County fire-fighter, and office employees of a County medical center who volunteer to spend time with disabled or elderly persons in the same institution during off duty hours.

In marginal cases, volunteer program coordinators should consult the Volunteer Program Director for final determination.

Persons who are not employed in any capacity by the County are considered volunteers if their hours of service are provided with no promise, expectation or receipt of compensation for the services rendered, except for reimbursement of expenses, reasonable benefits and nominal fees or a combination thereof.

**In other words -**

Civilian volunteers are people who give "freely" of their time. Volunteers enjoy the satisfaction of providing worthwhile enhancement to Station personnel and community service.

All volunteers are issued an I.D. card. They volunteer 16 hours of their time per month with no compensation. They must observe the Department's policies and procedures. They do not fall within the framework of the civil service system.

Volunteers can apply at any facility where a Volunteer Program is in effect and perform a variety of tasks. Volunteers do not have peace officer powers and may not carry a weapon at while performing duties as a volunteer for the Los Angeles County Sheriff's Department.

Any adult (18 or older) can apply. High school or college graduates, retired persons and senior citizens are welcome. Persons may also apply for a volunteer position in a Department Reserve Unit, as long as they are a Reserve applicant awaiting acceptance into the Reserve Academy or they possess a highly technical, certified skill that would be useful in one of the departments special units.

**VOLUNTEER OPPORTUNITIES**

The Sheriff's Department has designated a wide variety of services for which persons may volunteer. Example of services which might be performed on a volunteer basis include:

- Helping at a local neighborhood park with the Youth Activities Leagues.

- Being extra eyes and ears by volunteering on patrol.
- Assisting at various Sheriff's stations.
- Providing technical assistance on computers.
- Assisting the Forgery Fraud Unit.
- Being a docent at the Sheriffs' museum.
- Serving as a reserve deputy sheriff.
- Being a member of a youth explorer post or
- Solicit contribution or participating in civic or charitable benefit and fund raising programs.

**VOLUNTEER MISSION STATEMENT**

The Los Angeles County Sheriff's Department  
Civilian Volunteers are dedicated to providing  
excellent service through relationships that  
build trust, create a safe environment, and  
enhance the quality of life in our communities  
within a "Tradition of Service."

Written by the volunteers of  
Special Programs Executive Board

**CV SPECIALIST**

**RESOLUTION**

A resolution was adopted by the County Board of Supervisors in May 1989 and became effective in August 1989.

"Resolution designating volunteer members of the Sheriff's Emergency Service Detail who are classified as Medical Doctors, divers, dog handlers and members of the Sheriff's Search and Rescue Teams, as employees for Workers' Compensation benefits."

A CV Specialist was formerly referred to as a "High Risk Volunteer."  
This title was changed in 1995.

**WHO IS ELIGIBLE?**

Any current volunteer classified as a Medical Doctor, Diver, Dog Handler and a member of the Search and Rescue Teams who have already been processed and cleared as a civilian volunteer, effective 8/1/89, will automatically become eligible for Workers' Compensation. A current authorization card must be on file in the Office of Special Programs. The Search and Rescue teams must be within their designated number of volunteers allowed except for Sierra Madre Search and Rescue Team. (This number was set by Reserve Forces and will be reviewed from time to time.)

Civilian volunteers who are in the background process to become a Reserve Deputy.

Any applicant approved to volunteer in the above mention categories.

**PHYSICAL CONDITION**

Applicants should be in good physical condition due to the hazardous or arduous type of work performed.

**MEDICAL**

Applicants may be required to take a medical examination or submit a medical clearance report from their Doctor.

**CV SPECIALIST**

**BACKGROUND**

All applicants will undergo the same background investigation as required for a regular volunteer.

**GENERAL INFORMATION**



Civilian volunteers are covered with a \$10,000 medical insurance policy only. CV Specialist volunteers are eligible for Workers' Compensation because of the hazardous jobs they are involved in.

All stations with Search & Rescue Teams will be allowed a certain number of permanent positions as a CV Specialist. This number has been set by Reserve Forces Staff and will be reviewed from time to time. The Volunteer Program Coordinator will have the responsibility of staying within the allowed number and deciding who meets the requirements. All reserve applicants while in the background process can apply to become a CV Specialist for a period of one year, effective the date of the volunteer application.

If a CV Specialist should be injured while performing their duties or training with our department, they are entitled to Workers' Compensation. Therefore, it is most important to keep the Office of Special Programs current on active and terminated CV Specialists. Failure to stay current may result in the loss of benefits to the volunteer.

#### **PROFESSIONAL MEDICAL SERVICES**

Professionally licensed volunteers who perform professional medical services are covered under the County's medical malpractice insurance program.

Volunteers working in a professional capacity such as a physician, registered or licensed vocational nurse, counselor, social worker, health officer, etc., shall provide proof of license number, expiration date and State of licensing. A copy of this information shall be kept in the volunteer's file.

It is vital that all professional medical services volunteers receive full orientation on volunteer policies and medical services policies and procedures. The

#### **CV SPECIALIST**

#### **PROFESSIONAL MEDICAL SERVICES**

performance level of professional medical service volunteers must meet the same standards as employees performing the same duties.

The deputizing of professional volunteers and the administration of an oath is no longer necessary.

#### **DIRECTIVE**

Because of the many questions regarding CV Specialist volunteers driving county vehicles and rolling CODE 3, we have issued the following directive:

Search and Rescue Teams have civilian volunteers who are not required to undergo training at the academy nor do they have peace officer status. These civilian volunteers are classified as "*CV Specialist*."

*CV Specialist volunteers* of the Los Angeles County Sheriff's Department are authorized to operate county vehicles under normal driving conditions, however, they are prohibited from driving CODE 3.

*CV Specialist volunteers* doing search and rescue functions may have a regular or reserve deputy with them in the county vehicle, thus the regular or reserve deputy is permitted to drive CODE 3.

This directive is effective 11/21/89.

## **RECRUITMENT**

### **NEEDS ASSESSMENT**

A needs assessment can be a valuable tool to help establish a new volunteer program or to locate volunteer opportunities which may not be addressed by an existing program. Assessments may be made through interviews, surveys, tests or by a task force or advisory committee. Keep in mind that County policy prohibits the replacement of a County employee by a volunteer. Tasks are developed into volunteer job descriptions on the basis of the information collected in a needs assessment.

### **WHERE TO LOOK**

There are a lot of opportunities within the department and specifically within the unit. Meetings, training, special events. Employees are encouraged to solicit ideas from fellow employees. That means *any* employee! We often get locked into thinking that sworn personnel are the only people who could use some extra help. Don't leave out the civilians who also work for LASD.

### **JOB CREATION**

There may be needs for work to be done where no generic job descriptions exist. Be creative.

Things to think about when creating jobs:

Volunteers want to be involved in projects they consider worthwhile. They rapidly become aware when they have been given boring or purposeless jobs. Do not simply try to get rid of work no one wants to do. Volunteers will do the mundane work if interviewed for more interesting tasks for which they can see an eventual outcome.

When creating jobs, consider the following:

- A. Challenges
- B. Social Interactions

**Job Creations**

- C. Positive outcomes
- D. Use of skills already acquired
- E. Learn new skills

The Job Request Form ( see Appendix-Forms) will provide the essential elements necessary to help locate the right person or persons for the right job. The completed form also become the foundation for the eventual job description if one cannot be found in the Department Volunteer Job Description Manual.

**JOB REQUEST FORM**

1. PERSON REQUESTING: \_\_\_\_\_
2. LOCATION OF ASSIGNMENT: \_\_\_\_\_
3. JOB TITLE: \_\_\_\_\_
4. DUTIES: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
5. SPECIAL QUALIFICATIONS REQUIRED:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
6. NUMBER OF VOLUNTEERS NEEDED: \_\_\_\_\_ HOURS NEEDED: \_\_\_\_\_
7. DAYS NEEDED (PLEASE CIRCLE:) M T W T F S S
8. DURATION OF JOB: \_\_\_\_\_ STARTING DATE: \_\_\_\_\_
9. NATURE OF TRAINING:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
10. SUPERVISOR ON THE JOB: \_\_\_\_\_

## **RECRUITMENT**

### **DEPARTMENT SUCCESS**

The most successful Sheriff's Department civilian volunteers have been:

**RETIRED PEOPLE** - 55 years and older who desire to stay active.

**HOMEMAKERS** - whose household and / or child caring duties have diminished.

**WORKING PEOPLE** - with spare time in evenings or weekends.

**YOUNG ADULTS / STUDENTS** - seeking job experience and making career decisions.

Successful recruitment methods are:

1. Articles or human interest stories in the local neighborhood newspaper regarding specific needs. Newspaper copy should contain the name of the organization, the title of the job, the time needed to do the job (four hours per week), duties, skills needed or if it will be on the job training, a couple of sentences about the program, the name and telephone number of the person to contact. If the media brings results you should telephone and tell them so and thank them for their help. You will have a contact for future human interest stories about your volunteer program. Once or twice a year you should ask the paper to write a profile on one of the volunteers in order to keep the community aware the program exists. This is a good source for new volunteer applicants.
2. The local T.V. station or neighborhood cable company may assist you with public service announcements.
3. R.S.V.P. (Retired Senior Volunteer Program), which is a federally-funded program under the auspices of ACTION. The volunteers must be older than sixty years in order to participate.
4. Volunteers tell other people about their involvement in our volunteer program.
5. From signs posted in the local library, city hall, community center.
6. A seven-minute video tape is available for recruiting volunteers. The tape highlights the Sheriff's Department Civilian Volunteer Program.

## **RECRUITMENT**

### **GENERAL REQUIREMENTS**

Be enrolled in a work experience program, or 18 years of age. (no adult age limitations.) Be a high school graduate or equivalent.

### **FACTORS OF DISQUALIFICATION**

- Under 18 years of age.
- Convicted of any felony crime.
- Convicted of certain misdemeanor crimes.
- Unlicensed, privilege suspended, or a history of negligent driving. If licensed out of state, must obtain a California license within 10 days, prior to appointment. This is required by State law if employed and a resident. Unlicensed applicants may be considered but will be restricted from working patrol and will not be permitted to operate a motor vehicle either to, from, or during volunteer duties.
- Emotional instability.
- Addicted to any legal or illegal substance including alcohol, or prescription drugs.
- Any physical disability that would create a danger to the volunteer or others while completing the described task. Disabled volunteers could be utilized in specified and designated duties other than patrol.

### **RECRUITMENT PROCESS**

Recruitment is the process of locating volunteers who have the skills and aspirations to fill expectations of volunteer opportunities with the department. Volunteer program coordinators may discover that everything they do carries an aspect of recruitment, for a volunteer who is enjoying the experience of volunteering is a prime recruitment resource. Volunteer programs can die if new volunteers are not generated, and to some extent new persons will volunteer and stay with a program if it has a good image, good moral and administrative support. Effective program administration, then, is motivated in part by recruitment needs.

### **RECRUITMENT PROCESS**

Units are encouraged to plan their recruitment efforts. This may take the form of an annual recruitment plan, where the needs of existing programs are considered as well as the need for volunteers for short projects and/or for new and emerging program initiatives. Existing programs will benefit from sustained recruitment rather than unplanned, haphazard, occasional and ineffective efforts. An annual

recruitment plan can be based upon a newly developed or renewed assessment of need.

### **MASS RECRUITMENT**

In this approach to recruitment, a general appeal for volunteers is made. The appeal may be in the form of a public service announcement on television or radio or an article in a local newspaper. The general appeal describes the department's volunteer program and an interesting array of possible assignments or a special project.

This approach is most effective when a large number of volunteers are needed, such as, chili-cookouts, open house at the station, community events, patrol school role playing. Anything that draws potential volunteers.

### **TARGETED RECRUITMENT**

This approach selectively recruits the types of qualified volunteers needed to fill specific vacancies. It is designed to attract a volunteer with specific qualifications and relies on pre-planning that will:

- Ascertain the vacancies to be filled.
- Determine the desirable and necessary qualification for volunteers.
- Determine where to best locate such volunteers.
- Develop a precise recruitment message.
- Use media that best reaches desired volunteers.

### **OTHER RECRUITMENT SOURCES**

There are many resources for recruiting volunteers in addition to the media.

- The principal community agencies outside of government in Los Angeles County with a primary mission of recruiting volunteers are the Volunteer Centers. The Volunteer Center of Los Angeles can provide information about its services both in the areas of recruitment and in identifying resources to support volunteer program development. See appendix for the address and telephone number.
- If you have an interest in obtaining volunteers for a short-term project (one day or part of a day) LA Works may have the answer. This is a local community agency that recruits volunteer primarily for weekend projects. See Appendix for the address and telephone number.
- Colleges and secondary schools are becoming increasingly interested in volunteer experience for their students. Nearly every one of the schools would be interested in learning about volunteer opportunities

for young people. Large universities, such as the University of Southern California, have very extensive volunteer programs for both their students and current and retired professors.

- Senior volunteers can be reached through senior citizen centers and retirement residential centers. These agencies frequently publish newsletters that would welcome notices of opportunities in County departments.
- City governments sometimes have community program directors on their staffs who welcome information about volunteer opportunities, especially if the opportunities are in their cities.
- Opportunities to speak to community groups should be encouraged, and volunteer program coordinators need to develop tools for effective presentations. This includes compiling photographs, slides, printed materials, news releases, display materials, etc. that will interest an audience.

#### **OTHER RECRUITMENT SOURCES**

- Keep department administration informed. They can be effective informal recruiters.
- A good source for volunteer recruitment are current volunteers. Tell them about volunteer opportunities and provide them with the information they will need to do recruitment. (flyers, pamphlets, memos, etc.)
- The employees of the department will potentially also recruit. Let them know about volunteer opportunities: post flyers in departmental facilities where they can be seen by both the public and by the departmental employees.
- If there is a need for volunteers with special knowledge and skills and qualified persons are presenting themselves, consider creating a training program in the area of knowledge and skills that are required.  
no Recruitment of volunteers can be made from graduates of the training program.
- Resource frequently overlooked are local colleges. Students pursuing careers in Office management, Criminal Justice, Science, Motion Pictures Arts, and others would be good prospects as Interns in the Department.

Usually they sign-on for a period of three months to assist in specific unit assignments. At the conclusion of that period, their supervisor is required



to prepare and forward a summary report of hours and accomplished tasks to the Intern's Department Head for credit earned toward a degree.

Due to any potential liability involved, the Intern should either go through the Departments Volunteer Application process or secure a release of liability from the college. The Intern's College Department Head must be

a partner in this process.

## **RECRUITMENT**

### **OTHER RECRUITMENT SOURCES**

Interns may, in fact, wish to become permanent members of the Sheriff's Department Volunteer program.

This list is not exhaustive and does not include such obvious resources as churches and other community and fraternal organizations. A strong volunteer recruitment plan will be based upon clear identification of resources and a systematic and consistent method of distributing notices of volunteer opportunities.

## **VOLUNTEER HIRING GUIDELINES**

**CLASSIFICATION:** All civilian volunteer positions.

The Sheriff's Department, as a law enforcement agency, adheres to strict hiring policies and will screen applicants by the following standards:

### **ALCOHOL**

Any recent conviction for the intemperate use of alcohol is disqualifying. Medical diagnosis of alcoholism is not disqualifying in itself; however, poor judgment or other acts related to alcoholism may be grounds for disqualification. Convictions for drunk or disorderly conduct, including intemperance, are reviewed on a case -to-case basis.

### **ARREST/DETENTIONS**

\_\_\_\_\_ Arrest and/or detentions alone may not be disqualifying; however, proven evidence of criminal activity shall be disqualifying where convictions of such activities would be disqualifying. Proven evidence of criminal activity includes, but is not limited to admissions of such activity by the applicant and court proceedings which establish the fact of such activity.

### **CITIZENSHIP**

\_\_\_\_\_ This is not a requirement.

### **CONVICTIONS**

\_\_\_\_\_ Felony convictions are disqualifying. Misdemeanor convictions are disqualifying if an evaluation of their frequency, job relatedness, seriousness, and /or intervening personal background indicates that the individual would be a poor risk as an employee of this department.

### **CRIMINAL ACTIVITY**

\_\_\_\_\_ Convincing evidence of past or present criminal activity may be disqualifying, even if such activity has not resulted in a criminal conviction or has not been brought to the attention of a law enforcement agency when a conviction at such activity would be disqualifying.

*NOTE:* Such activity may come to the attention of the Department from reliable sources during the background investigation which are not sufficiently rebutted by the applicant.

## **HIRING GUIDELINES**

### **FAMILY AND RELATIVES**

\_\_\_\_\_ Character or background of family, children, relatives, and associates may be a basis for disqualification.

**LYING ON THE APPLICATION**

\_\_\_\_\_ Shall be disqualifying if an evaluation of intent, seriousness, or job relatedness indicates that the individual would be a poor risk as a volunteer.

**OMISSIONS ON THE APPLICATION**

\_\_\_\_\_ Omitting portions of the application shall be disqualifying if an evaluation of intent, seriousness, or job relatedness indicates that the applicant actions would not be compatible with County service.

**SEXUAL CONDUCT**

\_\_\_\_\_ Unlawful sexual conduct is disqualifying.

**TRAFFIC REQUIREMENTS**

\_\_\_\_\_ There is an accumulated point system to evaluate overall driver history. Where driving a Departmental vehicle may be required; some restrictions may be applied on an individual basis.

<u>Violation</u>	<u>Point</u>
_____ one moving violation	1 point
one reckless driving	2 points
one speed contest	2 points
one at-fault accident	2 points
second at-fault accident	4 points
one failure to appear	1 point

**HIRING GUIDELINES**

**TRAFFIC REQUIREMENTS**

\_\_\_\_\_ An applicant's accumulated points will be evaluated in terms of the following standards:

Three points within the past (12) months is disqualifying.

Five points within the past (24) months is disqualifying.

Seven points within the past (36) months is disqualifying.

Driving under the influence or related convictions within two years of the filing date are disqualifying. After two years, driving under the influence related convictions will count as two points for a period of three years from the date of conviction.

Two drunk driving convictions are disqualifying.

**Note:** Citations issued as a result of an at-fault traffic accident are not to be included in the accumulated point total. At-fault is defined as more than 50% responsibility. Attendance at traffic school is considered a conviction, but may be waived at the discretion of the Department if the applicant has completed traffic school.

#### **MARIJUANA AND NARCOTICS**

\_\_\_\_\_ CONTACT THE VOLUNTEER PROGRAM DIRECTOR.

### **SUPERVISION**

#### **RESPONSIBILITIES**

Everyone involved in the Department Civilian Volunteer Program is important to the ultimate success of the Program.

Certain individuals have to be more responsible than others for the administration, task control, reports, training and records.

Without qualified supervision, people tend to do pretty much what they want. Come to work late looking like they're going to the beach, showing up at odd hours and just chewing the fat instead of being productive and being disrespectful of others, just to mention a few things done in poor taste.

Great programs demand better performance, dedication, respect and commitment from everyone.

## **SUPERVISION**

### **COORDINATORS**

Coordinators of this program are usually selected by the Unit Commander or Captain. The selection is based upon a number of factors. The Coordinator must be a member of the full-time paid staff, and either a sworn or civilian employee. The time a coordinator spends on the volunteer program will always be determined by changing priorities of their "other" (that's spelled - "Collateral") functions or duties. With a well trained and trusted volunteer staff, this collateral duty can be a lot of fun.

Typically duties of the Volunteer Program Coordinator include, but are not limited to:

- Plan, develop and implement volunteer programs.  
Discussed in this and other departmental publications.
- Recruit, select, orient, train and evaluate volunteers.
- Establish and maintain volunteer program policies and procedures: as approved by the Volunteer Program Director.
- Ensuring that volunteers comply with rules and regulations of the program as well as those of the unit.
- Attending staff meetings, professional meetings and conferences and most importantly, monthly volunteer coordinator meetings.
- Planning and coordinating volunteer recognition ceremonies.
- Maintaining attendance records of volunteers and compiling periodic reports.
- Speaking before community groups.
- Acting as liaison between community groups and Department or other personnel.

The following is a broader representation of some of the responsibilities mentioned above:

The coordinator should be eager to accept the position, enthusiastic about the program, creative, innovative and have administrative ability. The Coordinator must also recognize the value of outside civilian participation in the department.

### **SUPERVISION**

#### **COORDINATORS (CONTINUED)**

The coordinator will be responsible for creating meaningful jobs, helping supervisors create well defined job descriptions, recruiting appropriate volunteers,

keeping records, training, orientation, liaison between paid staff and volunteers, and management of all aspects of the volunteer program.

The Coordinator's primary duty will be to administer along with volunteer "Team Leader," all of the civilian volunteers. The Coordinator will be in charge of personnel issues and will be responsible for the actions of the volunteers.

The Coordinator shall provide the unit with a volunteer bulletin board, a picture board, name and telephone roster, and an organization chart of the volunteer program. The Coordinator is responsible for the quarterly report sent to the Office of Special Programs at the end of each quarter. The Coordinator must also provide the Watch Deputy and the Watch Sergeant a current volunteer roster, the Emergency Mamas and Papas (Loving Arms) roster and a Disabled Persons Assistance roster.

The Coordinator will have to be sensitive to the individual personalities of each volunteer and have the ability to guide them into a working relationship with sworn personnel, using the team concept.

The Coordinator shall attend monthly coordinator meetings, which may be held at various locations throughout the Department. The purpose of these meetings are to receive current information on the volunteer program in a timely manner, to share ideas and be a viable link to the program. If the coordinator cannot attend, send a civilian volunteer leader to represent the station/unit.

That's a lot of responsibility for one person. However, with a staff of senior, well trained volunteers who have a thorough understanding of the program elements and general program policy, it can be effectively well managed.

All it takes is time and trust.

## **SUPERVISION**

### **VOLUNTEER MEETINGS**

Volunteer meetings are encouraged for several reasons. They provide civilian volunteers an opportunity:

- To meet other volunteers.
- To ask questions and share information.
- To learn about the other volunteer jobs.
- To learn about the activities of the Department

- To develop unit esprit de corps.

Encourage the volunteers to plan the meeting.

## **SUPERVISION**

### **SUPERVISORS**

Supervisors of a civilian volunteer are overseer's of the actual work that has to be accomplished, sometimes within critical time frames, sometimes under extreme conditions. People who need help with their projects prepare Job Requests (see Appendix-Forms) and forward them to the coordinator for further action. Once someone is located to fill the job request, the person making the request becomes a supervisor. It can be any sworn or civilian employee of the Department. In real terms, they are the volunteers training officer.

Typical duties of a supervisor include but are not limited to:

- Providing the training necessary for the volunteer .
- Advising the coordinator of any changes in the work assignment

- Being available to explain a situation which may arise due to law enforcement activities which may arise that the volunteer may understand concerning the unit or community.
- Taking the volunteer along to meetings or errands related to the volunteers assignment.
- Ensuring the volunteers morale is maintained by providing meaningful jobs, including them in the units plans, selected staff meetings or briefings.
- Commending exceptional or consistent volunteer efforts. Such commendations are good material for the volunteers annual evaluation.

## **SUPERVISION**

### **TRAINING**

All volunteers must receive training necessary to enable them to do the work of their volunteer assignments. This training may be on-the-job or formal in-service group training. The training should take into consideration individual needs, knowledge, abilities and skills and should focus on the content of the job itself.

Experienced volunteers can be involved in the training of new volunteers. As the volunteer program grows, knowledgeable volunteers will gain the ability to teach new volunteers. A good supervisor will be able to identify the volunteer who knows the subject and has the ability to train a new volunteer.

Recurrent training will be necessary to reinforce the proper way to do the job. During the retraining period it would be helpful to discuss the background of the job and any rules and regulations regarding the reason the job is done or is needed by the Department. Do whatever you can to make the job interesting. (Appendix -sample training form)

Additional training can be secured from adult and continuing education courses, college courses, conferences, community centers, high schools, County-sponsored training programs and staff meetings. The volunteer's supervisor should suggest these developmental opportunities, when appropriate.



## **SUPERVISION**

### **VOLUNTEER STAFF**

Realistically, every civilian volunteer in the program, whether general or specialized, is part of the Department's Volunteer Staff. This sub-section concerns itself with personnel who are selected for leadership positions by the Coordinators and Supervisors.

There are two levels of leadership to help manage the program. Volunteers who fill these important positions are expected to be familiar with the coordinators' responsibilities and the contents of this manual. They must be thoroughly trained regarding the rules and regulations of the program, and have an understanding of the policies that must be adhered to. They need to know where to obtain information that will permit responsiveness to the needs of their fellow volunteers.

Members of the leadership staff assist with the administration and coordination of this dynamic program and should possess the following qualities:

- Be deeply committed, adaptable, and a self motivator.
- Have a positive attitude and a mature outlook.
- Possess good communication and reasoning skills.
- Act ethically with good moral judgment.
- Be resourceful and understanding.
- Show respectability, regardless of circumstances.
- Be clean and neat in appearance.
- Always use appropriate language.
- Have effective, cooperative, productive work habits.
- Demonstrate punctuality and attentiveness.

**LEADERSHIP LEVELS**

**VOLUNTEER TEAM LEADERS**

Units with many different special volunteer programs (See Appendix - Special Programs) may choose to have a Volunteer Team Leader assigned to each unique group. These groups may also have rules specific to their particular program. They are still bound to adhere to rules, regulations and policies of the general program in terms of job descriptions, time keeping, personnel records, uniform

**SUPERVISION**

**LEADERSHIP LEVELS**

**VOLUNTEER TEAM LEADERS**

standards, and other elements discussed in this annual. Volunteer Team Leaders work closely with the coordinator and supervisors to see that the program runs smoothly and stays in compliance. Many sections of the Department have small volunteer membership (20 and under) due to the specialized duties of the paid staff. There should always be a Volunteer Team Leader regardless of the limited number of volunteer employees.

**SENIOR VOLUNTEER LEADER**

Units with several Volunteer Team Leaders should have a Senior Volunteer Leader to help the coordinator manage the needs of the Team Leaders. Team Leaders have a great deal of responsibility and cannot possibly attend every unit staff or program coordinator meeting. Coordinators and Supervisors do have collateral duties and can't possibly be everywhere at once either. The Senior Volunteer Leader should (whenever possible) be selected because of long term experience in the general program and some management or supervision experience. An outstanding performance record should be a must. The Senior Leader can attend meetings representing the Coordinator and is responsible for ensuring that Team Leaders are kept advised of general program management and policy changes.

This individual: collects time sheets from each team and prepares the unit quarterly report for the coordinators review and approval. Ensures that personnel records are kept current and sees that the coordinator is prepared for the annual volunteer program Command Inspection. Disseminates program and unit directives or information effecting volunteers. Assists with Team Leader training and meetings. Helps resolve volunteer problems. Participates in the interview, application and placement process. Reminds Coordinators and Supervisors when annual volunteer performance evaluations are due. Assists the Director of Special

Programs with special projects or committees when requested. These are but a few of the tasks the Senior Volunteer Leader may be requested to accomplish.

## **SUPERVISION**

### **Leadership**

#### **SENIOR VOLUNTEER LEADER**

**Remember** - There is no rank structure in the Department's civilian volunteer program. Personnel should be selected for demonstrated performance, integrity and administrative capability. Every volunteer should have the opportunity to serve in a leadership position.

#### **PROBLEMS/TERMINATIONS**

Problems with civilian volunteers should be addressed in a routine way. Take the time to counsel the volunteer when a problem is identified.

In cases of personality conflicts, it may be possible to salvage the volunteer by assignment to a new job; assignment to a new supervisor; transfer to another location within the unit or the department.

Discipline for volunteers may include admonishment; probation period; suspension or leave of absence; or termination.

It is recommended that you provide documentation in the personnel jacket if the volunteer did not voluntarily terminate.

The volunteer Identification card shall be returned to the Office of Special Programs along with a copy of the Authorization card stating the reason for termination. Also include volunteers who are not eligible for rehire at other Sheriff's facilities.

## **SUPERVISION**

### **PREPARATION OF JOB DESCRIPTIONS**

Volunteers must have job descriptions. The job description becomes the basis for any ongoing supervision of the volunteer. Use the written description to compare unsatisfactory work with what was agreed to do.

#### **Elements of a Job Description**

- Outline the responsibilities of the assignment. Describe sample tasks.
- Include a section on the training and supervision.
- What are the minimum number of hours per week or month necessary to accomplish the task? Do these have to be offered on any special schedule? For what duration of time will the assignment continue? If the work is ongoing, what is the minimum acceptable commitment?
- State needs definitively. It is better to have prospective volunteers know in advance what is truly needed to do the job. If they cannot fulfill requirements, it is better to know that in advance instead of discovering it once it is too late. If a volunteer cannot do what is necessary to be in the best at a particular assignment, you can always discuss another option with him/her.
- Include a description of the qualifications needed to do the assignment, both in terms of skills and past experience.
- Keep job descriptions updated so that they accurately reflect the work volunteers do for the organization.

## **APPLICATION PROCESS**

### **PHASES IN THE PROCESS**

The application process consist of several important phases (or steps) that must be satisfied before the prospective applicant can be accepted. Remember, applicants are not subject to Civil Service Regulations and should be advised accordingly.

The following will carefully explain the:

- Application
- Initial Interview
- Screening
- Selection
- Fingerprints
- Background investigation
- Applicant Acceptance/Rejection Notification

The application process is most critical because it is the initial step to either acceptance or rejection on the part of both the agency and the volunteer applicant. The applicant often eliminates himself between the initial interview and the return of the paperwork.

Applications may be obtained from the Volunteer Coordinator at the unit is which employment is being sought. Specific information regarding the Volunteer program and the coordinator may be obtained by telephoning the Office of Special Programs @ (562) 946-7879.

## **APPLICATION PROCESS**

### **APPLICATIONS**

The application form serves as the key element in determining acceptance or rejection of the prospect. But it is not the only element. Applications may be requested by prospects at City Safety Fairs, Chili-Cookoffs, Boxing matches, any where a recruiting booth is included, and don't forget the front desk where someone just walks in and says "How can I join."

When completed applications are returned they provide critical information useful in interviews to follow. (see appendix- forms)

Use of the *Volunteer Application* form can be of assistance for an interview. This information and that shared during the interview will determine the best possible assignment for the volunteer. It is possible for this process to result in modification of an existing volunteer job description or in the creation of an entirely new job description to fit the prospects qualifications and interests.

### **INITIAL INTERVIEWS**

The universal method used to select volunteers is the personal interview. The interview is a purposeful conversation in which both the prospective volunteer and the interviewer exchange meaningful information about the qualifications and interests of the prospect and the opportunities and expectations of the department. The applicant is given the initial interview by the coordinator, the volunteer leader, and an experienced volunteer as well as the potential supervisor. During the initial interview discuss the applicant's reason for volunteering. Highly motivated volunteers are more effective and last longer.

Examples of highly motivated volunteers:

- The person who wants to share his knowledge.
- The person who would like to brush up on skills used in the past.
- The person who wants to feel needed and useful.
- The person who would like to return something to the community by helping law enforcement.

### **APPLICATION PROCESS**

#### **INITIAL INTERVIEWS**

Determine applicant's time availability. Explain the volunteer program, the application procedures, the background check and the importance of confidentiality.

During the interview look for the following:

- Maturity and reliability
- Enthusiasm
- Support for Law Enforcement
- Flexibility
- Sense of humor
- Team work
- Skills needed by the unit

- Work experience
- Interest and hobbies

If everyone is comfortable with the results of the interview, recommendations are forwarded to the Supervisor for the next phase.

### **SCREENING**

The success of a law enforcement civilian volunteer program depends on the confidence department members have in the quality of the individuals who volunteer their services. For this reason a careful screening is essential.

The screening phase has several components. First of all, the volunteer supervisors should review all applicants who pass an initial interview, recognizing the motives, as well as the talents of a potential volunteer.

### **SELECTION**

#### **Volunteering in the Sheriff's Department is a privilege, not a right.**

Any doubts about an applicant's suitability are sufficient to make the decision not to select that individual. In order to simplify the selection process and to assure a high level of quality, the Department has been cautious in the screening process of volunteer applicants. You need not look for reasons which would convince a Civil

### **APPLICATION PROCESS**

#### **SELECTION**

Service panel. Volunteer applicants who seem acceptable must go through a record check (fingerprints) which is processed by the Record Bureau and the Department of Justice. Contact need not be made with the applicant's employer or any other references if there is any question regarding his suitability for working in the Sheriff's Department. Any doubt is reason for refusal.

The Department does not discriminate against volunteer applicants. They must be eighteen years of age and lived in California long enough to establish permanent residence.

A proper respect for the decorum of the Sheriff's Department is instilled during the initial interview and again at the orientation upon acceptance. Volunteers must read and sign a contract, acknowledging the main points regarding the responsibilities.

Have the prospect review the job request form and see how well they understand what is expected. This is a good time to decide whether the applicant is qualified

(within reason, based on experience) to do the job you have outlined. You may have to interview others.

## **APPLICATION PROCESS**

### **FINGERPRINTS**

Upon approval and return of the application, one bid 7 (87 card) is to be completed as soon as possible. You will be required to hold the finger print card until after the 90-day probationary period. The authorization card should be sent **immediately** to the Office of Special Programs.

Both sides of the print card must be thoroughly completed or it will be rejected by the Department of Justice. Any missing information or the use of a highlighter anywhere on the print card will cause the card to be rejected.

The contributing Agency on the front side of the card is:

Los Angeles County Sheriff's Department  
4700 Ramona Blvd.  
Monterey Park, CA 91754

On the back of the card:

Check - Criminal Justice Employee  
Position Title - Civilian Volunteer  
**DO NOT** write/check mark anything under  
Application for license, etc.

The Agency and address is: The station who is submitting the print card for a record check.

The personal information is: The applicant's residence address.

Submit print cards to: Records and Identification Bureau



Fingerprint Unit  
12440 E. Imperial Highway - 4th Floor West  
Norwalk, CA 90650

Include a memo requesting the Print Unit to forward the print card to Department of Justice for a record check.

## **APPLICATION PROCESS**

### **FINGERPRINTS**

The following applicants can be excluded from being fingerprinted if they were printed within the last **5 years**:

- All government employees (Fed, State, Local)
- Bank employees
- Physicians and dentists
- Licensed Real Estate persons
- Government Contractor Employees Holding Current Security Clearances

Print cards are ordered from Central Supply.

**APPLICATION PROCESS**

**BACKGROUND INVESTIGATION**

Each unit is responsible for its own background investigation of volunteers. The depth of the background investigation shall consist of utilizing the JDIC and running a preempt, vcin, and srf, a warrant check and a DMV check. The new CCHRS program is not allowed to be used for any applicants.

The 90-day probation period allows the volunteer to work while waiting the results of a print check. If a record is discovered and it is deemed inappropriate to retain the volunteer - simply terminate. Discuss with the volunteer.

Always consider that the applicants job may require the access to confidential information and the operation of a county vehicle or equipment.

**CONSENT**

A consent statement authorizing the County to conduct a criminal background investigation must be signed by the volunteer applicant prior to initiation of the background check. The following is an example of a consent statement:  
(This statement is found on the volunteer application form.)

I hereby certify that all statements made in connection with this application for volunteer work are true to the best of my knowledge.

I hereby authorize the County of Los Angeles Sheriff's Department to obtain a record of my history from the California Department of Justice or any other agency that collects records.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**APPLICATION PROCESS**

**ACCEPTANCE**

If the prospective volunteers have successfully completed the Background investigation phase, the Coordinator or the Volunteer Leader should telephone them to make an appointment for their Orientation. Appointments should be made during normal office hours of the Unit, and always include the potential supervisor. (medical form)

The medical forms are to be completed only after the volunteer has been accepted. This is confidential information and should be kept in the volunteers personnel folder.

**REJECTION**

Applicants who are not accepted immediately should be sent a letter thanking them for their interest and notifying them that they will not become a part of the program at this time. We should strive to retain the community support of all persons who respond to our call for volunteers.

For a small number of applicants, who will not ever be considered for selection, a carefully worded, more direct reply is recommended.

Be alert to the possibility that a person who has been rejected from filling one position may well be interested and capable of filling another position, in any of the units in the Department or the County.

Examples of both of these letters are shown in Appendix - Forms.

**APPLICATION PROCESS**

**AUTHORIZATION CARD**

The Authorization Card is a form used by the Office of Special Programs to enter data on all volunteers and to notify the County Administrator of the County of Los Angeles for insurance purposes. This form along with the Civilian volunteer application shall be given to the Unit Commander for review, approval and signature.

Upon Approval, the original "card" shall be sent to the Office of Special Programs . Copies should be maintained in the civilian volunteers file for future reference or termination. This card shall be sent immediately upon approval and not held at the unit pending the 90-day probation period. This "card" must be in file for Insurance purposes.

No permanent civilian volunteer Identification Card will be issued if this card is not on file with the Office of Special Programs.

## **ORIENTATION**

### **CONTENTS**

Being called for orientation is a formal way of letting applicants know that they have been accepted as members of the Los Angeles County Sheriffs Department-Civilian Volunteer Program. The coordinator and / or the volunteer leader should conduct this orientation at the very beginning of the new volunteers first working day. The orientation consists of the following:

- 1, A review and understanding of the rules of the Civilian Volunteer Program and any specific Station / Unit rules and regulations.
2. The review and official signing of the Volunteer Contract by the Volunteer Program Coordinator.
3. A firm reminder that Civilian Volunteers are on probation for a period of 90 days.
4. Completion of the civilian volunteer Authorization form for the Unit Commanders signature.
5. A review of the County Volunteer Accident Insurance Program
6. Review and signing of the form required for use of the Criminal Justice System
7. Review and signing of the form required for Access to the JDIC and / or Computers
8. A discussion of the roles of the Supervisor, Coordinator and Volunteer Leader.
9. And finally, a tour of the Station / Unit

## **ORIENTATION**

### **CONTENTS**

#### Tour of the unit

- a. Introduce the volunteer to the other volunteers and key regular personnel (e.g. Watch Commander, Watch Sergeant, Captain's Secretary, etc.)
- b. Explain the civilian volunteers chain of command through the Sheriff.
- c. Identify all working areas, particularly where the Civilian volunteer will work.

- d. Point out the location of the eating areas and restroom facilities.
- e. Explain parking regulations.

Be sure to familiarize the civilian volunteer with any necessary equipment operation and safety procedures.

Encourage civilian volunteers to always ask questions where they aren't sure of policy or operations. They won't learn it all on the first day!

Note:

Since the 90 day probation process commences with the Commanders signing of the Authorization Form and your transmittal of this form to the Office of Special Programs, all sworn and civilian personnel must be cognizant of the fact that the probationary volunteer is not to have access to any entry codes, special telephone lists, or special equipment without the express permission of the Captain and probationers immediate Supervisor.

## **ORIENTATION**

### **VOLUNTEER RULES**

### **APPLICATION**

Each civilian volunteer must complete an application package and return it to the Station/Unit Volunteer Coordinator. The application process shall include a personal interview and a background investigation consisting of a check of your driving record; arrest history, and finger print records.

### **HOURS**

The hours of assigned duty shall be assigned by the Volunteer Coordinator or the assigned supervisor. You should not be in a Station or Sheriff's facility unless on regularly scheduled duty assignment or official business. If unable to report for your assigned duty, notify the Volunteer Coordinator or your assigned supervisor as soon as possible.

Each volunteer is required to maintain a minimum of 16 hours per month. The procedure for reporting your hours will be explained by the Volunteer Coordinator.

**IDENTIFICATION CARD**

You will be issued a laminated identification card which shall be worn at all times while on duty in a Sheriff's facility. Use of your ID card as a means of identification for other than official use, will be cause for termination from the program. At no time shall a volunteer state or imply that he or she is a sworn deputy. All identification cards and patches are the property of the Los Angeles County Sheriff's Department and must be returned by the volunteer upon termination or resignation.

**DRESS CODE AND PERSONAL APPEARANCE**

Volunteers shall dress in the appropriate attire as indicated by their assignment. For example a job assignment of a station volunteer would require proper conservative clothing and a Volunteer on Patrol assignment requires a specific uniform which must be provided at your own cost.

**ORIENTATION**

**VOLUNTEER RULES**

**REPORTING AND SUPERVISION**

Civilian volunteers report directly to the Volunteer Coordinator. Their assignment may also place them under the direction of a Deputy Sheriff or other station supervisor. Any situation that you feel needs to be reported, whether positive or negative comment, shall be reported through the Volunteer's chain of command.

**TELEPHONES**

Telephone calls are restricted to the Sheriff's facility business only. Calls to other area codes are to be referred to the supervisor. Proper telephone courtesy and etiquette shall be observed at all times.

If you are asked a question and don't know the answer, **DO NOT GUESS.** Ask for the callers name and telephone number and advise them that they can expect a call back with an answer as soon as possible.

**PUBLIC CONTACT**

Civilian volunteers, as representatives of the Los Angeles County Sheriff's Department, shall conduct all contact with the public in a highly professional

manner. Civilian volunteers shall not make statements to the press or media. Refer all questions to your supervisor.

**CONFIDENTIAL INFORMATION**

You may be exposed to sensitive information during your assignments as a civilian volunteer. Remember, official business of this Department is confidential. Members shall discuss or give official information only to persons for whom the information is intended, as directed by superiors or as required by law. The content of any criminal record filed in the Department shall be shown or divulged only to authorized people.

Civilian volunteers may not use the computer system without the written authorization of the Unit Commander.

**ORIENTATION**

**VOLUNTEER RULES**

**USE OF CRIMINAL JUSTICE INFORMATION**

"No employee shall divulge confidential information, data or records of the Department of Justice to any person to whom issuance of such data, information or records has not been authorized." Such misuse is a misdemeanor under California Law. Any volunteer responsible for such misuse is subject to immediate dismissal and possible legal action.

**OFF DUTY ENCOUNTERS**

Deputies and volunteers occasionally work on surveillance or other covert assignments. They may be assigned on a regular basis or used for short term assignments. If you see a deputy or volunteer, other than at your workplace wearing civilian clothing, do not acknowledge their presence until they acknowledge you. It is also unwise to discuss the Sheriff's Department with off-duty Deputies in public. They may desire not to have their identity or law enforcement occupation known to others.

**FRATERNIZATION WITH INMATES**

Be aware that members of this Department are prohibited from fraternizing with, engaging in the services of, accepting services from or performing favors for any persons in the custody or recently released from the custody of the Department. Any member contacted by, or in behalf of, a recently discharged prisoner shall immediately report such contact to his immediate supervisor.



**PERSONNEL AND EQUIPMENT SAFETY POLICY**

The Sheriff's Department 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 its personnel, equipment, vehicles and facilities. The reduction of losses due to injuries to Departmental employees and damage to county property is an essential part of an efficient operation. Therefore, the practice of safety and the prevention of accidents shall be the responsibility of all members.

**ORIENTATION**

**VOLUNTEER RULES**

**MEDICAL COVERAGE**

Volunteers must be in reasonably good health. Should your health status change, it is imperative that the volunteer coordinator be informed of such change in a timely manner. Should you become ill or injured, a medical "return to Work" release may be required.

If you are injured during the course of your volunteer assignment, you shall immediately advise a supervisor. Your medical care will be covered using your own medical insurance coverage. The County of Los Angeles may reimburse you up to \$10,000 for costs not covered by your medical insurance policy.

**ACCEPTANCE AND TERMINATION FROM THE PROGRAM**

Volunteers may be accepted to the Sheriff's Volunteer program without reference or a Civil Service eligibility list, and terminated without the benefit of a hearing or other formality. The program offers no monetary or other form of compensation.

**I HAVE READ, UNDERSTAND AND ACCEPT THE TERMS OF THIS AGREEMENT.**

\_\_\_\_\_  
**VOLUNTEER APPLICANT'S PRINTED NAME**

\_\_\_\_\_  
**VOLUNTEER APPLICANT'S SIGNATURE**

\_\_\_\_\_  
**DATE**

\_\_\_\_\_  
**AUTHORIZED SHERIFF'S REPRESENTATIVE**

\_\_\_\_\_  
**TITLE**



## **ORIENTATION**

### **JOB DESCRIPTIONS**

Volunteer positions will be made stronger by integrating them into training, enriching experiences, interaction and opportunities to observe the professional staff at work.

There are a number of benefits that can be derived from maintaining written job descriptions. Job Descriptions are required by the volunteer Protection Act - Public Law 105-19 .

- They provide an effective tool to enable prospective volunteers to understand their role(s) in particular position(s).
- They are useful in conducting interviews and making job placements, as well as preparing evaluations.
- They can also help create a positive image of the programs management.

In all cases, units must communicate the information in the job description(s) to the individual(s) who perform the tasks required: Confirm that they understand, agree with and will comply with what they are volunteering to do. Leave no room for misunderstanding which could lead to hazardous or litigious circumstances or poor performances.

Written job descriptions should be updated as changes occur in the jobs, the department or specialized units. Look upon them as flexible instruments. Suggestions from volunteers who do the work should be carefully evaluated when rewriting any job description.

Completed job descriptions must be approved by the Unit Commander prior to submitting them to the Office of Special Programs for final review and approval for inclusion in the Departments "Volunteer Job Descriptions Manual."

## **ORIENTATION**

### **JOB DESCRIPTIONS**

Job requests are essential for recruitment. But when you actually place the volunteer, they must have a clearly written job description. Written job

descriptions include the essential elements about the job and the needs of the department/unit as follows:

**Position Title:**

Titles identify the position, or positions, the volunteer will work. They enable the volunteer to identify the role(s) they fill in the department. Titles help distinguish positions according to defined qualifications criteria. Do not add personal names nor titles held by paid staff unless followed by aide or assistant. More than one volunteer may be doing the same job. Limit the title to one to three words.

**Work Location:**

Describe where the work is to be accomplished. Here you can be very generic because the same position could be used anywhere in the department or it just might be unique to a specific location.

**Supervision:**

State who the supervisor of the job is. Deputy, Sergeant, Operations Assistant, etc. No job can exist without some form of supervision. Some volunteers are capable of working with little or no supervision - however, the Department works on a system of "chain of command."

**Experience Required:**

List whatever skills, aptitudes, knowledge, abilities, interest, attitudes, character or personal traits, specific licenses or certification needed to fill the position.

## **ORIENTATION**

### **JOB DESCRIPTIONS**

**Duties:**

State the primary purpose of the position. Does it involve direct service to the public, indirect service and /or support of departmental administration. Concentrate on program objectives and why this job was requested and created.. List examples of the tasks involved. The list need not be exhaustive but should be specific enough to provide a good framework to

describe the position. If use of a county vehicle is required - so state.

Volunteer positions will be made stronger by integrating them into training, enriching experiences, interaction and opportunities to observe the professional staff at work.

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Written job descriptions should be updated as changes occur in the jobs, the department or specialized units. Look upon them as flexible instruments.

## **ORIENTATION**

### **JOB DESCRIPTIONS**

Suggestions from volunteers who do the work should be carefully evaluated when rewriting any job description.

Completed job descriptions must be approved by the Unit Commander prior to submitting them to the Office of Special Programs for final review and approval for inclusion in the Departments "Volunteer Job Descriptions Manual."

### **USE OF THE CRIMINAL JUSTICE SYSTEM**

It will be the responsibility of the Volunteer Coordinator to inform the volunteer of the use of criminal record information. The volunteer shall sign the require form stating he/she understands the policy regarding misuse of criminal record information.

**USE OF THE JDIC**

The volunteers will be allowed to utilize the JDIC provided they have the proper training. The station Captain and secretariat personnel will be informed. Documentation showing attendance at the training will be entered in the volunteer's personnel record file.

**PERSONAL MEDICAL RECORD**

This information form shall be completed if a medical condition exists, i.e. high blood pressure, diabetes, etc. This information is confidential and not to be released to other volunteers. The medical information form should be completed after the hiring of the volunteer.

**SIGNING IN AND OUT**

Depending upon where the volunteer is assigned to duty, a sign-in sheet should always be available to sign-in and out. This sheet may be located at the front desk, in the Coordinators office or your area of assignment. No matter where it is, the volunteer is responsible for entries for the following reasons:

**ORIENTATION**

**SIGNING IN AND OUT**

1. The supervisor and coordinator will know when the volunteer has reported for duty and where they are working.
2. If the work assignment takes the volunteer to another location, they can leave a name and number where they can be reached.
3. If a family emergency arises while on duty, it makes it much easier to locate the volunteer.
4. All on duty personnel must be accounted for in the event of a disaster. Knowing where the volunteer is located will prevent a time consuming search.

### **USE OF THE CRIMINAL JUSTICE SYSTEM**

As an employee of the Civilian Volunteer Program of the Los Angeles County Sheriff's Department, you may have access to confidential criminal record information which is controlled by statute. Misuse of such information may adversely affect the individual's civil rights and violates the law.

Penal Code Sections 11105 and 1330 identify who has access to criminal history information and under what circumstances it may be released.

Penal Code Sections 11140-11144 and 13301-13305 prescribe penalties for misuse of criminal history information.

Government Code Section 6200 prescribes the felony penalties for misuse of public record and CLETS information.

Penal Code Sections 11142 and 13303 state:

“Any person authorized by law to receive a record of information obtained from a record who knowingly furnishes the record or information to a person not authorized by law to receive the record or information is guilty of a misdemeanor.”

Any employee who is responsible for such misuse is subject to immediate dismissal. Violations of this law may also result in criminal and or civil action.

**I have read the above and understand the policy regarding misuse of criminal record information.**

**Volunteer Signature**

**Date**

## **RECORDS**

### **PERSONNEL FILES**

Personnel jackets are confidential, personal history of the volunteer from Department hire date to termination. They must be maintained for every civilian volunteer in the program and shall contain the following sections:

- Application form
- Fingerprint clearance
- DMV Record check (annual verification at Command Inspection)
- Authorization for use of Department Computer systems
- Photograph
- Copy of Identification card with number/signature
- Copies of other Identification (CDL/DCS/Co Fire, etc)
- List of Department Equipment issued
- Emergency Information - Contact/Medical form
- Job Request forms (optional)
- Job Description(s)
- Evaluation forms
- Time Sheets - cumulated monthly, yearly
- Training records
- Commendations/ Letter/ Other
- Newspaper/Star news articles
- Copies of award nominations
- Record of Department/County Awards received
- Termination documentation (as appropriate)

Certain portions of the jacket do not require additional explanation because the forms are more or less self explanatory. Those portions that do will be elaborated upon in the following sub-sections.



**RECORDS**

**EVALUATIONS**

Although performance evaluations are not practical for short-term volunteers (those with less than six months tenure), they are essential for long-term volunteers. Evaluations are required to be completed annually, within thirty calendar days of the volunteers hire date anniversary. Evaluations may be completed by the volunteers supervisor in units with a large volunteer membership. In smaller units the coordinator should prepare them.

In all cases, the contents of the evaluation must be discussed with the volunteer. The rating period should be recorded with the volunteers primary position, hours completed since the last rating period, comments regarding the volunteers contributions or short comings should be included. Job description experience requirement and duties are valuable resources in this process.

In structuring the performance evaluation process, coordinators and supervisors must keep in mind that the performance evaluation is a formalized feedback mechanism that is designed to assure the accomplishment of specific organizational goals. When such feedback is acceptable to the individual being evaluated, it serves as a reinforcement in their direction, efforts and persistence.

Supervisors responsible for volunteer employee performance evaluation must, therefore maintain accurate records, be precise and above all, reasonable. Keep in mind that for individuals who work without compensation, feedback is one of their greatest rewards, which should be provided throughout the year.

**RECORDS**

**TRAINING RECORDS**

Training has become an extremely important factor in the past few years. New technology, new volunteer programs and certain social issues have made mandatory training requirements in certain subjects drive the program to better record keeping on one form rather than several slips of paper.

Persons charged with taking care of records can now narrow down the search for verification from several hours to minutes. The new system may also make it possible to provide some remedial training in cases where a great deal of time has lapsed since the initial training took place or new significant updated in critical subjects have been approved and released.

The important thing to note here is that depending on the nature of the volunteers unit, there may be unique training requirements not intended for all volunteers. The training record is a flexible document that provides an entry log ensuring that there has been some form of training - both departmentally required and unit level required.

**RECORDS**

**AUTHORIZATION CARD**

The Authorization Card is a form used by the Office of Special Programs to enter data on all volunteers and to notify the County Administrator of the County of

Los Angeles for insurance purposes. This form along with the Civilian volunteer application shall be given to the Unit Commander for review, approval and signature.

Upon Approval, the original "card" shall be sent to the Office of Special Programs . Copies should be maintained in the civilian volunteers file for future reference or termination. This card shall be sent immediately upon approval and not held at the unit pending the 90-day probation period. This "card" must be in file for Insurance purposes.

No permanent civilian volunteer Identification Card will be issued if this card is not on file with the Office of Special Programs.

## **IDENTIFICATION**

### **PROBATION PERIOD**

It is the Department's Policy to place all prospective volunteers in a probationary period of 90 calendar days from the date the Unit Commander signs the authorization form. This date becomes the volunteers official "hire date" once the 90 day period comes to a successful conclusion.

The probation practice is common in industry and allows the Department to observe work habits, personality differences, reliability and trustworthiness of

the individual. It also allows the prospect to decide whether being a volunteer is really what they expected and want to pursue. This period also provides the time necessary for background information to be verified and to determine whether the prospect should be accepted or denied.

## **SECURITY**

### **IDENTIFICATION - TEMPORARY**

When the prospective volunteer has been processed and the Unit Commander has sign the Authorization Form, a blue *temporary* identification card may be issued. The authorization form shall be sent to the Office of Special Programs.

Temporary "blues" are issued by the unit of application with the expiration date of 90 days from the date shown on the authorization form. The volunteer's name and the unit of assignment is entered on the card.

Probationary volunteers are discouraged from gaining access to other facilities unless properly escorted by the coordinator or supervisor. Access to information must be authorized by the Unit Commander.

## **IDENTIFICATION**

### **IDENTIFICATION - PERMANENT**

Permanent identification cards are issued by the Department's Office of Special Programs (OSP) at the conclusion of the 90 day probation period. A completed, approved civilian volunteer authorization form must be on file in OSP before the permanent ID card shall be issued. The coordinator or volunteer team leader is responsible for calling OSP to arrange for the typing of permanent ID cards or the volunteer may call to make an appointment. ID cards are not sent through regular mail or county mail, but are hand carried to the Coordinator's meeting, therefore, all requests for ID cards shall be called in to OSP three days prior to the Coordinators meeting.

All civilian volunteer ID cards expire on 12/31 of the current year. Renewal stickers are issued to coordinators who are responsible for updating the ID cards.

The following conditions related specifically to the Department issued permanent volunteer ID card and must be explained to the volunteer and complied with at all times:

- The ID card is the property of the Sheriff's Department and must be worn in plain sight.

- It must be used only to identify the volunteer while on official duty for the Sheriff's Department or while engaged in activities at Sheriff's facilities or other county facilities when carrying out assigned tasks.
- Volunteers are held personally responsible for its safe-keeping and are expected to report its loss or theft to the coordinator immediately.
- Coordinators shall complete a SH-AD 49 for the lost or stolen ID card and submit it to OSP.
- ID cards are just that! They are not badges, nor are badges permissible. Abuse of the ID card will result in immediate dismissal.
- ID cards must be surrendered upon resignation or termination from the program.
- Volunteers must never represent themselves as sworn officers to anyone, no matter what the occasion maybe.

## **IDENTIFICATION**

### **RESTRICTIONS**

In establishing assignments, the Sheriff's Department must consider both the legal and moral implications of the specific activities in which a Civilian Volunteer may participate. Any questions regarding assignment should be directed to the Unit Volunteer Coordinator.

The following represent minimum restrictions placed upon volunteer staff:

- Conduct oneself in a professional manner. Volunteers are considered representatives of this department.
- Information on activities, management, or operation of the Sheriff's Department is not to be discussed outside the facility.
- Do not ask employees for professional advice while on duty.
- Perform duties cheerfully and accept supervision graciously.
- Never enter the jail booking area or jail housing areas without a deputy.
- Do not accept tips or other forms of gratuity from the public, inmates, or their families.\*
- Do not access the computer terminals for any reason other than *Official Department Business*, unless authorized to do so.
- Smoking is only permitted outside county facilities buildings. Please comply with County Ordinances.
- Remember, if you work in a custody facility - it is a jail. Report anything that looks like a security problem to a deputy immediately.\*

\* There are special rules that apply to working around inmates (and their families.) Supervisor or Volunteer Coordinator should discuss these rules with new volunteers as soon as possible.

Additional restrictions may be in place depending upon a specific specialized location. All volunteers are required to observe and comply with local rules and regulations applicable to sworn or civilian employees. Civilian Volunteers are uncompensated, unclassified employees of the Sheriff's Department.

## **VOLUNTEER UNIFORM**

### **GENERAL INFORMATION**

The official uniform approved by the Sheriff and the Uniform and Safety Equipment Committee consists of the following basic elements which will be specified in further detail:

- Shirt - White (uniform)
- Trousers/Skirt - Navy Blue (uniform)
- Shoes - Black
- Socks/Hose - Black
- Jacket - Royal blue
- Hat - Royal Blue or Navy blue (baseball type)
- Belt - Black basket weave (uniform)

Wearing the official uniform has always been optional and usually depends on the specific rules of your unit. The uniform does help identify you much easier as a member of the Department when you are working directly with the public or if you are involved in a multi-agency exercise.

The uniform for male and females is essentially the same except that ladies may wear a skirt in lieu of trousers. They also wear different ties.

Uniforms are the responsibility of the volunteer. They are not furnished or purchased by the Department.

Department issued identification cards are not worn with the class "A" or "B" uniform.

General rule to follow - if you work with the public wear a uniform.

## **VOLUNTEER UNIFORM**

### **CLASS "A" UNIFORM**

Shirt - white, long sleeved, uniform (cotton/ Polyester, permanent press)

- Shoulder epaulets - buttoned down at the collar
  - Two breast, flap closed pockets
  - Official volunteer shoulder patches (both sides - at the shoulder seam)
  - Name strips-Air Force blue with light blue lettering (Capitals, full block 5/8 ") embroider on a one inch strip.
  - Surname (only) - right breast pocket
  - "LA SHERIFF"- left breast pocket
- (Strips shall be the same width as the pocket flap and sewn on centered and directly above the pocket flap upper edge.) Shirts are worn tucked into the trousers/skirt over a plain white (no printing or logos) crew neck t-shirt.

This shirt is intended for wear at official formal functions and ceremonies with a tie or as a duty shirt (without tie- in cold weather.) A plain white long sleeved turtle-neck shirt may be worn for duty under the Class "A" shirt in cold or inclement weather.

Trousers - navy blue, uniform (cotton/polyester, perm-press)

- Two front slash pockets
- Two rear flap pockets
- Zippered front
- Two inch belt loops
- No cuffs

Skirt - Navy Blue, uniform (cotton/polyester, perm-press)

- Two slash pockets
- Two rear flap pockets (optional)
- Side zipper
- Two inch belt loops
- length, not more than 2" above the knee.

## **VOLUNTEER UNIFORM**



**CLASS "A" UNIFORM**

Shoes - Black Plain - Tied

- Skid resistant
- Polished or buffed

Socks/Hose - Black , no pattern

Jacket, Field - Royal Blue-light weight nylon (spring & summer)

- Official volunteer shoulder patches (both sides at the shoulder seam)
- Volunteer emblem embroidered - left breast
- Pockets - slash
- Snapped front

Jacket, Field - Royal Blue- heavy weight, quilted lining (winter)

- Same as above for Field Jacket with the following exceptions
- Elastic stretch cuffs
- Elastic stretch waistband

Hat - Royal Blue or Navy blue, solid fabric, baseball type

- Official volunteer emblem embroidered, centered over the bill
- No other head gear is authorized for wear with official uniform.

Belt - Black basket weave, uniform

**VOLUNTEER UNIFORM**

**CLASS "B" UNIFORM**

Shirt - white, short sleeved, uniform (cotton/polyester-perm press)

- All other details shall conform to those specified under Class "A" uniform shirt. This shirt is intended for wear as the standard year

around fair weather duty shirt. It shall be worn open at the collar over a plain white short-sleeved crew neck t-shirt.

Trousers - Navy Blue, Uniform

- All other details shall conform to those specified under Class "A" uniform - trousers.

Skirt - Navy Blue, Uniform

- All other details shall conform to those specified under Class "A" uniform - Skirt.

Shoes, Socks/Hose, Jacket, Hat and Belt shall

- conform to those specified under Class "A"

**CLASS "C" UNIFORM-Optional Summer/Hot Weather**

Shirt - Option 1 - Class "B"

Option 2 - Polo style, plain white, short sleeve  
Official Volunteer emblem embroidered over left breast pocket. (Dark blue lettering, bronze bear, green earth)  
Sewn stretch cuffs both sleeves.  
Name may be embroidered on right pocket area.

Note: Polo shirts with the word "volunteer" in blue silk screened on the back and shoulders are not authorized, and should be replaced for wear outside of your work space.

Option 1 - Trousers, Navy blue, Class "B"

Option 2 - Shorts, Navy blue - cotton/polyester.

- Two front slash pocket
- Two rear pockets

**VOLUNTEER UNIFORM**

**CLASS "C" UNIFORM**

- No cuffs
- Zippered front
- Length - 9" Inseam

Socks - black, knee length, no pattern

Shoes, Jacket, Hat and Belt shall conform to those details specified under uniform - Class "A" and "B"

## **UNIFORM**

### **ACCESSORIES**

Badge - No badge of any type is authorized for wear with the volunteer uniform.

Pins - 1000 hour pin presented by the Sheriff may be worn in the position of a sworn badge on the Class "A" and "B" uniform shirt. The 100/250/500 hour pins may be worn in this position until the 1000 hour pin is awarded.

Station or Bureau Pins - Unit level

Worn with the top of the pin aligned with the seam between the pocket flap and name strip of the right breast pocket (centered) of the Class "A" and "B" uniform shirt.

Departmental and Armed Forces Service Ribbons

Department - worn in accordance with Department Policy Manual - Section 3-03/330.0 over the left pocket flap seam.  
Armed Forces - in accordance with Section 3-03/330.0.

Ties - Black, Uniform, Clip-on  
Males - Standard length w/fore-in-hand knot.  
Females - Standard length w/fore-in-hand knot or optional military style female uniform.

#### **INCLEMENT WEATHER APPAREL**

Rain - slicker or two piece rain suit.

- International Orange in color
- Boots - black, waterproof
- Gloves - Black, no ornamentation
- Hat - official, navy blue as in Class "A or "B".

#### **VOLUNTEER UNIFORM**

##### **UNIT LEVEL CLOTHING**

Some units have official headgear and polo or t-shirts for use on duty for special unit activities that may be worn only with civilian clothing. These items are not official uniform items and may be authorized by the Unit Commander in special circumstances. Check with your coordinator! Do not mix official uniform items with unit level clothing.

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##### **UNIFORM AND SAFETY EQUIPMENT COMMITTEE**

The Sheriff has established a Uniform and Safety Equipment Committee to formulate standards and consider proposed changes in official uniforms, safety equipment and identification items and make recommendations to the Executive Planning Council.

Note: Uniforms for civilian volunteers have always been considered optional. However, for those civilian volunteers who duties require direct contact with the public, or those involved in special departmental related operations, the basic uniform and safety equipment standards shall apply. Uniform and safety equipment requirements beyond those stated here shall be clearly defined in the Special Operations Program Directives and Training Manuals.

## **GENERAL PROVISIONS**

Civilian Volunteer uniforms are the responsibility of the volunteer. They are not purchased by the Sheriff's Department. The authorized shoulder patches may be obtained from the Office of Special Programs.

Unless otherwise indicated, uniform and identification items described in this section apply to all uniformed civilian volunteers, both male and female.

Only uniform apparel, safety equipment and identification items specifically approved by the Sheriff and/or the Uniform and Safety Equipment Committee and described in the Civilian Volunteer Uniform Specifications, are authorized to be worn, carried and or used by civilian volunteers. Items not approved are

### **VOLUNTEER UNIFORM**

#### **GENERAL PROVISIONS**

specifically prohibited. The omission of an item shall not be construed as tacit approval.

Uniformed Civilian Volunteers shall be subject to inspection at the discretion of the Unit Commander.

#### **WEARING THE UNIFORM**

Only approved uniforms, safety equipment and identification items shall be worn which are appropriate for the assigned tour of duty.

Green plastic name badges, worn by department personnel, may not be worn by volunteers with the exception of the Department Chaplains.

Civilian Volunteers shall wear only the uniform described in the Civilian Volunteer Uniform Specifications. Uniforms for Rescue Specialists and Disaster Communications service are described elsewhere.

The Civilian Volunteer uniform shall be worn only when performing official department related business, for special ceremonies or occasions, or when directed to do so by the Unit Commander or the Coordinator

As stated in Section 3-03/030.35 of the Department Manual -"no distinguishable part of any uniform which would identify the wearer as a member of the Department shall be worn in public in conjunction with civilian clothes." This statement applies to all items of the Civilian Volunteer uniform with the exception of the cap.

Uniforms must be clean and neat and in good condition.

## **UNIFORMS**

### **SPECIALIZED VOLUNTEER GROUPS**

Civilian volunteers in the Ham Watch Program, Arson Watch Program, or Clergy Program are allowed to stencil or silk screen the program name on the back of the jacket. The stencil or silk screen should be in yellow or gold.

Arson Watch program volunteers are allowed to wear a reflective yellow vest with an arson watch patch and disaster service worker patch. Also approved was a name plate with a designated "team leader" attachment.

Chaplains shall wear the green raid jackets, with the word "Chaplain" on the back. Chaplains will wear their "Chaplain" identification card while in Sheriff's facilities or on official Sheriff business. They also wear a white polo type shirt with Sheriff Chaplain on the left pocket area.

## **UNIFORM**

### **DISASTER COMMUNICATION VOLUNTEER UNIFORM**

**SHIRT or BLOUSE:** The shirt or blouse of the uniform shall be a short sleeved khaki shirt with only a DCS patch on each shoulder.

**TROUSERS or SLACKS:** The trousers or slacks shall be forest green and cuff less.

**CAPS:** A uniform cap may be worn with the uniform or separately. The uniform cap shall be a forest green color soft cap with bill, with a DCS, and are examples of a correct uniform cap.

**BELT:** Black, basket weave style.

**SHOES:** Shoes shall be plain style and black in color.

**SOCKS:** Black.

The shirt/blouse, trouser/slacks and shoes shall be worn together only, or not at all, (no partial uniforms).

When the uniform is not worn, the member's identification card shall be worn on the upper left portion of the shirt, in clear view, when on DCS duty.

**JACKET:** The jacket is optional. The jacket shall meet Sheriff's Department Class B specifications, forest green color, and a patch on each shoulder.

**IDENTIFICATION NAME TAG:** The new style is brass with black letters. The old style may be worn.

## **UNIFORMS**

### **MEMBER VEHICLES**

Member vehicles shall have no unauthorized DCS identification markings or attachments while on or off DCS duty. The DCS Executive Staff shall approve any such identifiers. Only the following listed identifiers are approved.

License plate frames sold or issued by DCS.  
Window decals issued through DCS.

### **MEMBER PARTICIPATION REQUIREMENTS**

To insure adequate member proficiency and the testing of equipment, members are required to satisfy the following requirements.

**BASIC TRAINING:** Members are required to complete basic training class before being granted permanent membership.

**EOC OPERATION:** Members shall operate at their city or district EOC at least four times each year.

**CIC OPERATION:** Members shall operate at CIC once each year, (optional for District 11 due to long distance).

**EXERCISE:** Participate in at least one scheduled or unscheduled exercise, or other activation, once each year.

## **TIMEKEEPING**

All Bureaus, Stations, Details or Units must provide standardized time



sheets to be used by civilian volunteers in recording hours worked in compliance with the County Ordinance.

Hours shall be recorded for each volunteer on an individual basis, beginning with their original hire date. This becomes an important factor, as cumulated hours must appear on the volunteer evaluation form completed on the anniversary of their hire date.

### **MONTHLY HOURS**

This form identifies the days and hours worked , as well as the assignment. The volunteer may be asked to help work on special projects outside of their unit. The Sheriff encourages volunteers to do this. In doing so, volunteers still log in their hours on the monthly sign-in sheet or they may be asked to take a separate monthly form and have the supervisor of the special project sign the sheet when the project or assignment is completed.

### **QUARTERLY HOURS**

#### **Stations and Units**

This report form identifies the total hours of all the volunteers in your unit. This report is due quarterly to the Office of Special Programs. It should include the following information:

Date

Unit

Coordinator preparing the report

Total Hours for the current quarter.

Total of Active Volunteers.

A listing of hour achieved by the volunteers beginning at 1000 hours, 2500 hours, 5000 hours and in increments of 1000 hereafter. This are tracked for special awards given to the volunteers at special events.

### **TIMEKEEPING**

#### **Youth Athletic Leagues**

This report form identifies the total hours of all the volunteers who work with the youth in the various athletic events. This report should identify the number of credentialed and uncredentialed volunteers. The same information for the Station Quarterly Report is also required on this report.

### **CUMULATIVE HOURS**

This report identifies the cumulative hours worked by the volunteer and is maintained by the Coordinator, or a volunteer assistant. It identifies the dates and hours worked by month, quarter and the entire year.

This report may be subject to inspection. It should be kept in a separate notebook or on the computer with available access at the time of the Command Inspection.

## **INSURANCE**

### **GENERAL INFORMATION**

The Volunteer Insurance Program provides coverage for civil liability, medical expenses as the result of injury and a death benefit and is administered by the County Risk and Insurance Management Agency.

The County's Volunteer Insurance Program provides limited coverage for medical expenses due to injuries, as well as death and dismemberment benefits. Volunteers are also covered for civil liability. In all cases, the coverage applies only if the incident occurred in the course of performing assigned duties. In each case the program's limit is \$10,000. To qualify, volunteers must be formally enrolled in a program or activity sponsored by the County of Los Angeles.

It is the responsibility of the Volunteer Coordinator to maintain enrollment records that document the volunteer's formal acceptance into the volunteer program.

A volunteer who is a minor, i.e., under 18 years of age, requires a signed emergency medical and participation consent of a parent, guardian, or authorized official. Consents are kept on file at the work location. This would apply to children of volunteers in assisting with any type of function, such as role playing at Burbank Studios.

### **THIRD-PARTY LIABILITY**

Volunteers are indemnified by the County of Los Angeles for third-party liability arising as a result of their activities as a volunteer, unless their actions are fraudulent, malicious, criminal, or outside the scope of their volunteer assignment. Volunteers are not indemnified for punitive damages. Therefore, it is very important that volunteers have a clear understanding of their assignment and authority.

Volunteers working in a professional capacity such as a physician, registered or licensed vocational nurse, counselor, social worker, etc., who provide medical services to County patients are covered for third-party professional liability under the County's Medical Malpractice Program.

### **INSURANCE**

#### **DRIVING PERSONAL AND COUNTY VEHICLES**

Volunteers who drive vehicles in the course and scope of their assignments are indemnified by the County for injury or property damage to other persons caused by the volunteer. Volunteers must possess a valid California drivers license and comply with all California State Laws, including compliance with State laws relating to Financial Responsibility and seat belt use.

In the event volunteers are involved in an auto accident which results in injury or damage to others, the volunteer will be required to assist the Volunteer Coordinator in the completion of the "County Report of Vehicle Collision or Incident." The completed report will be forwarded by the Volunteer Coordinator to the County Claims Administrator (Carl Warren and Company).

Volunteers must report any auto accident within 24 hours to the Volunteer Coordinator, event if it did not result in any injury or damage to the volunteer or others. *Volunteers should be aware that damage to Volunteer-owned vehicles or loss of personal items is **not covered** by the County.*

The use of a County vehicle for any purpose other than County business is a violation of duties and grounds for dismissal or change of assignment of a volunteer.

**ACCIDENTAL DEATH AND MEDICAL EXPENSE REIMBURSEMENT**

Volunteers are not eligible for workers' compensation benefits, with the exception of "CV Specialist." (See CV Specialist section for further details)

Volunteers are covered under a commercial insurance policy purchased by the County which provides accidental death and dismemberment and medical expense reimbursement. The insurance provides a maximum limit of \$10,000 per claim.

The insurance program was designed to reimburse the volunteer for medical expenses they incur while performing volunteer services, and which are not covered by: their personal insurance plan such as Blue Cross, Blue Shield; any group, blanket, or franchise insurance or employee benefit plan; or, any plan arranged through any employee, trustee, union, or employee benefit association.

**INSURANCE**

**ACCIDENTAL DEATH AND MEDICAL EXPENSE REIMBURSEMENT**

Volunteers are not limited from obtaining treatment at any facility of their choice. However, the volunteer is responsible for payment of the bill and must submit a claim to receive reimbursement from the insurance company

A Volunteer who is injured and eligible for benefits, must notify their supervisor as soon as possible and assist with the completion of Sections A and B of the "Special Risk Accident and Sickness Claim Form." The volunteer is responsible for completion Section B or equivalent by the treating physician. The Volunteer Coordinator will submit the claim to the Office of Special Programs, who will forward the claim to the Chief Administrative Office - Risk Management Operations.

Copies of medical bills should be forwarded with the claim or as soon as possible.

Untimely notification or filing of a claim could jeopardize the benefits under the policy. If the volunteer has a personal insurance plan, it is important that they notify their insurance company at the same time to preserve their rights of coverage under their plan.

**EMERGENCY PROCEDURES**

Volunteers who suffer serious injury in the course of their assigned tasks shall be provided emergency medical care without delay. Paramedics or other emergency

assistance may be summoned for emergency treatment. Transportation to the **nearest** treating facility shall also be provided.

**It is not necessary that a volunteer be taken to any specific treating facility or hospital during an emergency. The important thing is to get the volunteer treated as soon as possible.**

A departmental representative shall inform the treating facility or physician that the County Volunteer Insurance Program will pay all reasonable and usual charges, in the event the volunteer does not have adequate personal coverage.

## **INSURANCE**

### **PROCEDURES FOR INJURIES NOT REQUIRING TREATMENT**

Interview the volunteer to determine the cause and extent of injury. Advise the volunteer of the County's Volunteer Insurance Program.

Complete an incident report. Forward the original copy to the Office of Special Programs. Indicate that the volunteer has elected not to file a claim.

### **INJURIES TO MINORS**

All volunteers under 18 years of age must have a parental consent on file that authorizes the minor to work and to receive emergency medical treatment if necessary.

For serious injury, transport the minor to the nearest treating facility or hospital. For non-serious injuries, contact the minor's parent or guardian to determine their desired action.

### **FILING A CLAIM**

Volunteer with personal medical insurance must first file a claim with their insurance company.

They may file a claim with the County's Volunteer Insurance Program for medical expenses not covered by their personal insurance policy, up to \$10,000.

All claims for reimbursement are forwarded to the Office of Special Programs. The Volunteer Program Director files all claims with the Risk and Insurance Management Agency. It is advisable to retain copies of all documents submitted to the Office of Special Programs.

It is important that the volunteer promptly submit a claim with their own insurance company or with the County. This will help to preserve the rights of

coverage as they relate to time limits. Insurance companies has time limitations on reporting claims.

## **INSURANCE**

THE NEXT SECTION IS A COMPLETE DETAILED DESCRIPTION OF HOW TO FILE THE VOLUNTEER CLAIM AND THE CV SPECIALIST CLAIMS.

## **VOLUNTEER DISASTER SERVICE WORKER**

### **GENERAL INFORMATION**

The State Government Code and County Code both contain sections that stipulate State and County actions and responsibilities during a disaster, state or war emergency. During such emergencies all public employees and volunteers are declared to be "Disaster Services Workers." (Section 3100, Government Code)

The California Emergency Council defines a Disaster Services Worker to include all "public employees...and any unregistered person impressed into service." The California Emergency Services Act requires that such persons be registered by a local Disaster Council or the State Office of Emergency Services.

Disaster Service Workers must also sign an oath or affirmation of loyalty to the Constitution of the United States and the California Constitution. The above requirements and definitions are intended to facilitate filing of any workers' compensation claims.

### **WORKERS' COMPENSATION**

All County volunteers are eligible for workers' compensation benefits if injured in the course of performing emergency or disaster relief function for the County of Los Angeles. (This must be a "declared" disaster.)

Volunteers must keep records of time worked during a disaster or state of emergency.

### **REGISTRATION**

Volunteer Coordinators are responsible for assuring that all Volunteers who may provide service during a disaster or emergency are registered with the Emergency Management Council, the County's local disaster Council. Registration may occur before an actual disaster strikes.

The Volunteer Program Director is authorized to swear-in volunteers as Disaster Service Workers. Arrangements can be made by calling the Office of Special Programs.

## **LEGAL ISSUES**

### **RIDE-A-LONG POLICY**

The ride-a-long policy for volunteers is as follows:

Follow the same format as a citizen. Sign all the necessary waivers. Ride-a-long hours are not to be counted as volunteers hours, except for volunteers still on their 90-day probation period and on *training* as Volunteers on Patrol. Additional ride-a-long requests will require the volunteer to show consistency of hours worked. The length of the ride will be determined by the patrol deputy. The volunteer on training will be allowed to wear the volunteer uniform. All other ride-a-long the attire will be casual dress. Levi's or jeans, tank tops, and shorts are never allowed.

The final decision is up to the individual coordinator, as to how often a volunteer can ride. ( a citizen can go on a ride-a-long once every 6 months.)

#### **HELICOPTER RIDE-A-LONG**

The ride-a-long policy for a volunteer in a helicopter is the following: Follow the same format as for a citizen. Sign all the necessary waivers. The volunteer must be in good standing with their unit and have completed 500 hours of service. The volunteer will not ride a full shift. It will be the responsibility of the volunteer to obtain their own transportation to Aero Bureau on the day of the ride. The request for a helicopter ride-a -long shall be submitted to the Office of Special Programs along with verification of hours and a day time telephone number, as Aero Bureau will contact the volunteer when their schedule permits. Allow 2-3 weeks.

#### **CALIFORNIA DRIVERS LICENSE**

Volunteers are not entitled to register confidentiality of their home address as "LASD" with the Department of Motor Vehicles. (Effective 9/2/93)

#### **DRIVER'S TRAINING**

Volunteers shall be required to have drivers training if they will be driving a county vehicle or on an assignment for Los Angeles County Sheriff's Department that requires the use of their own vehicle. The basic driver's training course will be given by our department consisting of approximately 8 hours. The training will consist of defensive driving skills and collision/evasion simulator.

#### **LEGAL ISSUES**

#### **DRIVER'S TRAINING**

Any sworn personnel who has been qualified to train the "STAR" driver's training will be allowed to train volunteers at their local station. A training roster shall be submitted to the Office of Special Programs upon completion for verification and issuance of a certificate of completion.

It is highly recommended for volunteers to attend driver's training at EVOC, as this is the unit available for this specific training.



PLEASE RETAIN THE "LEGAL ISSUES" SECTION FROM THE PRIOR VOLUNTEER MANUAL AND INSERT IN THIS SECTION.

## **RECOGNITION AND AWARDS**

### **TYPES OF AWARDS**

The value of tangible awards cannot be overstated. Volunteers are motivated by feedback, i.e., recognition and awards.

Awards can be both tangible, such as recognition ceremonies or intangible, such as fellowships, group affiliation, friendship and prestige.

Awards, either tangible or intangible, confirm to the volunteer that he/she is appreciated.

### **FORMAL RECOGNITION**

On a biannual basis, the Sheriff will present a 1000 hour pin to

volunteers who have given 1000 hours of service to the Department.

Volunteer program coordinators can request scrolls for hours in increments of 2500 hours, 5000 hours and thereafter in increments of 1000 hours.

Pins designed for volunteers for 100 hours, 250 hours and 500 hours are available from Walnut Station Booster Club.

The Board of Supervisors, through the Workplace Programs Office, sponsors a Volunteer Luncheon and Awards Ceremony at the Dorothy Chandler Pavilion. Members of the Board of Supervisors, department heads, volunteer coordinators, and special guests publicly acknowledge the outstanding contributions of County volunteers.

Departmental Volunteer Coordinators are responsible, following notification, for submitting nominations for County Volunteer of the Year and Youth Volunteer of the Year annually to the Chief Administrative Office.

## **RECOGNITION AND AWARDS**

### **FORMAL RECOGNITION**

This special recognition includes a Reserve, Explorer Scout and a Civilian Volunteer.

All units in the Sheriff's volunteer program are encouraged to conduct volunteer recognition ceremonies at least annually.

National Volunteer Recognition Week is the third week of April. Take the time to tell all volunteers how much they are appreciated. Do something special for them.

### **INFORMAL RECOGNITION**

Informal recognition is ongoing. The appropriate and frequent use of informal recognition creates an atmosphere in which motivation is high. It might include:

- Giving praise for a job well done, when it is well done.

- Thanking a volunteer for his/her efforts.
- Recognizing the volunteer's potential and using it.
- Asking a volunteer for his/her opinion.
- Increasing the volunteer's job responsibilities.
- Encouraging the volunteer's attendance at staff meetings.
- Allowing the volunteers to make decisions.
- Providing the volunteer with opportunities to upgrade skills through conferences, workshops or seminars.

## **INSPECTIONS**

### **PRE-COMMAND INSPECTION INTERVIEWS (PCI'S)**

Volunteer personnel selected by the Director of the Office of Special Programs are responsible for setting up an appointment with the coordinators of the Departments Civilian Volunteer Program. They either make contact in person at monthly coordinator meetings or by telephone.

Interviews are generally scheduled to take place at least one month before the Director of OSP has scheduled that units volunteer command inspection.

These interviews are intended to be informal and are conducted by using a very comprehensive questionnaire about program elements and management, The intent is to make a dedicated effort to make the unit program function better and highlight areas that need improvement or a more thorough explanation. There are no scores.

At the conclusion of the interview a copy of the questionnaire is given to the coordinator. Volunteer Team Leaders are encouraged to attend this interview. A report is filed by the volunteer conducting the interview. The report and original questionnaire are sent to the OSP Director for further evaluation.

### **PRE-COMMAND INSPECTION** **OFFICE OF SPECIAL PROGRAMS**

The inspections are scheduled based upon calendars provided by Department Chiefs for their Command Inspections. Its a time consuming effort on the part of

OSP, so the pre-command inspection has a direct impact on how much time needs to be spent with an interviewed coordinator. The Director of the Volunteers looks at all aspects of every specific volunteer program the unit sponsors. Current volunteer rosters; time-keeping and training records; volunteer evaluations; job descriptions; mandated programs for each volunteer are but a few of the elements scrutinized for accurate, completeness and consistency in compliance with this manual and the Department manual.

The Inspection completed by OSP is submitted to the Chief of the respective Division. Copies are prepared for the Captain of the inspected Unit / Station and for the Volunteer Coordinator.

## **INSPECTIONS**

### **CHIEF'S COMMAND INSPECTION**

The inspections from each requested unit is gathered for review by the Chief's aide. This review will assist the Chief in ensuring that all levels at the Units/Stations are complying with the operating standards set forth in the Departments Policy and Procedures Manual.

## **ROLE PLAYING**

### **ADVANCED OFFICER TRAINING**

The A.O.T. unit of the Sheriff's Department has been allowed to utilize the Burbank Studios and Burbank Ranch for the training of deputies in Patrol School.

The two sites used for Role playing Day are:

BURBANK STUDIOS  
4000 WARNER BOULEVARD  
BURBANK  
(Thomas Guide Page 24)

BURBANK STUDIO RANCH  
3701 OAK STREET  
(at Hollywood Way)

- When arriving at the Studio, please follow the directions of all Studio Security Personnel.
- Be prepared to stay for the entire day. If you can not show up for your scheduled scenario, please the Office of Special Programs.
- If it rains, role playing continues. If in doubt, please call the Sheriff's Headquarters Bureau, (323) 526-5541 and ask if Patrol School is on for the day. **ONLY** call if raining!
- Reporting times may vary from class to class, so make sure that you check the Office of Special Programs. **MAKE SURE YOU ARE ON TIME FOR BRIEFINGS!** All personnel shall be briefed concerning their safety and the care of Studio property.
- No photography equipment is allowed on the Studio site: this includes video and still cameras.
- **DO NOT GO INTO AREAS WHERE FILMING IS BEING DONE. THESE ARE CALLED "HOT SETS".**
- **NO OPEN FLAME OF ANY KIND IS ALLOWED.** Staff will

## **ROLE PLAYING**

barbecue at dinner time. SMOKING IS ALLOWED ONLY AT THE  
COMMAND POST SITE.

### **DRESS**

- A. Jeans, shirts, jackets and flat-heeled shoes are the dress code of the day.
- B. DO NOT WEAR dresses, skirts, or high-heeled shoes.
- C. DO NOT WEAR tank tops or shorts.
- D. Bring clothing and props according to the scenario you wish to role play.

### **WHAT YOU NEED TO BRING TO ROLE PLAYING DAY (PERSONAL ITEMS)**

- Sunscreen, Chapstick
- Medium to heavy outer wear (for winter season)
- Sunglasses, Hat or visor
- Knee pads or wrist bands
- Head bands for gang scenario

### **MEALS**

- Meals are provided to the role players.
- You will need to bring 4-6 soft drinks and a dessert or dish to share.
- ALCOHOLIC BEVERAGES ARE NOT ALLOWED ON THE  
STUDIO SITE.

## **ROLE PLAYERS**

### **INJURIES**

If you are injured during role playing, you must immediately notify the appropriate personnel at the COMMAND POST.

**INSURANCE**

Volunteers are not covered by Workers' Compensation. You must file a claim with your own personal insurance company. The County will reimburse you for any out of pocket expenses form the result of an injury.

**REGISTRATION**

An information form must be completed and signed by the volunteer at the beginning of each year in order to participate in the practical application at Burbank Studios.

Minor children **MUST** have a consent form sign every time.

**EMERGENCY CHILD CARE**

**MAMA'S AND PAPA'S  
LOVING ARMS**

The purpose of this program is to provide someone who will constantly occupy the youth's time so that the deputies can complete the proper placement procedures.

Civilian volunteers who are fun-loving, kind, compassionate, patient and willing to participate with a smile for a period of 45 minutes to four hours, make this program a reality.

The volunteers will entertain, comfort and see to the needs of the little person (s). A Cheerful smiling face and a soft gently voice is important to a frightened child.

**Minimum Requirements:**

Willing personnel such as station volunteers, deputies wives, volunteers from local hospitals, and senior citizen groups. All personnel should have the proper background record check.

**FAMILY ABUSE INTERVENTION RESOURCES  
(F.A.I.R.)**

The Family Abuse Intervention Resources (F.A.I.R.) program is a program that provides victims of domestic violence with information relating to victim's rights, available counseling services and shelters. The primary subject would be adult victims, wherein no other follow-up action would be taken.

The F.A.I.R. program offers victims of domestic violence an opportunity for the victims to become aware of what they could do about their situation given some tools to work with. (i.e. shelter and hotline numbers)



## **CLERGY PROGRAM**

The purpose of the Clergy Program is to augment the services of the Sheriff's Department in dealing with human crisis. Additionally, the program is expected to improve service and increase the level of understanding between the Department and the community it serves. The Clergy is a unique position to provide the Department and the Community with particular and special benefits. The following are example of service that may be provided:

Clergy members, by virtue of their office and presence can act as peacemaker in volatile situations.

Clergy members can be utilized as an effective link in reducing communication gaps within the community.

Clergy members can be extremely useful as an extra pair of hands, by providing continuing care for the community in situations where, due to time constraints, deputies are prevented from working out a complete resolution

The Clergy program is designed to offer a voluntary clergy program to the community, especially during times of stress, in emergency situations, and to assist deputy personnel in situations where the specialized skills of the Clergy would be beneficial.

Since participants in this program will be serving on a voluntary basis, each volunteer clergy member must have a strong conviction regarding his/her service to the community and the Sheriff's Department.

## **CLERGY PROGRAM**

### **PROCEDURES**

1. Complete a civilian volunteer application.
2. The station Volunteer program Coordinator will interview the applicant and determine if the applicant is suitable for this position.
3. The applicant shall meet with the Captain.
4. The Captain will recommend or deny the applicant.
5. Upon approval, the application for, Captain's recommendation letter, and authorization card, the fingerprint cards, and a photo will be forwarded to the Office of Special Program for final approval.

## **EMERGENCY SERVICES INDEX PROGRAM**

The American Disabilities Act (ADA) was signed into law July 27, 1990 and became effective January 26, 1992. The Emergency Services Index Program (ESI) deals with persons who have a disability and the elderly.

The law provides comprehensive civil rights protection for "individuals with disabilities" and defines this individual as a person who:

"Has a physical or mental impairment that substantially limits one or more *"major life activities"* or has a record of such an impairment or is regarded as having such an impairment."

Disable covers a wide variety of impairment and not necessarily mental. Most disabled persons live a "normal" active life. Belonging to an organization does not mean an individual is disabled.

Federally funded agencies have a strict criteria that is used to determine if a person has a severe, moderate, or mild disability. Documentation is usually required from a physician, psychiatrist, or counselor.

Substance abuse can constitute a disability and entitles individuals to rights/protection under this act.

The Los Angeles County Sheriff's Department Emergency Services Index Program will issue an ID card to individuals who reside or works within the Sheriff's jurisdiction. Upon presentation by the bearer, this ID card will assist the field personnel with the "special needs" of the identifier.

This ID card does not exempt the card holder from arrest, however, it is very possible that the person is disoriented and seeking assistance.

The Crime Prevention Deputies will meet with area groups and senior centers to inform the citizens of this program. The field deputies will try to notify the person listed on the card as the "crisis contact." If telephone notification cannot be made, notification should be made to the Mental Evaluation Team, as all

persons signed up for this program are entered into a computer data base by the Mental Evaluation Team staff.

### **CHAPLAIN PROGRAM**

The Unit Chaplain program began in 1976 with four Chaplains providing spiritual and personal needs for deputies and their families. They provided an additional dimension and optional personnel resource for all Department employees.

The Chaplains serve the department on an interdenominational basis. It is not a forum for proselytization (recruitment to a new faith).

Some of the duties of the Chaplain's are:

- Be available to families of officers in traumatic situation.
- Provide personal or family counseling.
- Visit the sick or injured employees.
- Respond to major incidents and cases involving serious injury to an employee.
- Visit stations and participate in ride-a-longs.
- Preside at weddings/funerals or other religious events.

The Chaplains are registered as volunteers and go through a complete background check. The Employee Support Services Unit supervises the Chaplain program.