



OMAHA POLICE DEPARTMENT



C. O. P. S. CITIZENS IN OMAHA POLICE SERVICE

SUPERVISOR'S MANUAL

PROGRAM MISSION AND PHILOSOPHY

PROGRAM MISSION

To increase and enhance policing services to the citizens of Omaha by providing strong volunteer resources to the Omaha Police Department staff and programs.

PROGRAM PHILOSOPHY

A strong volunteer program matches the volunteer's talents, skills and abilities to the best assignment available.

Volunteers should be an enhancement and a resource to staff.

Volunteers are a valuable resource and many organizations in the community compete for them.

A centralized volunteer program allows the Police Department to attract the skills and talents required to meet the ever increasing community needs in a time of decreasing resources.

A centralized program allows volunteers to have a "career path" of different assignments as their own skills and responsibility grows.

A centralized program strengthens the Police Department and its mission.

This manual covers the supervisor's responsibilities for working with volunteers.

DEFINITIONS, CATEGORIES AND LEGALITIES

WHAT IS A VOLUNTEER?

A volunteer is a person that works without being paid.

There are special considerations to be made when a program includes volunteers, but generally, volunteers are to be thought of as unpaid staff. And, like paid staff, they have responsibilities and rights.

A volunteer is viewed as a worker and has the same rights and responsibilities as any other worker. The only difference is that the volunteer agrees to work without pay to help the city achieve its goals and objectives in delivering services to the public.

THE DEFINITION

“*Volunteer*” means a person who performs services for a nonprofit corporation, organization, hospital or governmental entity without compensation other than reimbursement of actual expenses incurred. The term includes a volunteer who serves as a director, officer, trustee or direct service volunteer.

That means:

A volunteer is anyone that works under the supervision or direction of a city employee and is not being paid a salary or hourly wage as a city employee.

EMPLOYEES AS VOLUNTEERS

Non-Exempt employees shall not volunteer (agree to perform the work without pay) to perform work for the City (or for another employer at a City-owned or -operated facility) that involves the same or similar duties as the employee’s regular duties.

For additional information, please refer to the City Personnel Policy concerning FLSA. Any individual within the Police Department who has questions concerning volunteering and/or FLSA should direct those questions to the Special Operations Bureau via inter-office.

BENEFITS FOR VOLUNTEERS

Volunteers receive many benefits - both tangible and intangible.

Tangible benefits include:

- The attainment of skills that increase employability or chance of promotion
- Completing a requirement for completion of a university degree or other program of study (including secondary school)
- Receiving special awards and certificates during the Volunteer Recognition Ceremony

Intangible benefits include increased self-esteem and that feeling of “doing good” that comes by working to help others.

VOLUNTEER RIGHTS AND RESPONSIBILITIES

Rights

- A task description should be provided as well as an opportunity for individual design could be negotiated.
- Sufficient, ongoing training should be made available and volunteers should be given a voice in planning that training.
- Volunteers should be fully aware of who their supervisor is and be provided with strong, ongoing and honest supervision.
- Volunteers should feel that their skills are needed and wanted in the organization.
- Records will be maintained and references will be provided to other Omaha Police Department Units when needed.
- Volunteer accomplishments should be recognized in both formal and informal ways.
- Volunteers should be made to feel that they, along with paid staff, are part of the team.
- A variety of opportunities for involvement should be offered to volunteers as their experience and capabilities warrant. Upward mobility should be provided where appropriate.

- Volunteers should be given the assurance that any special skills they possess will be fully considered in their placement.
- Volunteers should have the right to be involved in decision and policy-making, which affects them.
- Volunteers should be able to expect honesty from their supervisors.
- Volunteers have the right to offer and receive feedback and suggestions from their supervisors on a one-to-one basis.
- Volunteers should be included in as many staff activities as possible and are entitled to know as much as possible about the organization for whom they are working.
- Clear and specific directions should be given to volunteers at all times.
- Volunteers have the right to know the length of time commitment expected of them.
- If a volunteer is terminated, he or she has the right to be told promptly. They are to be informed honestly of the reason for the termination and to be given an exit interview.

Responsibilities

Volunteers agree to:

- Consider volunteering a serious commitment.
- Be supportive of the organization they are part of and represent it in an appropriate and responsible way.
- Observe the same rules and policies of the organization as paid staff or use constructive channels for change.
- Maintain confidentiality in all issues pertaining to clients.
- Offer feedback and suggestions to paid staff.
- Take part in training that is required or pertinent to their job.
- Be on time for work and follow through on any commitments.
- Follow their task description and accept supervision.
- Inform the paid staff of any skills he or she feels should be known for the placement process before taking a volunteer assignment.

STAFF RESPONSIBILITIES

All staff members

Staff members receiving inquiries regarding civilian volunteers will refer interested parties to the Coordinator of Volunteers Office.

No volunteer shall be used or start work within the Department until they have completed an application, received a criminal check and signed the appropriate appendices through the Coordinator of Volunteers Office.

Coordinator of Volunteers

The Coordinator of Volunteers will oversee the selection process for all volunteers and will monitor their assignments within the Department.

Maintain original volunteer files containing appendix forms, background documentation, and related documents.

Perform background investigations, or when appropriate assist the Data Review and Backgrounds units.



Unit Supervisors

No volunteer shall be used or start work within the Department until they have completed an application, received a criminal check and signed the appropriate appendices through the Coordinator of Volunteers Office



Unit Supervisors, or their designate, will closely monitor volunteers assigned to their units

Unit Supervisors dissatisfied with the services of a volunteer will advise the volunteer and the Coordinator of Volunteers.

PROCEDURES

COORDINATOR OF VOLUNTEERS

Responsible for overall coordination of volunteer activities throughout the department including:

RECRUITMENT

Recruitment is done in many ways, both formally and informally.

- Formally, the unit needing a volunteer notifies the Coordinator of Volunteers Office of an opening. Recruitment can then be performed by various procedures with other City department offices, city businesses, organizations, groups and other areas of the community. Openings are also placed on the Omaha Police Department web site and advertisements are placed with the Eastern Nebraska Office on Aging, the United Way of the Midlands and various local papers.
- Informally, everyone begins to look for the right person to do the job - even to friends and family!

There is a centralized procedure for recruitment, but staff can always be on the lookout for a good potential volunteer. If one is found, you may not be able to use them, but someone in the Department probably will! Refer all prospects to the Coordinator of Volunteers Office.

“SCREENING”

The volunteer is always screened. It can be as informal as a simple conversation. Screening is done both on the telephone and in person.

The purpose of screening is to get and give enough information so that a volunteer can decide to pursue the process further. If so, the volunteer fills out an application.

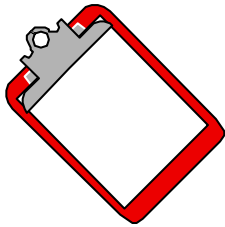


The process of “screening” a potential volunteer is to:

- Get basic information from the potential volunteer
- Give information about what positions are available and any special qualifications they carry
- Give basic information about the City and the C. O. P. S. Program

The Coordinator of Volunteers always screens each potential volunteer at first contact. The unit supervisor may also screen a potential volunteer.

THE APPLICATION



An application is the first step in the placement process. It formalizes the process and is the first hint to the volunteer that certain procedures need to be followed, according to the assignment desired.

The application is the first place that the volunteer's skills, talents, and qualifications are indicated. It provides information to start the process of matching the right person to the right assignment.

The application also gathers some basic information related to protection of the volunteer, staff, and others served by the program.

Some of the information is:

- Employment, Skills and Education This relates to what skills and special training a person may bring with them.
- Prior criminal convictions This is protection for fellow workers and the citizens of Omaha.

EMPLOYEE EMERGENCY DATA SHEET (OPD FORM 72)

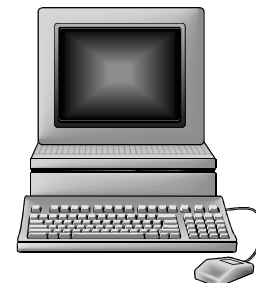
The data sheet gathers some basic information related to protection of the volunteer in case of an emergency.

If there is an accident or injury while working, the person to notify and physician information is listed here. Employee Emergency Data Sheets for volunteers will be maintained at the front desk where the Employee Emergency Data Sheets are maintained. The Coordinator of Volunteers Office will conduct an annual up-date.

CONFIDENTIALITY, COMPUTERS, AND SENSITIVE INFORMATION

Volunteer task descriptions call for the volunteer to be working where there is exposure to information that is considered **confidential or sensitive**.

Volunteer task descriptions require that the volunteer may work with a computer. In these positions, a volunteer will need training as to their responsibilities according to copyright and/or confidentiality laws.



The volunteer signs a Volunteer Agreement and a Volunteer Statement of Confidentiality And Waiver agreements. These agreements address the specific rules, regulations, confidentiality, and waiver a Volunteer must agree to before working in the Omaha Police Department. Copies of



these agreements are forwarded, with the application, to the unit the Volunteer is assigned. Copies are available from the Coordinator of Volunteers Office.

Volunteers will be fingerprinted if they perform service in Records, Data Review or have access to NCIC reports.

VOLUNTEER AGREEMENT

This form addresses the specific rules and regulations that a Volunteer must agree to and sign before working in the Omaha Police Department. It is similar to agreements that paid employees are covered with other documents.



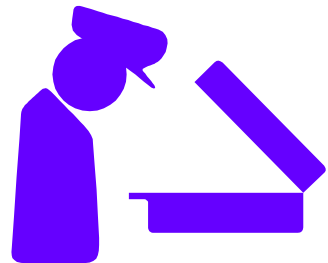
VOLUNTEER STATEMENT OF CONFIDENTIALITY AND WAIVER

This form states that all names and information regarding the Department will be held in the strictest of confidence. It also releases the following:

- Information to the Omaha Police Department from previous employers or places of volunteering.
- The City of Omaha, the Police Department and employees from accountability for any accident, injury or other liability incurred or suffered by the Volunteer while carrying out their duties. This form must be agreed to and signed by the Volunteer.

CONDUCT CRIMINAL CHECK

A criminal history check is conducted for the security of fellow workers, the City of Omaha and the Omaha Police Department.



REVIEW APPLICATION AND FILE

A complete review of the prospective volunteer file will be conducted for final approval by Backgrounds.

VOLUNTEER PLACEMENT

A determination of a suitable position for the volunteer will use the following criteria:

- Job skills
- Department needs
- Volunteer's interests
- Hours of availability
- Location of assignments

IDENTIFICATION AND PARKING

An identification pass, identification touch chip and parking permit will be issued with a current list of issuance on file in the Coordinator of Volunteers Office.

TASK DESCRIPTIONS

A current list of volunteer task descriptions should be maintained in the Coordinator of Volunteers Office.

RECOGNITION AND SPECIAL EVENTS

Coordinate recognition and special events for volunteer recognition. Example - Volunteer Recognition Ceremony

UNIT SUPERVISOR

THE INTERVIEW

The supervisor that will be working with the volunteer does a face-to-face interview.

This is essential. Another person can do all of the background work, but only the supervisor can ascertain if the potential volunteer will be able to do the assignment within the established work group.

Benefits of the interview

An interview is a chance to discuss the assignment; the potential volunteer's interest in the assignment and the volunteer's qualifications for the position.



After all, if you wouldn't hire this person for a salary, why would you accept them as a volunteer? Volunteers are not inferior workers; they are just there for different reasons than salaried employees.

If the interview goes well, and the volunteer and supervisor agree that this is a good placement, they notify the Coordinator of Volunteers office. The placement is recorded and a unit orientation can take place.

If the interview does NOT go well, the volunteer is referred back to the Coordinator of Volunteers for placement in another area.

THE REFERRAL

Essential to a volunteer management system is the concept of referral.

At any step of the relationship, a volunteer can be referred to the Coordinator of Volunteers.

- The reason may be simply that the unit volunteer assignments are full and there are not any openings.
- It might be that the volunteer is not performing the assignment as needed and could work out better somewhere else.
- It could be that the volunteer and staff do not work well together as a team, even though the volunteer is quite capable.
- It could be a simple personality conflict.

A referral is made to try a different placement and maintain the resource for the Department.

Sometimes, the only recourse is to release the volunteer and refer to another agency.

THE ORIENTATION

The first orientation is to the City and the Department.

The second orientation is to the unit.

Unit orientation includes introductions to the staff, location of break areas and restrooms, emergency exits, parking, and the place to secure personal items. Orientation also includes a detailed description, if any, of programs that the volunteer will come in contact with during the assignment.

The unit supervisor is responsible for orientation of the new volunteer.

THE FIRST DAY - ORIENTATION CHECKLIST

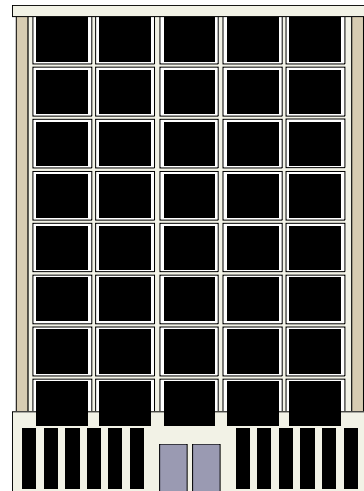
If the process is successful, the volunteer is well qualified and accepts the position. The first workday arrives and the volunteer is on time and ready to work. What next?

THE START OF THE DAY RECOMMENDATIONS

THE FACILITIES

Show the volunteer the building.

- Where the restrooms are - and where the breakroom is located.
- Tell them the formal and informal rules: refrigerator usage, the user cleans the microwave, no popcorn or coffee in the workstation, and other such “rules”.
- Be clear if the volunteer’s work shift includes a formal break and its scheduled time. If breaks are handled more informally, be clear as to whom authorizes time away from duties and/or covers the work while the volunteer is gone.



SAFETY

Explain the **emergency exits**. Take the volunteer from the assigned workstation to the exit so that the route is clear. The volunteer is in an unfamiliar place and maps are unclear and confusing.



Give them any **safety equipment** required for their position. Explain whether the equipment is assigned to their care (able to be taken home) or checked out on a daily basis. Explain the procedure for each, the care of the equipment, and where any storage is located. Explain how and where to get replacements or parts if the equipment is damaged or worn.

PARKING

Make sure that parking procedures are clear. If the volunteer was unaware or forgot a parking restriction, give him/her time to move the car.

TIME KEEPING

Show the volunteer the Intern and/or Volunteer Daily Time Sheet, OPD Form 112C.

Explain that the form is used for record keeping and that it must be returned to the Unit Supervisor at the end of the month, or last day worked, for verification and forwarding to the Coordinator of Volunteers office.

JOB DUTIES

Show them the workstation and explain the duties. Give them a copy of the task description.

Show them where personal items can be safely stowed.

Introduce them to surrounding staff. Indicate who is available to help with answering specific questions about the work or general questions such as who can clear a jam in the copier.

Leave them alone for a while to digest all this information. Check on them and ask if there are any other questions that have arisen or things that need clarification. Remind them to check with you (or a delegate) about five minutes before they leave.

THE END OF THE DAY

Take a moment to informally review their work - are they performing adequately, above all expectation, or not at all?

Ask them how things went . . . and listen to what they say. Be alert for hesitancy as it can indicate the volunteer is feeling overwhelmed or otherwise doubtful about their ability to perform the work. If this happens, discuss the day with them. Reassure them, if need be, by specific praise about what they have accomplished well.

Smile! Thank them for their help. Be specific about the next day, date and shift that you expect them to be there. Review the schedule if need be. **Remind them to sign out.**

After their departure, informally evaluate their performance. Make note of your conversation and any strengths and weaknesses you observed on this first day. (If you don't do it now - the details will be forgotten).

Keep that note and review it again after the volunteer has worked 3 - 5 shifts. Then pull it out and see if it is still valid. Sit down with the volunteer and ask them again: How's it going? Are you having any problems? Be prepared to deal with the problems!

EVALUATE

TRAINING

Even if a volunteer arrives at the workplace with all of the skills necessary to do an assignment well, there is specific training needed for “how we do things here”. Every organization is different and has its own ways of doing things as well as its own “culture.”

A volunteer is very much the same as a new staff member and needs the same basic training. A volunteer may need additional training to fully perform. For example, a ready and willing spirit can not replace the need for pleasant and courteous telephone manners.

Training covers the program requirements, policies and procedures under which the assignment category falls.

Training allows opportunities for volunteers to be advanced to more responsible volunteer assignments.

Training is both assignment specific and generic. Some volunteers will only need to participate in general training sessions like the Ethics training or emergency procedures. Some training is assignment specific, like how to use the phone system. The task description and the needs of the assignment define the training needed.

REVIEW OF PROGRESS

Everyone needs to know how he or she is doing.

Review is both a formal and informal process.

Formally, the volunteer should have an evaluation by the supervisor within three months of starting to work.

Informally, the supervisor offers feedback to the volunteer on how the work performance is progressing. Informal feedback should come at the end of the first day and at the introduction of each new task.

If the volunteer is performing well, the placement will continue. If the volunteer is not doing so well, the supervisor can ask for transfer or additional training needs may be identified.

After the initial evaluation, the next one is done in a year. Evaluation forms are found at the back of this manual.

REPORTS

WHY WE REPORT

The City can use the number of volunteers and hours they contribute as measures of community input and involvement in City programs. Members of the community volunteer to give their time, talents and skills to the City for the betterment of the community.

Volunteer hours can be used as a “match” in many grant funded programs or may even be a requirement of some grants. Some volunteers deliver services necessary to meet the performance indicator of that program.



Volunteer-related reports include:

Reporting of time on daily time sheets that are forwarded to the Coordinator of Volunteers Office.

TYPES OF REPORTS UTILIZED

Intern and/or Volunteer Daily Time Sheet (OPD Form 112C) is the record of service for all volunteers and interns.

- They are to be kept updated each day of work.
- The volunteer is typically responsible for completing daily time sheets and the supervisor for collecting and verifying the reports and forwarding to the Coordinator of Volunteers Office no later than the 10th of the following month.
- Time sheets will be maintained by the Coordinator of Volunteers Office for statistical value, retention, storage and reporting for a period of one year.

RECOGNITION

Employees receive recognition in many ways.

- Employees receive a paycheck for work performed.
- Employees receive performance evaluations and guidance from their supervisor as to how well they are meeting the goals of the job.

What system is there to show volunteers that they are appreciated, are contributing to the program, and are doing a good job? It is a system that includes the same elements of feedback and recognition as regularly as a paycheck.

FEEDBACK FOR VOLUNTEERS

A volunteer needs, first of all, **appreciation** from the work group that (s)he works with. A simple smile and “thanks” are the first, and best recognition.

The next best recognition is the **acknowledgment** that a volunteer’s efforts are worthwhile, appreciated, and useful. Including the volunteer in staff meetings to hear about the changes in the program and procedures can do this.

Give clear, concise feedback that recognizes the volunteer’s **achievement** and **performance**. For example: “I can’t believe you processed that many reports today! That’s one of the highest service levels we have had! That really takes pressure off my schedule.”

REWARDS FOR VOLUNTEERS

The best recognition is personal and tailored to the individuality of the volunteer.

This can best be handled in the unit with co-workers present. Some programs acknowledge the contributions of their volunteers with special t-shirts. Another token of appreciation could be a special coffee mug (and/or free coffee!). Some programs have teas, picnics or luncheons for volunteers and invite guests to help with thanks and awards.

Talk to the Coordinator of Volunteers Office for more ideas of formal and informal ways to recognize volunteers.

AWARDS

There are numerous city and community awards for volunteers and volunteer programs.

The Omaha Police Department acknowledges its volunteers at the annual Volunteers Ceremony with recognition certificates. Volunteers marking their first, third and fifth year anniversary receive a silver, bronze or gold Police Department Volunteer lapel pin. Those volunteers marking other significant years of service, e.g., 10, 15, 20 will be given a special award.

If you feel that your volunteer has done an exceptional job or is performing unusual tasks, call the Coordinator of Volunteers Office for possible special recognition.



TIME SHEET INSTRUCTIONS

INSTRUCTIONS INTERN and/or VOLUNTEER DAILY TIME SHEET

Step-by-step instructions for interns and volunteers completing the Intern and/or Volunteer Time Sheet in order to minimize errors and provide the information needed for time keeping and Coordinator of Volunteers' records and filing.

1. **NAME** - Print the interns or volunteer's name as it appears on the application and roster.
2. **MONTH** - The month that is being reported. Use the month name: January, February etc. Abbreviations are acceptable. Please make legible.
3. **SERIAL NUMBER** - Insert the volunteer's serial number or if intern, insert "Intern".
4. **UNIT** - Use the unit name: Telephone Response Squad, Crime Victim Assistance, Burglary etc.
5. **DATE** - Insert the day worked.
1. **TIME IN** - Insert the military time work begins for the day: 0830, 1045, 1400 etc.
2. **TIME OUT** - Insert the military time work ends for the day.
3. **TOTAL TIME** - A total of hours worked on each line for the day.
4. **NO. OF CITATIONS WRITTEN** - A total number of citations written for the day. This column is for the Handicap Parking Patrol ONLY.
5. **TOTALS FOR THE MONTH** - A total of hours worked for the month and total number of citations written by Handicap Parking Patrol volunteers.
6. **UNIT SUPERVISOR** - The unit supervisor needs to sign this form verifying the hours.



NOTE: If an intern or volunteer is working over a 4-hour shift, flexible discretion should be given with regards to lunch breaks.

ALL DAILY TIME SHEETS ARE DUE AT THE END OF EACH MONTH. THE UNIT SUPERVISOR COLLECTS DAILY TIME SHEETS AND FORWARDS THEM TO THE COORDINATOR OF VOLUNTEERS OFFICE BY THE 10TH OF THE FOLLOWING MONTH. DAILY TIME SHEETS ARE KEPT ON FILE AS A PUBLIC RECORD.

