

# BROKEN ARROW POLICE DEPARTMENT



## Volunteer In Police Service

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*Handbook*

## VISION, MISSION AND VALUES STATEMENT

**VISION:** The Broken Arrow Police Department is committed to enhancing the quality of life for its citizens through the creation of safe neighborhoods. We *partner* with the community to address crime problems in an environment of trust, professional pride, personal responsibility, integrity and service.

**MISSION:** To protect and to serve the community with integrity.

**VALUES:** *Professionalism:* In appearance, attitudes, work ethic and work product.

*People-orientation:* Respect for the rights of all individuals and the creation of opportunities for participation in matters that impact them.

*Problem-Solving:* a focus on prevention and the resolution of crime and other problems through a process of identification, analysis, solution and assessment.

*Purpose-driven:* progressing toward our vision with a concept of justice that is community based and Constitutionally sound.



## Purpose Of This Handbook

This handbook has been produced to help you become better Broken Arrow Police Department volunteer. This book will share with you a little of our history, philosophy, practices, and policies, as well as all the benefits we will provide to you as a valued volunteer.

No volunteer handbook can answer all the questions you might have about our program.

It is in our person-to-person interview that we can better get to know each other, express our views, and volunteer together in a harmonious relationship.

We hope this Handbook will allow you to feel comfortable with us. We depend on you - your success is our success. Please don't hesitate to ask questions. Your volunteer coordinator will gladly answer them. We believe you will enjoy your volunteer work and your fellow volunteers here. We also believe you will find the Broken Arrow Police Department a good place to volunteer.

We ask that you read this Handbook carefully, and refer to it whenever questions arise.

*No service done for others is ever insignificant*



## What You Can Expect From The Broken Arrow Police Department

The Broken Arrow Police Department volunteers' have the right to:



1. You will receive instructions for your assignment.
2. Be assigned appropriate assignments according to skill, interest, availability, and training.
3. Be trusted with confidential information that will help carry out assignments.
4. Be given appropriate expressions of appreciation and recognition.
5. Receive orientation, training, and supervision for the jobs you accept.
6. Expect that your time will not be wasted by lack of planning, coordination and cooperation within the agency.
7. We welcome your suggestions about your assignment and the Broken Arrow Police Department volunteer program.
8. We will treat you as a fellow staff member who contributes to Broken Arrow Police Department's goals through your volunteer work.
9. Have all these things done in a spirit of friendliness and cooperation so that Broken Arrow Police Department will continue to be known as "a great place to volunteer!"

## What The Broken Arrow Police Department Expects From You

1. Your first responsibility is to know your own duties and how to do them promptly, correctly and pleasantly.
2. You are expected to cooperate with staff and your fellow volunteers and maintain a good team attitude.
3. You are expected to grasp opportunities for personal development that are offered to you.
4. We expect you to voice your opinions and contribute your suggestions to improve the quality of the Volunteer Program.
5. You will sign-in each time you arrive for a work assignment.
6. Inform your volunteer coordinator as soon as possible of any planned absence or lateness.
7. Insure that you sign in at the front desk, on the volunteer sheet located in the volunteer cubicle and wear the ID badge at all times.
8. Keep all communications with or concerning clients confidential.
9. Your working hours will be as you choose between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday. **No other days or times will be permitted without prior approval.**
10. You will provide feedback to the agency to help us continually improve.

Remember, you help to create the healthful, pleasant and safe volunteering conditions that The Broken Arrow Police Department intends for you. We need your help in making each volunteering day enjoyable and rewarding.

Just a few of the places that we want and need volunteers are:

Animal Control (Must be 21 y.o.a.)



Property Room

Special Events---Rooster Days, Tulsa State Fair, etc.

Headquarters Division

Traffic Unit

Detective Division



Technical Investigator



Training Unit

Crime Prevention

DIVERT

Records



These are just a few of the units and areas that we need volunteers to work in.

*The purpose of human life is to serve, and to show compassion and the will to help others.*

-Albert Schweitzer

## **Volunteering Policies & Procedures**

When you are a new volunteer at the Broken Arrow Police Department, you may feel a little strange in your new surroundings. This is a normal feeling and is expected. Your fellow volunteers, especially your volunteer coordinator, want to help you get off to a good start. Feel free to ask them for help.

One of the first things you should do is carefully read this Handbook. It is designed to answer many of your questions about the policies and procedures of The Broken Arrow Police Department, what you can expect from Broken Arrow Police Department, and what we expect from you.

### **Attendance**

Sign-in time sheets are necessary for our program, in order for us to keep an accurate record of your contribution to the department with which you serve. Volunteers are required to sign in and out each time.

Volunteer hours will be at your choosing but will be between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday. **No other days or times will be permitted without prior approval.**

### **Background Check**

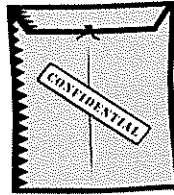
In order to ensure a safe environment, all volunteers will be required to submit to a criminal history background check and a reference check prior to acceptance as a volunteer. Individuals who refuse to comply with this request will not be accepted as a volunteer.

A signed consent for release of information must be obtained from the prospective volunteer prior to a request for a background check.

## **Benefits**

Benefits to volunteers include the following:

- ✓ Development of marketable skills for future career opportunities.
- ✓ Training and other learning opportunities.
- ✓ Documentation of training and work experience.
- ✓ Free parking in our parking lot.
- ✓ Recognition for volunteers at an annual awards ceremony.



## **Confidential Information**

We have an obligation to the citizens of Broken Arrow to maintain their confidentiality and respect their privacy. Every citizen served by The Broken Arrow Police Department has the right to confidentiality.

As you work with the staff, information of a confidential matter may be shared with you. You must not share this information with anyone who does not have a professional right or need to know them. Such information is not to be shared with your family, friends, or acquaintances.

No one is permitted to remove or make copies of any Broken Arrow Police Department records, reports or documents without prior approval.

Release of confidential information to unauthorized persons can result in dismissal from your service, and could involve you in legal proceedings.





## **Dependability**

Please be prompt and consistent! We know there will be times when you will be ill, on vacation or unable to volunteer for one reason or another. However, please let the staff know as far in advance as possible.

## **Dress Code**

Take your lead from the staff and dress appropriately for the job you are doing. It is best to neither overdress nor under-dress. Casual clothing is fine, but we ask that your attire be neat and conservative.

Volunteers shall be neat and clean in their person and attire when on duty.

Personal appearance should be a matter of concern for each volunteer. If your volunteer coordinator feels your attire is out of place, you may be asked to leave your volunteer place until you are properly attired.

## **Equal Volunteering Opportunity**

The Broken Arrow Police Department provides equal volunteering opportunity for everyone regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, sexual orientation, political belief, or disability that does not prohibit performance of essential job functions. All matters relating to volunteering are based upon ability to perform the job, as well as dependability and reliability.

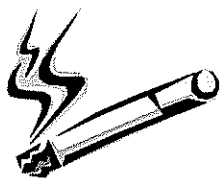


## Personal Phone Calls



Please keep personal phone calls to a minimum; they must not interfere with your volunteering. You are permitted to make local calls on agency telephones for essential personal business

## Smoking



The Broken Arrow Police Department is a non-smoking facility. If you smoke, there are outside places appropriate for you to enjoy a short break. Please be courteous and concerned about the needs of your fellow volunteers and others. The wishes and preferences of non-smokers will take precedence over those of volunteers who smoke.

Volunteers shall not use any tobacco product while in direct public contact, nor in situations where fellow employees find it offensive.

*Do not let what you cannot do interfere with what you can do.*

*- John Wooden*

**Your volunteer coordinator is Lisa Ford, 259-8213**

**Your assistant volunteer coordinator is Jean Reish, 259-8405**

Please feel free to call either Lisa or Jean if you will not be able to volunteer on the days that you are expected. This will keep us from a lot of worry and trying to locate you or a family member to check and see if you are ill.

# City of Broken Arrow

