

# **Broken Arrow Police Department**



## **Volunteer In Police Service (VIPS) Operational Manual**



Broken Arrow Police  
Volunteers in Police Service

Approved: Chief Todd Wuestewald

## Volunteers in Police Service (VIPS) Operational Manual

Our thanks to the City of Mesa Police Department for allowing us to use portions of their VIPS administrative manual.

<b>Mission Statement</b>	The mission of the Broken Arrow Police Department Volunteers in Police Service (VIPS) Program is to support the Department in providing police service and to promote community partnership.
<b>Introduction</b>	<ul style="list-style-type: none"><li>• Volunteers within the Broken Arrow Police Department have the opportunity to contribute to the overall quality of service to the community. It is important to be aware of the image of the department when contacting the public. The citizens of our community have a right to expect only the best from their police force.</li><li>• To accomplish this, sworn personnel, civilian staff members, and police volunteers must work together in a team effort to uphold the high standards of the police profession. By doing so, our Department will continue to maintain its reputation of competence, credibility, and trust within the community.</li><li>• This supplemental manual explains VIPS program guidelines and information pertinent to volunteer participants. As a police department representative, volunteers are asked to make a commitment to providing their best service to the Department and the community. This manual serves as a reference to accomplish the task.</li></ul>
<b>Eligibility</b>	To be eligible to participate in the BAPD VIPS program, citizens will: <ul style="list-style-type: none"><li>• Be at least 16 years of age. (Some department assignments may require a minimum age of 21 years). Junior Police Academy graduates, though under 16 years, may volunteer for the department in suitable capacities.</li></ul>



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	<ul style="list-style-type: none"><li>• Be willing to submit to a background check.</li><li>• Be interviewed and accepted by the Volunteer Coordinator.</li><li>• Eligibility for selection as a VIPS does not necessarily indicate eligibility for a paid position with the Broken Arrow Police Department.</li></ul>
<b>Training &amp; Selection</b>	<ul style="list-style-type: none"><li>• Volunteers complete orientation training within three months of selection date. The orientation training will include a tour of the facilities, proper attire, information on the volunteer ride-along opportunity, security/ ID badge issues, and training in the area volunteer will be working.</li><li>• Only the VIPS Coordinator can waive the orientation training for a volunteer.</li><li>• Supervisors provide volunteers with any equipment (phone, radio, computer, etc.) needed to complete their assignments.</li></ul>
<b>General Personnel Guidelines</b>  <b>Volunteer expectations:</b>          <b>Department expectations:</b>	<p>Volunteers are a valuable resource to the Police Department and deserve to be recognized. All volunteers have the right to be:</p> <ul style="list-style-type: none"><li>• Assigned to tasks that are suitable to their experience, education, and abilities.</li><li>• Treated with respect.</li><li>• Involved in a positive Broken Arrow Police Department experience.</li><li>• Recognized for their service to the Broken Arrow Police Department.</li></ul> <p>Volunteers have a right to understand the Police Department's expectations. Expectations include, but are not limited to:</p> <ul style="list-style-type: none"><li>• Adhere to assigned schedules as arranged with immediate supervisor, except in the case of illness</li></ul>



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Confidentiality

Confidentiality is extremely important. Any and all information pertaining to police records, or other clearance level materials must be kept strictly confidential. **Anyone in violation of this provision will not only be terminated, but may also be prosecuted to the fullest extent of the law.**

VIPS Chain-of-Command

The following chain-of-command applies to all volunteers in matters related to the Police Department.

or a scheduled vacation. Please have the courtesy to inform your supervisor or the VIPS Coordinator of any absence.

- Attend orientation and training sessions as scheduled, and undertake continuing education when provided by the Department.
- Respect the function of the Department's staff and contribute fully to maintain a smooth working relationship between staff and volunteers.
- Carry out assignments in good spirit and seek the assistance of area supervisor or the VIPS Coordinator when necessary.
- Wear provided photo ID badge at all times, while functioning as a volunteer.
- Consult with supervisor before assuming any new responsibilities affecting assignments and duties performed for the department.
- Respect and accept the Department's right to dismiss any volunteer.
- Exercise caution when acting on the Department's behalf.
- Take one 15 minute break per four-hour shift as scheduled with the area supervisor.
- Do not report for duty or be on duty while under the influence of alcohol or drugs. The odor of an alcoholic beverage is considered presumptive evidence for dismissal from service.
- Discuss rescheduling arrangements with area supervisor when taking medication that may cause drowsiness or which in any way may hamper the normal working assignment.



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<p>VIPS Coordinator</p>	<ul style="list-style-type: none"><li>• Chief of Police</li><li>• Deputy Chief of Police</li><li>• Patrol Major</li><li>• VIPS Coordinator</li><li>• Assigned area supervisor</li><li>• Volunteer</li></ul> <p>The VIPS Coordinator is responsible for recruiting, interviewing, conducting background investigations, conducting orientation training, and evaluating volunteers. For any problems, questions, or concerns arise involving assignment(s), contact the Coordinator</p> <p>Volunteers are first responsible to their assigned area supervisor.</p> <ul style="list-style-type: none"><li>• Direct questions concerning job duties, schedule, or work procedures should be directed to the area supervisor.</li><li>• If the area supervisor is not available, or if a conflict exists with the area supervisor, contact the VIPS Coordinator.</li></ul>
<p>Volunteer Identification</p>	<p>Volunteers are issued an identification badge.</p> <ul style="list-style-type: none"><li>• All volunteers are required to display their VIPS identification while on duty or in a Department Facility.</li><li>• Volunteers will pick up a visitors badge at the front desk before reporting to work in the event their issued badge is not readily available.</li><li>• Immediately notify the VIPS Coordinator if the identification badge is lost or misplaced.</li><li>• Misuse of the VIPS badge is grounds for dismissal from the VIPS program.</li></ul> <p><b>NOTE:</b> The VIPS badge is not to be used for general identification purposes, such as check cashing privileges, or to gain favorable treatment or gratuities.</p>
<p>Appearance</p>	<p>Volunteers will:</p> <ul style="list-style-type: none"><li>• Maintain a professional appearance in the</li></ul>



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<p>Uniforms</p>	<p>performance of duties. Clothing is to be neat, clean and well groomed.</p> <ul style="list-style-type: none"><li>• Hairstyles, mustaches and/ or beards are to be neat, clean, properly trimmed, and maintained in an acceptable manner.</li></ul> <p>Uniforms are not required nor are they issued to volunteers assigned to most areas in the Department. The VIPS Coordinator and area supervisors will address any exceptions.</p> <p>Volunteers will not wear or display any badge, shield, patch or item bearing the word "police" not authorized for wear by a department supervisor or the VIPS Coordinator.</p>
<p><b>Personnel Authority</b> (Reserve Officers must abide by their P&amp;P)</p>	<p>VIPS are non-commissioned citizen volunteers and do not have peace officer authority in the performance of their duties. When working in an official capacity, DO NOT:</p> <ul style="list-style-type: none"><li>• Chase, stop, detain, or question anyone regarding a police incident.</li><li>• Represent yourself as a police Officer.</li><li>• Wear or display any badge, shield, patch or item bearing the word "police" not authorized for wear by a department supervisor or the VIPS Coordinator.</li></ul> <p>If you witness a crime in progress, remain calm and contact Communications as soon as possible to report the incident.</p>
<p><b>Transfer Requests</b></p>	<p>If a volunteer finds themselves in a position they are not comfortable with, or has other problems in serving in an assigned job position, or wants to try a new assignment, the volunteer contacts the VIPS Coordinator.</p> <ul style="list-style-type: none"><li>• Volunteers are encouraged to work in a variety of positions and learn as much about the Police Department as possible by working in different areas.</li></ul>



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	<ul style="list-style-type: none"><li>• The only stipulation in transferring is that the volunteer remain in each assigned position for a minimum of <b>three months</b>. This restriction is due to the time it takes for the immediate supervisor to train each volunteer.</li><li>• Some jobs may require as much as a one-year commitment due to extensive training or the need for year-round occupation of the position.</li><li>• The VIPS Coordinator approves all transfers. Supervisors contact the VIPS Coordinator prior to transferring the volunteers.</li></ul> <p>When working on a specially assigned project, or a detailed short-term project, volunteers are asked to commit to completion of this project.</p> <ul style="list-style-type: none"><li>• Usually these projects last less than six months.</li><li>• A project assignment also nullifies the three-month commitment minimum if the project is completed in less than three months.</li><li>• During the assignment, volunteers can be assigned to different area supervisors.</li></ul> <p>Self-initiated transfers:</p> <ul style="list-style-type: none"><li>• Make an appointment with the VIPS Coordinator.</li><li>• Notify area supervisor of the transfer</li><li>• Be interviewed by the VIPS Coordinator</li><li>• Be interviewed by the next supervisor.</li><li>• The assignment transfer takes place in a timely manner.</li></ul>
<b>Leaves of Absence</b>	<ul style="list-style-type: none"><li>• Volunteers can request a leave of absence for up to six months.</li><li>• Volunteers on leave of absence for more than six months are automatically terminated from the VIPS program and are required to reapply, unless special circumstances exist and are approved by the Volunteer Coordinator.</li></ul>
<b>Dismissals</b>	The Broken Arrow Police Department reserves the right to



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	<p>dismiss a person from the Volunteers in Police Service program for any reason deemed appropriate by the Chief of Police or his designee.</p> <p>The VIPS Coordinator is responsible for managing volunteer dismissals. Supervisors immediately notify the VIPS Coordinator of any volunteer action or circumstance they believe are grounds for termination of volunteer service.</p> <p>Actions resulting in immediate dismissal from the VIPS program include, but are not limited to:</p> <ul style="list-style-type: none"><li>• Omitting or falsifying information during the VIPS selection process.</li><li>• Misusing the VIPS identification badge or City of Broken Arrow equipment.</li><li>• Releasing secure information to unauthorized personnel or the public.</li><li>• Involvement in the commission of a crime (misdemeanor or felony) at any time during a volunteer's tenure.</li><li>• Involvement in conduct unbecoming a member of the Broken Arrow Police Department.</li><li>• Poor performance.</li><li>• Poor attendance.</li><li>• Unwillingness to follow policies/ procedures or accept directions.</li></ul>
<b>Tax Deductions</b>	Direct any questions concerning expenses that are tax deductible to the local IRS office.