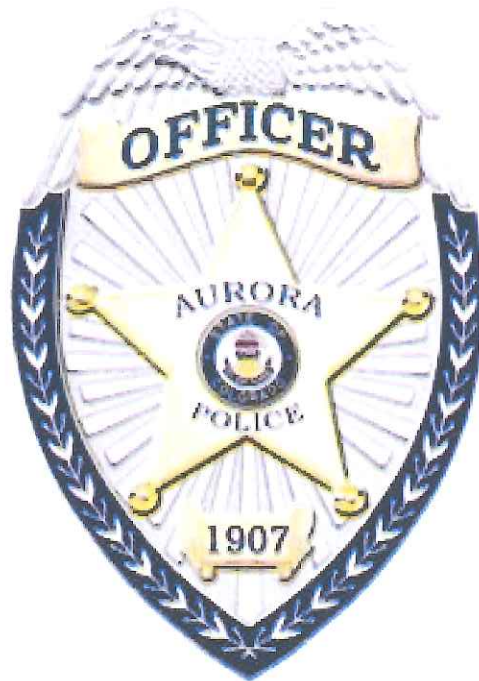


*Aurora Police Department*

**VOLUNTEER**



**HANDBOOK**

*15001 E. Alameda Parkway*

*Aurora, CO 80012*

*303-739-6346*



Dear Volunteer,

Welcome to the Aurora Police Department's Volunteer Program. As a volunteer, you provide a service to our community that is invaluable.

This handbook is designed for you as part of your general orientation to the Aurora Police Department. Your on-the-job training begins with your immediate supervisor.

We have learned that we can accomplish the most good for people by working together. It is gratifying to know that we can count on your expertise and assistance in meeting the needs of the public. I hope you will find your work a rewarding experience and that you gain personal satisfaction in your volunteer assignment.

We are grateful for your support and involvement at the Aurora Police Department. I look forward to working together in creating a partnership for success.

Sincerely,

Karen Rogers  
Volunteer Coordinator

# INTRODUCTION

In keeping with its community policing philosophy, the Aurora Police Department is committed to strengthening the bonds with the citizens of Aurora. Effective policing relies on a mutual dependency between the police and the community. In support of this philosophy many Aurora citizens with a variety of skills and abilities regularly give of themselves by serving as volunteers. Volunteers assist in such units as Patrol, Investigations, Victim Services, Training Academy, Crime Lab, Property, Records and Vehicle Impound. Their efforts greatly help the department and assist employees in their duties.

As a volunteer you will soon realize the many responsibilities which accompany working within a police agency. Sworn personnel, civilian staff members and police volunteers must work together to maintain the police department's reputation of competence, credibility and trust among the community it serves.

Your volunteer position will give you the opportunity to contribute to the overall quality of service to the community. It is important that you be aware of the image of the department you are creating when you are in contact with the public. As a police department representative, you are asked to make a commitment to providing your best service to the agency and the community.

This handbook was compiled to acquaint volunteers with the Aurora Police Department's Volunteer Program. The following pages explain program rules, volunteer rights, and department policies and will serve as a reference for you during your volunteer commitment.

# HISTORY

Volunteers have been active in the Aurora Police Department since 1972. A group of volunteers was formed to assist victims of rape during the crisis period immediately following the incident. Over the years the volunteers were trained in crisis intervention and increased calls for service were made for numerous incidents involving trauma to victims. In 1990 the group was reorganized as the Victim Services Unit. Today approximately 40 volunteers assist as victim advocates on 24-hour on-call shifts with the unit coordinator and two advocate employees.

In 1980 Aurora's Neighborhood Watch program was organized and supported by hundreds of citizen volunteers involved in their neighborhoods as Area Coordinators and Block Captains. Today the Neighborhood Watch Program has over 26 areas with a Head Area Coordinator in each area and several Block Captains under each Area Coordinator. There is an estimated 500 to 600 volunteers for Neighborhood Watch city-wide. Many Neighborhood Watch volunteers donate additional time to work with the P.A.R. Officers at the Police Department assisting and supporting with data entry, sorting reports, newsletter distribution, Operation I.D., ect.

Since 1982 volunteers have been donating thousands of hours at the police department headquarters to assist officers and support staff in a variety of assignments. In 1988 research was done and the information collected was utilized to plan and implement Aurora's current volunteer program.

Volunteers are an important asset to the Aurora Police Department. Today, there are volunteer assignments in every bureau of the department and the program is constantly growing.

# **VOLUNTEER COORDINATOR**

The volunteer coordinator is responsible for the recruiting, screening, placement, orientation, tracking and follow up and serves as your contact within the police department. If any problems, questions or concerns arise involving your position or anything other than your actual job duties, please feel free to contact the coordinator at any time. The program coordinator's office is located in the Community Resource Section of the Special Operations Bureau on the 2<sup>nd</sup> Floor of the police department or can be reached by calling 303-739-6346 from outside phones or by dialing 36346 from city phones.

Our goal is for your volunteer assignment to be a positive and pleasant experience for you as well as for the department. If there are any problems or concerns with your assignments, please feel free to contact the volunteer coordinator immediately.

If you have any questions concerning your job duties or schedule you should contact your supervisor. This person is either a supervisor or employee in the unit to which you have been assigned and will be available to you anytime you are on duty.

The success of Aurora's volunteer program depends on a mutual and positive experience. We appreciate your commitment, value your suggestions and benefit greatly from your assistance to the Aurora Police Department. Please stop by the coordinator's office anytime to get better acquainted. You are always welcome.

## **DEPARTMENT MISSION STATEMENT**

"We will provide quality police service to our community by promoting a safe environment through police and citizen interaction with an emphasis on integrity, fairness and professionalism."

## **DEPARTMENT GOALS**

1. Respond to all calls for police service professionally;
2. Provide police service, with an emphasis on teamwork and mutual respect; and
3. Create a partnership of citizen and police that will have a lasting impact on criminal activity and local problems.

## **VOLUNTEER PROGRAM PURPOSE**

The purpose of volunteers in the Aurora Police Department is to directly assist in the delivery of quality service to meet the diverse needs of the community.

## **VOLUNTEER PROGRAM GOALS**

1. To develop a trained pool of volunteers to assist various bureaus in providing public police services.
2. To provide a positive experience for volunteers which will create an opportunity for growth, expansion of knowledge and skills.
3. To develop a spirit of community involvement by providing a means for Aurora citizens to help Aurora citizens.

## **VOLUNTEER RIGHTS**

All volunteers have the right to be:

1. Assigned to positions suitable to the volunteer's experience, skills, education and preference.
2. Provided a job description with the opportunity for individual design to be negotiated.
3. Given sufficient, ongoing training aimed at improving skills.
4. Involved in decision and policy-making which affects them.
5. Treated with respect and made to feel that they, along with the paid staff, are part of a team.
6. Treated to a positive and pleasant experience within the Aurora Police Department.

## **EXPECTATIONS AND POLICIES**

1. Consider volunteering a serious commitment.
2. Perform tasks outlined to the best of your ability.
3. Observe the same rules and policies as employees and wear pictured building pass at all times when volunteering.
4. Maintain confidentiality of any and all information learning through your work at the Aurora Police Department.
5. Be supportive of the organization you are a part of and represent it in an appropriate and responsible way.
6. Refrain from using the volunteer position to attempt to influence any police action taken by a law enforcement agency.
7. Report to work on time, when scheduled, and if unable, call your supervisor.
8. Accept supervision in a positive manner.
9. Record volunteer hours on time sheets provided. Volunteer time includes departure and return to your home. Volunteer hours (when equated to dollars) are used as in-kind services for matching purposes and when applying for departmental grants. They are of tremendous importance to our agency.

Upon terminating involvement with the program please notify the volunteer coordinator and return the building pass.



## **INSURANCE**

In case of an accident or injury, the City of Aurora will provide medical treatment for injuries which occur within the scope and course of volunteer activities. The provision of medical treatment is the agreement and not pursuant to the Worker's Compensation Act. The volunteer's relationship with the City of Aurora is not entitled to worker's compensation benefits in the capacity as a volunteer with the City of Aurora.

Every volunteer must immediately report every volunteer job-related injury, regardless of severity, to his/her supervisor. Any questions concerning insurance coverage should be directed to the Volunteer Coordinator.

## **BENEFITS**

In addition to:

- Giving of yourself to strengthen our community,
- Making a difference by helping to improve the quality of life in Aurora,
- Making new friends,
- Learning new skills, and being exposed to a new career field,

The following programs are available to Aurora's Volunteers:

A Ride-Along Program is offered to you by the police department. Civilians are given the opportunity to ride with a patrol officer in the capacity of an observer. If you desire to participate in a ride along, contact the volunteer coordinator for the appropriate forms. You will need to fill out request and release forms to be submitted at least one week prior to the scheduled ride along. The Ride-Along Program is a valuable tool in giving citizens the opportunity to learn about the police department and gain a better understanding of the police officer's role.

The Citizen's Police Academy offers an opportunity for citizens to experience first-hand many decisions and duties Aurora Police Officers face every day. The Academy is designed to provide a forum to promote information and understanding between citizens and the Aurora Police Department. The goal of the Academy is, understanding through education. Academy participants meet once a week on Tuesday nights between 7pm

and 10pm for 14 consecutive weeks. The courses are a combination of lecture/discussion and hands-on experiences. Applications are available in the Volunteer Coordinator's Office.

## **VOLUNTEER RECOGNITION**

### **Annual Volunteer Recognition**

Each year during National Volunteer Week, in April, the Aurora Police Department hosts a Volunteer Recognition Banquet. The banquet includes police department personnel working with volunteers, city officials, all police department volunteers as well as Neighborhood Watch volunteers submitted by P.A.R. Officers. Banquet attendance averages 250-300 people.

## **VOLUNTEER JOB DESCRIPTIONS**

Communications Assistant – Volunteer assists with requests for 911 taped information to be copied.

Crime Analyst Assistant – Volunteer is assigned to Research and Development to assist in providing statistical information and data entry.

Crime Lab Assistant – Volunteer will assist Crime Lab Employees in filing systems of mug shots, fingerprint cards and lab reports.

District 1 Data Entry Clerk – Volunteer assists with data entry of field contact card information.

District 1 Patrol Assistant – Volunteer is assigned to District 1 to assist the Patrol Secretary with a variety of clerical duties, e.g., Process Ride along information.

Fingerprint Specialist – Volunteer will provide fingerprint services for civilian applicants.

Front Desk Assistant – Volunteer will assist with phones and questions from the public. (Dist 1,2,3)

Graffiti Off Neighborhoods – Volunteers will assist project coordinator in the removal of graffiti throughout the community in response to citizen requests.

Interpreter (Training at Dist 1) – Riding with officers to assist with interpretation, on-call status, tested for reading, writing & speaking skills prior to assignment. Call Irma Creamer at 303-739-6957 to apply.

Investigations Assistant – Volunteer will assist detectives with tracking cases, phone follow-up, data entry, scheduling, filing, copying, scanning cases, ect.

Investigative Artist – Volunteer will assist detective by providing sketches or computer composites of victims or suspects from descriptive information.

Investigative Clerk – Volunteer is trained to scan reports into the department's computer system.

P.A.R. Section Assistant – Volunteer assists administrative staff and P.A.R. Officers with clerical duties, phone answering and processing of Operation I.D. information.

Pawn Unit Assistant – Volunteers are trained to provide filing, sorting, data entry and tracking of hundreds of pawn slips received weekly.

Property Section Assistant – Assist in all areas of property storage, and documentation of evidence. Assist in in-processing of evidence, relocating evidence to new storage locations, pulling out evidence for destruction, assisting officers and detectives in preparing evidence for court, drug destructions, gun destructions, preparing evidence for donations and auctions, NIBINS testing, and the filing and scanning of paperwork

Range Assistant – Volunteer is assigned to the Training Academy Range to assist employees in a variety of qualifying functions, sorting, filing and clerical duties.

Records Assistant – Volunteer will assist record's staff in a variety of clerical functions.

Records Clerk Assistant – Volunteer is trained to scan police reports into the department computer system.

Records Inventory Assistant – Volunteer will assist record's secretary with maintaining inventory of department forms and supplying patrol briefing room with supplies.

Traffic Bureau Assistant – Volunteer will assist in entering statistical information into the computer.

Training Academy Assistant – Volunteer will assist the administrative staff with clerical duties.

Translators/Interpreters – Volunteers will assist with the translation or interpretation from written documents or spoken words.

Vehicle Impound Clerk – Volunteers will be scanning reports, doing quality checks of scanned reports, entering some data into Versadex, assist with checking vehicles in the lot verifying in-putted information, general office and clerical work.

Victim Advocate Volunteer (Training is at Dist 2) – Volunteer will be trained to provide support to victims of crime, (usually at the scene) upon request of an investigating officer. Call 303-739-6068 (Carol) or 303-739-6398 (Adela) to apply. Requires 48 hours of initial training, 36 hours of volunteer time each month and attendance at one monthly training session on 2<sup>nd</sup> Wed. 6:30-8:30 p.m.