

COLORADO SPRINGS POLICE DEPARTMENT

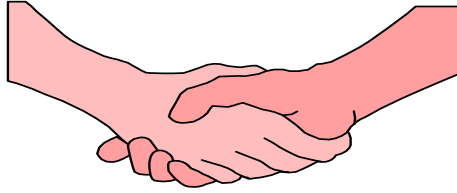
VOLUNTEER HANDBOOK

Volunteer's Name _____

Supervisor's Name _____

Supervisor's Phone Number _____

**Please notify your supervisor of any absence
or change in your schedule.**



WELCOME to the Colorado Springs Police Department! We, the staff, appreciate your response to the need for volunteer services in our Department.

Confidentiality, dependability, loyalty, dedication and professionalism are the by-words under which the Police Department operates. We ask that you accept these qualities as your own. Respect the confidentiality of all information gained through your work. This means not only outside the Department but also within. Any information contained in the records or received by personal communication should not be divulged to personnel outside of the unit to which you are assigned.

As Co-Coordinator of Volunteers, we want to be sure each placement is mutually agreeable to both you and the staff Team Leader. If at any time you are not satisfied or your available time alters and you would like to change your assignment, please advise both your Team Leader and the Volunteer Office (444-7441) so we may have an opportunity to make whatever adjustments are necessary.

At the end of your commitment, let one of us know of your intent to resign. We will ask that you fill out a confidential survey and return it with your identification card to the Volunteer Office.

Please read the remainder of this booklet and refer to it as needed. You are responsible for knowing the information it contains.

Thank you for choosing to be a member of the Colorado Springs Police Department!

Sincerely,

Ruth A. Myers and Kathy Rowlands
Co-Coordinator of Volunteers

MISSION STATEMENT

Our mission is to promote the quality of life in Colorado Springs by providing police services with integrity and with a spirit of excellence, in partnership with our community.

OUR VALUES

We believe that the police derive our powers from the people we serve.

We will never tolerate the abuse of our police powers.

We recognize that our personal conduct, both on and off duty, is inseparable from the professional reputation of the Police Department.

We are committed to protecting the constitutional rights of all individuals.

We view the people of our community as our customers who deserve our concern, care and attention.

We believe our basic missions are to prevent crime and to deliver vigorous law enforcement services when crime occurs.

We are committed to efficient resource management and superior service delivery.

We believe in open communications and partnerships with the community.

We believe we can achieve our highest potential by actively involving our employees in problem-solving and improving police services.

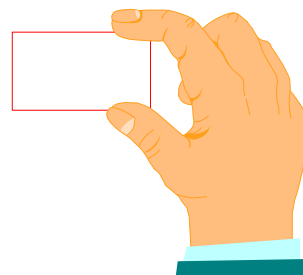
We support an organizational climate of mutual trust and respect for one another.

We encourage the pursuit of higher education by our employees. We are committed to contributing to the advancement of the police profession.



Volunteers, although they are not employees of the City of Colorado Springs, must abide by the City Charter, ordinances, rules and regulations, and all written and verbal guidelines, directions and instructions of their Police Department team leader. Copies of Personnel Policies and Procedures, City of Colorado Springs, and Colorado Springs Police Department Operations Manual, and The Code of the City of Colorado Springs are available in the Volunteer Services Office.

Volunteers will respect the confidentiality of all information observed and learned through work at the Colorado Springs Police Department. Any information contained in the records or received by personal communication will not be divulged outside of the Colorado Springs Police Department.



ID CARDS

Volunteers will be given an ID card allowing them access within the Police Department buildings. When arriving at the POC, hold your ID card at shoulder height so that the Police Service Representative (PSR) at the front desk can see it readily. The PSR will buzz you in the door to the elevator, Gold Hill Division or Central Division as appropriate. You do not need to wait in line (if there is one). At the substations show your ID card to the PSR. ID cards should be worn visibly when working in a police facility. Police volunteer ID cards are not to be used for personal benefit.

Some volunteer programs within the Police Department are given Cardkeys that must be signed in and out at the front desk. Your team leader will instruct you if such a system is available.

Between the hours of 8 a.m. and 5 p.m. employees and volunteers are able to move freely throughout most of the Police Operations Center. Areas not accessible are the Crime Lab, Evidence, Communications, Records and ID and VNI. If you must do business with these areas, your team leader can give you instructions.

If you feel you need a Cardkey for easier access to a work area, discuss it with your team leader. The team leader will make the determination of need in conjunction with the Coordinator of Volunteers.

If you lose your ID card, notify your team leader in writing immediately. Call the Police Staff Resources Section, 444-7447 to arrange to have another card made. When getting your new ID card, bring the memo that should be signed off by your team leader. If you have a Cardkey, in addition to the above, call 444-7457 immediately so that your access can be taken off the system. If you get voice mail when you call, leave your name, phone number and Cardkey number.

In representing the Colorado Springs Police Department it is imperative that all of our personnel be cautious in the use or display of any credentials. The following are three particular instances where department volunteers **shall not** use their police Identification/Access Cards:

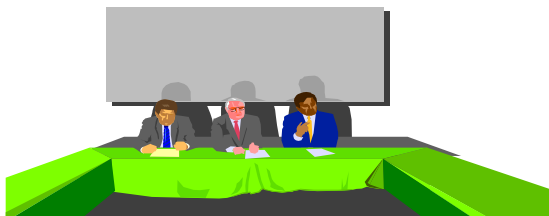
- ❖ As a second form of identification
- ❖ To identify your association with the Police Department when not participating in a Department sanctioned function or event
- ❖ While engaged in contact with any other law enforcement personnel or entity outside your official capacity

Any usage of police department identification other than what is within the scope of your particular volunteer duties may lead to disciplinary action up to and including dismissal from the volunteer program.

You are responsible to return your ID card and/or Cardkey to the Volunteer Office (fourth floor, office 4427) when you terminate your volunteer status with the Colorado Springs Police Department.

CONCEALED WEAPONS

Volunteers are not to carry weapons within any police facility or when acting in a CSPD volunteer capacity even if a concealed weapons permit was applied for and received.



ORIENTATION/TRAINING

Volunteer positions will have clear, concise job descriptions, or a job description will be written within two months of a volunteer assuming a position.

Volunteers will receive the training and supervision necessary to handle the job and work together with staff to provide meaningful and rewarding experiences for the public and the volunteers.

Semi-Annual Orientations for new volunteers and new employees are held twice a year. You will be notified of the date and time, and you are encouraged to attend. A tour of the Police Operations Center, including the lab is arranged at that time.

Periodically the Volunteer Office will notify you of training available free of charge through the Police Department. It is recommended that volunteers participate in these training opportunities. It will give you more familiarity with the operations of the Police Department and other community agencies.

In addition, a quarterly volunteer newsletter will be mailed to you advising you of upcoming events and information relevant to CSPD volunteers.

VOLUNTEER TIME



The time you give to our Department is valuable to us. As part of your orientation with your team leader, you will be given a Volunteer Time Sheet. Using this Sheet you will indicate the date, time and number of hours (to closest quarter hour segment) each time you work. At the end of each month, make sure there is a cumulative total and turn the Time Sheet in to your team leader. Your team leader is responsible for getting your Time Sheet to the Volunteer Office.

Each year the volunteer time is compiled after December 31, and an Appreciation Event is held the following April to recognize levels of volunteer service. The awards presented in April (for the previous year) are as follows:

100 Hours	Silver badge lapel pin	
250, 500, 750, 1,000 1,500 and 2,000 Hours		Certificates
2,500 Hours	Gold badge lapel pin	
5,000 Hours	Special Award	

The Appreciation Event is a fun way to visit with other volunteers and staff, and possibly win a door prize!



VEHICLE USAGE



Volunteers who are required to drive a City-owned vehicle, their own vehicle or the vehicle of a third party must: 1) possess a valid driver's license; 2) possess liability insurance coverage on their vehicle which meets the minimum requirements set forth by Colorado law; and 3) certify that their vehicle has a current automobile emissions certificate.

VOLUNTEER LIABILITY

Pursuant to the Colorado Governmental Immunity Act, the City will provide liability coverage for volunteers who are performing within the scope of their volunteer position and exercising reasonable and prudent judgment and care.



The City provides medical insurance coverage for volunteers while performing volunteer duties. The insurance covers all reasonable, customary and usual out-of-pocket expenses not covered by the volunteer's personal medical insurance up to \$250,000. The out-of-pocket expenses include any deductible the volunteer may be responsible for through the personal policy. (There is also a \$10,000 death benefit.) This insurance compensation does not include worker's compensation benefits. This compensation does not apply to Chaplains and Reserve Officers who are covered by worker's compensation.

A volunteer who is injured on the job must report the injury to the team leader as soon as possible. An injury report form should be filed with Volunteer Office within 48 hours. Submit copies of bills and payments to the Volunteer Office for payment or reimbursement.

VOLUNTEER TAX BENEFITS



A volunteer may deduct out-of-pocket expenses incurred while doing volunteer work for certain groups approved by the Internal Revenue Service. This may only be done if you itemize your return.

The following are representative types of expenditures that volunteers may wish to deduct: direct gifts of money to an organization, automobile mileage and expenses, bus and cab transportation expenses, parking and tolls, special uniforms, telephone bills, entertainment and meals given to others, costs of meals and lodging if away overnight, travel expenses above per diem allowance, and tickets to charity benefits above intrinsic value.

The following may **not** be deducted: the value of donated volunteer time, dependent care expenses, your own meals (unless away overnight), and your own entertainment.

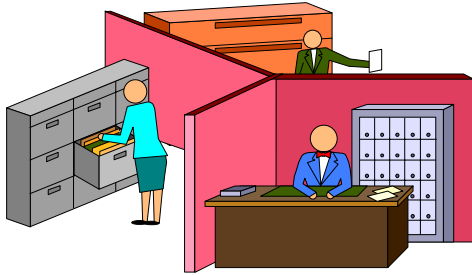
Automobile-related expenses may be deducted at a 32.5 cents per mile standard rate or actual expenses basis if you are eligible to itemize deductions.

The "out-of-pocket" requirement eliminates from deduction any amount that is to the direct benefit of the taxpayer (or the taxpayer's family) rather than to the organization. Thus, for example, most meals and entertainment are excluded.

Items for which a volunteer receives reimbursement may be deducted only to the extent that actual expense exceeds the amount of compensation.

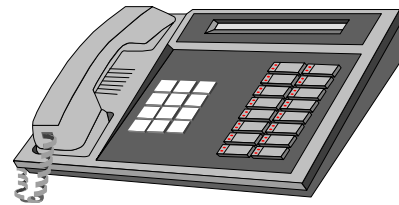
In general, the following requirements apply to the above deduction:

- They must be the amount actually paid during the taxable year, not just a pledge.
- They must be made to a qualifying organization.
- They must be an actual out-of-pocket amount. For example, if a banquet ticket is bought, the deduction is the amount in excess of the meal's actual value.



WORK SPACE

It is the responsibility of the team leader to assign a work area for the volunteer. If the volunteer needs additional equipment or space, the volunteer should speak with the team leader. Volunteers need to remember that the work space to which they are assigned is usually used by two or more people. Due to space and equipment limitations, areas must be shared. Your own personal belongings will need to come and go with you. (Team leaders may find room for your coffee cup, etc.)



TELEPHONE SYSTEM

The phone system for the POC has many helpful features. You may request training on the system from your team leader if you feel it would help in your position. The following are the major features of the system:

- **HOLD:** Put a call on hold.
- **TRANSFER:** Send call to another extension or outside number.
- **CONFERENCE:** Add another party to a call (total of 6 parties).
- **DROP:** Drop a party from a conference call.
- **ABBREVIATED DIALING:** Store selected number for quick dialing
- **AUTO CALLBACK:** Three-burst ring lets you know a previously busy number is now available.
- **CALL FORWARDING:** Forwards calls to another extension or outside phone number.
- **LAST NUMBER DIALED:** Automatic re-dial of the last number dialed.

AUDIX VOICE MESSAGING: This feature is available for all personnel. You are able to leave a message for any employee by knowing their voice mail number (available from your team leader).



FITNESS CENTER

The POC is equipped with a modern fitness center located in the basement (room B309). The intent of the fitness center is to enhance the well being of the workers by providing a place where employees and volunteers can follow a program of training in aerobic and strength training. The fitness center is equipped with aerobic machines, "Nautilus" type equipment, and some free weights. The use of the center is open to all employees, volunteers and interns who work in the POC, and to all other Police Department members. Important rules have been established for use of the fitness center:

1. Machines and equipment must be used in the way that they were intended. If you are unfamiliar with any of the equipment, do not use it until you have read the instructions or have had someone familiar with the equipment show you how to use it.
2. Report damage to the equipment to Fiscal Services, 8 a.m. to 5 p.m. (444-7445) or to the Sergeant on duty.
3. Leave the fitness center clean and orderly.
4. Volunteers and interns will make way for employees if there is a usage conflict. Sworn employees have priority in the use of the equipment.
5. SAFETY IS IMPORTANT! THOSE USING THE FITNESS CENTER MUST USE ALL EQUIPMENT PROPERLY, NOT EXCEED THEIR ABILITIES AND NOT ENGAGE IN HORSEPLAY.
6. Volunteers will use the fitness equipment at their own discretion. The Colorado Springs Police Department is not responsible for accident or injury. The medical insurance for volunteers does not apply to the use of the fitness center. (Reserve Officers are the exception.)

The locker rooms (Men's B302 and Women's B306) may be used by the volunteers and interns. However, locker assignments are reserved for employees.



BREAK AREAS

The POC has both break areas and break rooms located throughout the building. The division or group where a break area is located have probably formed a "coffee club" for the coffee that is available there. Check with your team leader about your participation in such a system if you're interested.

There is one main break room in the basement of the POC, and it is for all workers in the building. It contains tables and chairs, and a variety of vending machines for sandwiches, pastries, juices, soda, etc.

SEXUAL HARASSMENT/ DISCRIMINATION

It is the policy of the City of Colorado Springs that all employees and volunteers shall be provided a work environment free from sexual harassment and discrimination because of race, color, national origin or ancestry, sex, age, religious convictions, veteran status, disability or political beliefs. Sexual harassment and discrimination are viewed as serious issues and will not be tolerated.

If you feel you are being harassed or discriminated against, the Volunteer Services office recommends the following procedure:

1. If you are comfortable doing so, talk with the person you feel is doing the harassment or discrimination, letting the person know that his/her behavior is unacceptable to you.
2. If you are not comfortable talking with the person, discuss the situation with your team leader.
3. If you feel the situation is not remedied, talk with the Coordinator of Volunteers, Office 4427, phone 444-7441.

CITY EMPLOYMENT

Many people think that volunteering with an organization is a good way to full-time employment by the organization. And it may be. However, when you volunteer with the Police Department, **you are never guaranteed employment.**

If you are interested in becoming a Police Officer, contact the Police Recruiting Office at 444-7555 for requirements and procedure.

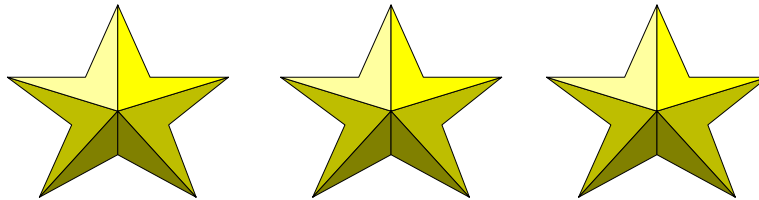
If you are interested in other City employment including the police department, job postings are kept on the bulletin board at the employee elevator lobby on each floor. Applications are on line at www.springsgov.com. If you have questions on civilian positions with CSPD and positions with the City, call the Personnel Clerk at 444-7442.

All applicants conditionally accepted for employment with the Police Department must successfully complete a polygraph examination. If an applicant who is also a volunteer does not successfully complete the examination, there are two courses of action that may be taken by the Department: 1) the volunteer will not be able to continue volunteering in the location for which polygraphed but may be placed in another area of the Department; or 2) the volunteer will no longer be allowed to volunteer anywhere in the Department. The decision is made by the Deputy Chief or Director of Management Services. The fact that you may have been volunteering for quite a while may not make a difference.

In order to volunteer in some areas, a polygraph examination may be required. The Coordinator of Volunteers will let you know when you are placed in such an area.

VOLUNTEER EXPECTATIONS OF THE DEPARTMENT

- To be treated as a co-worker.
- To receive sufficient information, orientation and training for the assignment.
- To be given a meaningful assignment which utilizes and develops his or her skills.
- To be given adequate supervision, a written job description and a suitable place to work.
- To be free to discuss problems, suggestions, or changes with staff.
- To receive affirmation and recognition for a job well done.



DEPARTMENT EXPECTATIONS OF A VOLUNTEER

- To abide by his or her commitment.
- To discuss any problems pertaining to being a volunteer.
 - To cooperate with the team leader.
- To request clarification of an assignment if needed.
 - To keep a record of hours for monthly reporting.
 - To be punctual.
- To maintain professional standards.