



DENVER POLICE DEPARTMENT
VOLUNTEERS IN
POLICING UNIT

Handbook

DENVER POLICE DEPARTMENT VOLUNTEERS IN POLICING

General Information:

Who is considered a Denver Police Volunteer?

Any person who performs an unpaid volunteer service for the Denver Police Department is considered a volunteer. This includes groups and organizations who have been in existence prior to the formation of the Volunteers in Policing Unit (i.e. Cop Shop, Citizen's Police Academy, Storefront volunteers, CPAAA, etc) All volunteers are subject to the guidelines and agreements set out in this handbook.

What does it mean to be a Denver Police Volunteer?

People who successfully complete the application, background check, and interview process, become unpaid "at will" employees of the Denver Police Department. That means that you are an employee of the police department but without the rights of paid employees. This is the typical agreement between volunteers and the organizations that they work for.

Does the Volunteer Program (VIP) have a mission statement?

Yes, the VIP mission statement is:

The mission of the Denver Police Department's Volunteers in Policing Unit is to deliver high quality public safety support services to the sworn and civilian employees of the Denver Police Department and the citizens of Denver in order to provide an exceptional safe and healthy environment.

Who are the people I should know?



It is important that you know the Chief of Police. His name is Gerry Whitman. There are two Deputy Chiefs, and four Division Chiefs. In time you might want to know which Chief you work for, but for now, knowing the main chief is fine.

You should know that the Volunteer Coordinator is Sergeant Matt Murray. He is your direct supervisor and may be reached in any of the following ways:

- Email - murraym2@ci.denver.co.us
- Desk Phone – 720-913- 6094
- Cell Phone – 720-641-1158
- Mail – 1331 Cherokee St., Denver, CO 80204

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Sergeant Murray will help you if you have a problem, clarify any rule or question you don't understand, help you get acclimated, or address any other issue you might have. If you have a suggestion or communication you want to send up the chain of command, you will need to send it through Sergeant Murray first.

Another important person to know is Di (pronounced "Dee") Holmes. She is the Volunteer Administrator. Like you, she is also a volunteer for the police department. Di has been volunteering for the department since 1997 and has worked in the Communications Bureau, with the Citizens' Police Academy, and became a member of the Disciplinary Review Board before volunteering to administer the VIP program.

Di has an office next to Sergeant Murray and is the person to contact if you would like to transfer, want to get someone else into the VIP program, have an issue with your paperwork or ID. She will also answer general questions, she is the person you will send your time sheets to, or report any work injury. Di is also able to handle most any other issue if you are unable to contact Sergeant Murray.

You can reach Di in any of the following ways:

- Email - HolmesD@ci.denver.co.us
- Desk Phone – 720-913-6193
- Mail – 1331 Cherokee St., Denver, CO 80204

Where do I fit in the organization?

You are a critical part of the Denver Police Department. Your willingness to work enables police officers to spend more time fighting crime and making Denver a better and safer place.

Your assignment may place you in any of the Divisions of the Police Department working in a wide variety of jobs.

How is the Denver Police Department structured?

The police department is a quasi-military organization. That means that there are strict rules regarding rank, orders, uniforms, and the conduct of the members of the police department. Some of these will also be expected of you, and are described later.

The Denver Police Department is under the supervision of The Manager of Safety, Alvin LaCabe. His position considered the *Ex-Officio* Sheriff of the County of Denver (all Colorado counties require a Sheriff). Mr. LaCabe also oversees the Denver Fire Department and Denver Sheriff's Department.

The Chief of Police is the head of the Denver Police Department.



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There are two Deputy Chiefs; they are Deputy Chief of Operations Michael Battista and the Deputy Chief of Administration Marco Vasquez. ★ ★ ★

There are four Division Chief's. ★ ★
They each oversee specific Divisions of the department and are:

Patrol -	Division Chief Steve Cooper
Investigations -	Division Chief Dave Fisher
Technology and Support -	Division Chief Dan O'Hayre
Special Operations -	Division Chief Mary Beth Klee

The next rank is Commander. ★
We currently have Seven Commanders. Six of them command the District Stations (all under Patrol) and the other commands the Internal Affairs Bureau. They are:

District 1 -	Commander Dave Quinones
District 2 -	Commander Rhonda Jones
District 3 -	Commander Pat Flynn
District 4 -	Commander Rudy Sandoval
District 5 -	Commander Tracie Kesse
District 6 -	Commander Deb Dilley
Internal Affairs -	Commander John Lamb

After commanders, the next rank is Captain. ||
Captain is the highest rank that an officer can "test" to achieve within the Civil Service. All ranks above Captain are appointed. There are many Captains in the Denver police Department and most command an entire Bureau (examples are Crimes Against Persons, Property Crimes, and Metro SWAT).

The final "command" rank is Lieutenant. |
Lieutenants typically command a shift of officers in Patrol, or a group of units within the Investigations Division.

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The final managerial rank is Sergeant.

Sergeants are the supervisory rank in the police department. Almost all officers are assigned under a sergeant in their positions. There are over 200 sergeants in the Denver police department in both uniformed and plain clothes positions.

The police department also has the rank of corporal (two stripes), technician (these are becoming more rare and are usually specialized positions like the SWAT team or the Hazardous Materials Unit), and Detective.

How should I address people ?

It is traditional in the police department to address a person by their rank and last name (for example: Sergeant Murray or Chief Whitman). You will also hear employees use the terms “sir” and “ma’am” when addressing or responding to higher ranking officers.

It is always appropriate to address a person of rank by their title in front of other employees or the public; no matter how well you know the person or how closely you work with them.

What are the areas that I can work?

There are a wide variety of jobs available for volunteers. They currently range from simple clerical duties to background investigators. The jobs change often and the list of possibilities is growing all the time. We will publish what jobs are available (along with a job description) on a periodic basis, and that information will be available to you.

Can I transfer volunteer assignments?

Yes. However, some jobs require a minimum number of hours before you can transfer and there are other jobs that have training prerequisites and minimum volunteer hour requirements as well.

When a volunteer wants to transfer they should contact Volunteer Administrator Di Holmes to begin that process.

Atmosphere:

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What about my ID card?

All volunteers are required to wear a DPD Volunteers in Policing ID badge. A volunteer may not work if they are not displaying a valid DPD ID. It will be issued to you after you complete your minimum training.

This badge is to be worn in a visible manner at all times while performing a police function or any time that you are in a police facility. Officers may ask to see your ID and that is appropriate considering the more security conscious times we are in.

Your ID badge will allow you to enter DPD Police HQ without an escort and you do not have to go through the security metal detectors. If you show your badge to the guard at the door, you will be allowed in. If you are assigned to Police HQ, your badge will also operate the elevator, open doors that require security clearance, and also open the gate to the parking lot at the north of the police building.

If you are not assigned to police HQ, your badge will not operate the secure doors, elevator, or parking gate. That does not mean you may not enter, you just have to show your badge to the desk officer or security personnel for access.

All ID's are the property of the Denver Police Department and must be returned upon separation or at the request of the VIP supervisor.

Where should I park?

If you work at police HQ you may park in the North lot when you are working. Your ID will not operate the gate to the basement garage and you are not allowed to park there.

If you work in other areas of the department (District Stations, Cop Shop, the Academy, etc.) you will need to speak with the liaison officer at your assignment and they will tell you what the particular arrangements are for that assignment.

How will I know about my work space?

Each volunteer will be given information about where they work and who they should report to. When you report, the liaison at your assignment will ensure that you understand where you work and what your duties are. That person will also ensure that you receive any further training that you need to perform your duties.

Remember though, that you can always contact Di Holmes or Sergeant Murray if you need anything.

Is it okay to bring my friends and family to my work space?

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The police environment is not a typical work space. There are prisoners and people accused of criminal activity coming through the offices daily. Therefore, it is not a good place to bring family or friends.

What should I do if I have a problem?

You should always feel comfortable contacting Di Holmes or Sgt. Murray. One of their primary functions is to be your liaison with the police department.

Are there rules about smoking?

Yes, you may not smoke within any police facility (this includes police vehicles). You may smoke outside the building. You may see other employees smoking in the basement or not regarding the rules, as a volunteer, you are expected to smoke outside.

Behavior Expectations:

How is my schedule set?

You may work with the liaison in your assignment regarding days off. Your assignment may have certain needs (for example – the staffing of a public service desk that is open during set hours). However, they want to work with you and will make every attempt within their needs.

How many hours are expected of me?

This depends on the assignment. For the most part though, you will be expected to work at least 16 hours per month.

What if I am late to work or I can't come in for my shift?

This is a job. So, if you are going to be late or you are sick and can't come in to work, you are expected to contact the supervisor in the area you work to notify them.

Is there a dress code?

Yes. This is a professional program and you are expected to look and act like a professional. Volunteers are required to dress in business type clothing. There may be occasional exceptions depending on the level of public exposure and type of job.

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Are there some special rules I should know about?

Yes. There are two specific rules that are cause for immediate termination. They are *Gender or Sexual Orientation discrimination and Racial National Origin intimidation*. These will be explained in depth during your training and you will be provided a copy of the policies for your files.

Are there other rules, particular to the police department that I should know?

Yes. Please review the following:

- Language – As a professional you are not to use profanity.
- Use of force – You are not a police officer and are not to use force in your work. Obviously if an officer asks for help you should provide it, however, the nature of your work is non-confrontational.
- Computer Use – You may have access to a computer to accomplish your work. As a result, you will be on the Denver Police computer network and will have access to the Internet. The computer and the Internet are to be used for work purposes only. All Internet use is governed by the Computer Use Agreement.
- Weapons – Volunteers are NOT allowed to have or carry any type of weapon at work. If you carry defensive weapons (i.e. Mace), please leave it in your car. This applies whether you have a concealed weapons permit or not.
- Confidentiality - The Denver Police Department is often involved in high-profile cases and situations. There is also a huge amount of general interest in what the police do, think, or talk about. All information observed, heard, read, or exchanged in any other manner, is confidential. There will be no tolerance for a violation of this rule.
- Abuse of authority - As a volunteer you have NO POLICE AUTHORITY. You Are NEVER to use your position to influence or gain anything. There will be no tolerance for a violation of this rule.
- Conduct Unbecoming- Volunteers are expected to keep their public and private

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lives unsullied. This means that you should not engage in any activity that would cause embarrassment to the Chief, VIP program, or Police Department.

Safety/Liability:

Are there issues regarding my personal safety?

Volunteer positions and work are in their very nature designed to be non-confrontational. Your safety is very important to us and we do not want you to be uncomfortable with any aspect of your job. However, police work does have dangers associated with it. There are people who don't like the police and will retaliate without provocation. We also deal with a great number of mentally unstable people. In short, you should not anticipate any real danger, but there is no way to avoid all dangers in the work place. It is the primary responsibility of every employee to be aware and mitigate any danger that they perceive.

What if I get hurt on the job?

As an unpaid employee you are not covered by workman's comp or any other type of insurance. You will have to sign a liability waiver prior to employment.

Can I drive my own car while working?

No. If your duties require you to drive, you will use a police vehicle.

What if I am in an accident?

The City of Denver is Self-Insured. Therefore, if you are in a city vehicle and are in an accident, the City is the insurance company. You are required to notify a police supervisor immediately (call the dispatch supervisor at 720-913-2012). Sgt. Murray will respond with a patrol officer or supervisor from the area the accident is in to complete an accident report and investigation. If you are at fault, you will be issued a citation.

If I have an emergency, who will you call?

You will be provided an emergency contact information sheet during your training. We will contact whomever you would like us to.

Administrative:

Is it important for me to keep my time?

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Yes. We need to know how much time you work for administrative purposes, for Federal reporting and also just to recognize your generous contribution. We will train you on how to keep your time.

How do I track my hours?

Right now your hours are tracked on a time sheet form. We are exploring a computer based tracking program.

What are the different ways to leave the VIP program?

You can resign, take a leave of absence, or be separated from the program.

How do I file a complaint?

You can *always* talk to the Volunteer Administrator or the Volunteer Coordinator. In fact, they are the appropriate point of contact.

If your complaint is about misconduct you may contact the Internal Affairs Bureau at 720-913-6019.

Can I go on “ride-a-longs”?

You will be allowed to ride on a shift with a Denver Police Officer after you have completed 96 hours of volunteer service. You will be eligible for more ride-a-longs after certain levels of service have been completed or as a reward for good work.

If I am on a “ride-a-long”, what is expected of me?

You must dress and act professionally. It is important to follow whatever directions the officer gives you.

Miscellaneous:

What if I am contacted by a member of the press?

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All press inquiries will be directed to the Public Information Officer (PIO) at 720-913-6030.

It is a violation of Police Policy and your confidentiality to speak with the Press about anything regarding your work at the police department.

What do I do if I see something inappropriate?

If you are uncomfortable asking people within your assignment area, please contact Di Holmes or Sgt. Murray. They can help you with what should be done. However, you may always utilize the Internal Affairs Bureau without permission from anyone.

How can I attend the Citizen's Academy?

You are encouraged to attend a Citizen's Academy if you are interested in learning more about the Denver Police Department. The Citizen's Academy is also operated out of the VIP office and you may pick up an application there.

What is the future of the VIP program?

The Denver Police Department is committed to a vibrant volunteer program. As VIP grows and shows its value, new opportunities in a wide variety of jobs will be available. We are only limited by the law and our imagination!

What is your commitment to me?

You and your happiness are important to us! You should NEVER volunteer to be miserable.

We WILL:

- Do EVERYTHING possible to make your transitions smooth
- ENSURE that the quality of volunteers in YOUR program and working around you is held to the HIGHEST standard
- LISTEN to you
- Work to put you in a challenging position that you enjoy