

VOLUNTEER STAFF SUPPORT

Original Issue: 01/15/2004
Effective: 01/15/2004
Distribution: All
Revision Number: New Order
CFA Standards: 6.01M; 6.02;*6.03M; 6.04

- g. Possess a valid Florida driver's license if authorized to operate City-owned vehicles.

I. POLICY

The Delray Beach Police Department welcomes the community to participate as a volunteer in the Staff Support program. These volunteers supplement the law enforcement efforts of the Delray Beach Police Department and enhances relationships with the community. They also serve to fill an important need within the police department.

II. DEFINITIONS

Staff Support Volunteer – A Citizen who assists the Delray Beach Police Department in a non-law enforcement/unpaid capacity. Volunteers will be under the direction of the Support Services Division Commander.

III. THE ORDER

1.0 Eligibility Requirements

1.1 All volunteers must:

- a. Be at least 18 years of age.
- b. Complete a Volunteer application.
- c. Satisfactorily pass a personal background check and have no felony convictions or misdemeanor convictions involving moral turpitude.
- d. Be fingerprinted and photographed.
- e. Possess good moral character, a positive attitude, and be in good physical condition.
- f. Pass an oral interview with the Volunteer Coordinator.

2.0 Authority and Latitude

2.1 The Staff Support Volunteer has no law enforcement authority given to them. They do however have the authority to be the "eyes and ears" of the police department and to help members of the community who come into the police department seeking our help.

3.0 Duties and Responsibilities

- 3.1 The Staff Support volunteer can be assigned to the front lobby of the police department to greet the incoming public and to direct them to the service or person that they need. Staff Support volunteers will handle incoming vehicle equipment checks, fingerprinting for job applications, payment of parking tickets that come in to the police department, advise where to get police reports, and to call officers when needed. They can also be assigned to district secretaries to help do clerical work as well as help Administrative Services keep track of uniforms and supplies for the police department.
 - a. Must be able to successfully complete a 10 week training course (3 hours per week).
 - b. Must show proficiency in the use of the police department phone and intercom systems.
 - c. Must have a working knowledge of police department personnel and what they do.
 - d. Must show proficiency in doing vehicle equipment checks.
 - e. Must have the ability to recognize suspicious activity

in the lobby area and call it in, and summon a police officer when appropriate.

- 3.2 Volunteer Staff Support volunteers will also assist the police department in security operations for special events when the need arises.

4.0 Training

- 4.1 All Staff Support Volunteers will receive a formal program introduction by the volunteer coordinator. And informal supervisory direction as needed in performing the duties they are assigned.
- 4.2 Volunteers will be eligible and are encouraged to attend any training presented by the department, not of a law-enforcement nature (except for First Aid and C.P.R. courses), as space permits.
- 4.3 All Staff Support volunteers will have training covering police department Ethics.
- 4.4 All Staff Support members will receive On the Job training for any filing or computer tasks they are assigned to
- 4.5 Traffic control training will be offered but it will NOT be mandatory.
- 4.6 Some of the Staff Support volunteers will be trained in how to take fingerprints of those who need them for employment purposes
- 4.7 All Staff Support volunteers will be trained on how to complete a vehicle equipment violation form, and how to do an equipment check on the actual vehicle, before sending them to the courthouse.
- 4.8 All Staff Support volunteers will be trained in recognizing what the different functions and divisions are within the police department so they can better serve the public they meet in the lobby area.

5.0 Uniforms

- 5.1 Staff Support volunteers will be assigned uniforms which will clearly distinguish them from sworn members of the department
- Each Staff Support volunteer will wear patches on his/her sleeves which will read "VOLUNTEER STAFF SUPPORT".
 - Department issued Marine Blue short sleeve shirts will be worn.
 - Department issued name tags, police department picture Identification badges, and award ribbons will also be worn.
 - A department issued cloth "shield" shall be worn over the left side chest area which reads "VOLUNTEER /DELRAY BEACH FL."
 - Department issued navy blue trousers will be worn.
 - Department issued black Velcro belts will be worn.
 - The volunteer will supply and wear black or dark colored shoes and socks.
 - The department will also supply baseball style hats and windbreakers if needed.

6.0 Building Access

- 6.1 Access cards for the police facility will only be issued to volunteers as requested by each Division/District Commander to whom the volunteer is assigned, and upon final approval by the Chief of Police.
- There will be no need for a building entry card to be placed in the office that

volunteer Staff Support members work from, the volunteers do not start until the police department lobby is open to the general public at 8:00 a.m. at which time a key can be secured from the police department lobby employees to open their volunteer office, and returned immediately to be secured.

- b. Upon entering the police department main building, all Staff Support members will have their department issued identification badges on and displayed in a conspicuous area.
- c. At no time will a Staff Support volunteer allow anyone to enter any secured portion of the police department building unless a Delray Beach Police Department issued identification card is shown to them, this includes but is not limited to police officers no matter what rank, all volunteers, all civilian employees of the police department.
- d. Staff Support volunteers WILL NOT allow access to the secured portions of the police department buildings by anyone from the general public who is there to see an employee without notifying that employee by telephone first. That employee will be responsible for coming to the lobby to escort their guest into the building; this includes but is not limited to outside company representatives, members from other law enforcement agencies, or service people who are there to perform any type of work, and / or city officials.

7.0 Equipment

- 7.1 Technically there is no equipment issued to the Staff Support volunteers except for the normal

office supplies they need which includes the fingerprint boards and ink, telephones, pens, paper, etc.

8.0 Vehicles

- 8.1 There are no vehicles assigned to the Staff Support volunteers.

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CHIEF OF POLICE