

THE ERIE POLICE DEPARTMENT'S VOLUNTEER MANUAL



FOR



VIPS

Volunteers in Police Service



VOLUNTEERS IN POLICE SERVICE MANUAL

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INTRODUCTION

The Erie Police Department: MISSION: COMMUNITY COMMITMENT

The Erie Police Department is committed to working in partnership with our community to improve the quality of life in our town. We are dedicated to solving community problems, the reduction of crime, the preservation of laws, ordinances and the constitutional rights of all persons within our jurisdiction.

The mandate of the Erie Police Department, like most departments, is to protect and serve our community. The department takes great pains to recruit and maintain a membership of professional, caring officers and support personnel. The Erie Volunteers in Police Service program was established to promote effective use of the many citizens of Erie who wish to donate their time and talents to further the goals of the department in response to President Bush's call to service for our citizens.

VALUES

- Dedication to achieving the Department's mission.
- Positive contributions and innovations are supported and encouraged in the achievement of organizational goals.
- Empowering employees and volunteers to make decisions to solve community concerns.
- Organizational pride and respect for oneself and others will ensure professional growth and teamwork.

GOALS

- To protect life, liberty and property.
- To reduce criminal opportunity.
- To preserve civil order.
- To investigate criminal incidents.
- To provide assistance and customer service through education, advice, and community involvement and proactive law enforcement operations.

WHAT IS VOLUNTEERS IN POLICE SERVICE (VIPS)?

The Volunteers in Police Service program is an effort developed by the U.S. Department of Justice in partnership with the International Association of Chiefs of Police. This program was created to support President Bush's USA Freedom Corps initiative and is one of three Citizen Corps programs administered by the U.S. Department of Justice.

The VIPS program is designed to address the increasing demands on state and local law enforcement agencies in the aftermath of the terrorist attacks of September 11th. At a time when law enforcement's limited resources are being stretched even further, some agencies are turning to civilian volunteers to enable police officers to be on the front lines, working to make communities safer. VIPS is a locally driven program that allows community members to offer their time and talents to their local law enforcement agency.

ERIE VOLUNTEERS IN POLICE SERVICE: MISSION

The Erie Police Department is an organization committed to a partnership with the Erie Community, whose goal is to reduce crime and increase education in crime prevention. The Erie Police Department is dedicated to principles of Community Policing. As expressed by Sir Robert Peel, the goal of the Erie Police Department's Community Policing is to promote the partnership in our community that gives credence to the following premise:

To maintain at all times a relationship with the public that gives reality to the historic tradition that the police are the public and the public are the police: the police being the only members of the public that are paid to give full-time attention to the duties which are incumbent on every citizen in the interest of community welfare and existence.

Sir Robert Peel, father of Modern Policing

The basis of Community Service is composed of value-oriented citizens, dedicated to building the partnership between the Erie Community and the Erie Police Department, is the basis of the Erie VIPS Program.

The mission of the Erie Police Department VIPS Program is to serve as a volunteer support service to the Erie Police Department, enhancing the effectiveness of community policing through the provision of administrative, and support services.

The Purpose of the VIPS Program:

The Erie Police Department has successfully addressed two core components of community policing - Community Partnership and Problem-Solving through development of a program of trained citizens actively assisting officers. Erie Police Department believes that our model of the VIPS program can be successfully implemented in our community. This is not a sworn officer reserve or auxiliary program. It is a unique partnership with citizens who are willing to volunteer their time in assistance of officers.

There are at least three tangible results that can be expected from the development of our VIPS program.

- Citizen volunteers, who after training, can relieve Officers of routine tasks, both clerical and professional, in addition, allow officers to focus resources on more urgent law enforcement and community needs. This will free staff's time and increases work productivity, and allows them to focus on where their skills can be best utilized.
- A stronger bridge of understanding and communication with the community and community leaders. VIPS provide a comfortable, non-threatening, resource to the community - providing direct assistance to citizens who often feel their need or questions are too trivial, and reluctant to contact the Police Department. They become a powerful and respected voice in our community.
- Erie Police Officers benefit from the diversity of working closely with citizens, and will turn to them as a community and personal resource, recognizing that these volunteers are citizens, but respecting the fact that they also understand the stress and difficulties of law enforcement as well.

Volunteers are not new to police work or the criminal justice system. Erie citizens have a long history of donating time and talent in order to extend the resources or increase the services of Erie's public safety departments. They have served as reserve police officers, cadets, court bailiffs, and as fire and emergency unit personnel. Without their help, many valuable tasks would not be accomplished. The Erie VIPS Program was established to more effectively utilize this community support. The program not only ensures volunteers will have the best opportunity to work where they and the department benefit most, but to increase opportunities for citizens to help shape the organizational culture to reflect the community.

Citizens volunteering to work in the department not only benefit department service delivery, they also gain an opportunity to both learn about police functions and contribute part of themselves to the organization which serves the Erie community. The result is growth in citizen understanding and support of the Erie Police Department as well as greater understanding and appreciation of citizens by police personnel.

The VIPS Program also brings many indirect benefits to the department, both internal and external. The department culture benefits from exposure to the talents and insight of the citizens who volunteer and relationship between the community and department grow. For example:

- Volunteers may bring specialized skills, experience, and consulting abilities which would otherwise not be available in the budget
- Working with volunteers provides opportunities for employees to see the community and police work from a non-police, citizen's perspective.
- Volunteers in the workplace provide opportunities for interaction between the public and the private sector and for sharing of experiences.
- Volunteers gain understanding and appreciation of police processes and constraints.

PROGRAM OPERATIONS

VIPS APPLICATION PROCESS

The volunteer commitment for the Erie VIPS Program is a minimum of one-year of service, and 8 hours per month. All applicants for the Erie VIPS Program must be at least 21 years of age, and preferably a graduate of one of the Erie Citizens' Police Academies. In addition, each must complete a minimum of 12 hours of 'ride-along' time with Erie Police Officers after application of membership. All applicants must complete a Volunteer Application, integrity interview, and pass a background investigation. Upon receipt of the completed forms, the Volunteer Coordinator assesses the information, initiates the background investigation process, and, if everything checks out satisfactory, sets up an initial screening interview with the applicant.

Interviewing Applicants:

The Volunteer Coordinator is the first point of contact for all VIPS program applicants. An initial screening meeting will be held with the following objectives in mind:

- Provide a clear explanation of the department's interest in working with VIPS;
- Encourage applicants to explain why they want to volunteer, what they hope to gain from the experience, and specific skills they would like to use
- Match the applicant to the best available slots, taking into account his/her skills, interests, time available to work and personality
- Describe potential positions to the applicant clearly, including tasks involved, time required, and purpose of the position
- Answer applicant questions about volunteer work in general, the municipal government environment, the Police Department, and the specific job openings.

During this first meeting, discussion with the applicant establishes the scope of his/her interests and the best match of skills to requirements. The Volunteer Coordinator will then set up an integrity interview prior to setting up a meeting, between applicant and the prospective supervisor.

The meeting between the supervisor and the volunteer should confirm the match between the applicant's skills and the specific requirements of the position. To facilitate this interview, the Volunteer Coordinator will provide the supervisor with the following information:

- A copy of the citizen's applications
- A summary of the information collected by the Volunteer Coordinator during the initial interview and any significant results of the integrity interview
- Whether any other applicants might fit the position, so the supervisor knows there may be other interviews and can tell the applicant when a decision will be made

Screening Applicants:

In addition to these meetings, the applicant's background is investigated, using the same process and criteria used for any other applicant for a position at the Erie Police Department. This process includes fingerprinting, a review of the applicant's criminal history, a clearance for current warrants, and both credit and driving record checks. Personal references and the previous employers listed by the applicant will be contacted to determine the applicant's suitability to become a member of the Erie VIPS Program. The results of the interviews and background investigation are then presented to the chief of police or his designee, prior to the final decision to extend an offer to the applicant.

It is important to remember that not all applicants will pass background checks. **Interviewing for a volunteer position is no different from interviewing for any other police position. The potential volunteer can and will be turned down if the applicant does not meet basic requirements. If an individual is interested in volunteering, but does not fit any of the available openings, the application and resume may be kept for future use or the person may be referred to another department with an appropriate opening.**

Volunteer applicants who do not satisfactorily meet all requirements and qualifications for a position will receive a letter from the Volunteer Coordinator informing them of such and thanking them for their interest in the Erie Volunteers in Police Service Program. No information can be revealed to a denied applicant. Some rejected applicants will insist on knowing *why* they did not pass the background check. They are referred to the "Terms and Signature" section of the Volunteers in Police Service application.

Supervision and Coordination of Volunteers:

Volunteers do not work in a vacuum. Volunteer efforts may fail to meet their objectives and become perceived as a waste of time, if everyone assumes the program will take care of itself. Volunteers need careful guidance, if they are to be integrated into the department. The responsibility to achieve this falls into two areas: coordination and supervision. Once it is agreed what duties a volunteer is to perform, a department employee supervising the area where the volunteer works will provide the direct supervision. The Volunteer Coordinator, who will maintain contact with, and ultimately is responsible for the volunteer's duties, provides coordination.

Unique Skills:

Occasionally, a volunteer will come along, who has a unique set of skills or unusual potential in an area where no existing job description exists. In these cases, members of the department staff are consulted to determine if a new position or project should be created. A specific job or assignment may be created for an individual who no one ever thought it possible to recruit. It may be better for both the volunteer and the department to add a new position, than to waste unique talents in an unchallenging job.

Policies and Procedures

Orientation:

Orientation of new volunteers is conducted by the Volunteer Coordinator, to provide them with general information about the department and city government and working here as a volunteer. Specific orientation issues include:

- The scope of volunteer work in the department, including how many volunteers have been working for how long in various areas
- Information about special volunteer activities (such as luncheons), department publications, and personnel policies
- Basic work rules which apply to volunteers, such as appropriate dress, work breaks, and general conduct in a local government organization
- Record keeping requirements for volunteers including time sheets, reports, and special forms;
- Specific training that will be provided for the position.
- Participation in additional training and skill enhancement, as recommended or required
- Explanation of the one hundred twenty-day training period, following the approval of the applicant to the VIPS Program.
- A tour of the facility

The volunteer's photograph and fingerprints are taken and an identification badge is issued. Volunteers are expected to conspicuously wear the ID badge whenever on the police premises, to ensure recognition as authorized personnel. Volunteers *may* be issued a key that will allow access to the police department, depending on the assignment, duties and schedule of the volunteer, or set work hours will be set for the volunteer.

The Volunteer Coordinator is available if there are problems on the job that cannot be worked out with the supervisor. The Volunteer Coordinator will continue to keep in touch with the volunteer to keep the program running smoothly.

Training:

After a candidate has been approved into the Erie VIPS Program, they begin a 120-day training period, during which time they must complete and be evaluated in two individual stages:

- A mandatory 12 hours of ride-along with a Patrol Officer and Supervisor.
- Required training and/or classroom training for the assigned duties of the volunteer. Tests may be given.

Training classes will depend on assigned duties. Some different examples of required training classes for candidates are:

- Home/Vacation Watch Procedures
- CPR (Infant, Child & Adult)
- Advanced First Aid
- Traffic Direction and Control
- Communications:
 - Use of Radios - PD & City
 - Basic Knowledge of Radio Codes
- Records Policies & Procedures
- Evidence Forms - Packaging & Labeling
- Gang Identification

All candidates will be expected to review the VIPS Manual and have knowledge of the following:

- Guidelines of Conduct
- Policies and Procedures
- Confidentiality
- Erie Volunteers in Police Service Mission and Purpose
- Chain of Command

The volunteer coordinator and supervisor of the volunteer's assigned work unit are responsible for training. He/she may delegate this task to employees or experienced volunteers already working in the unit. The Volunteer Coordinator will monitor the training process to ensure the new volunteer develops the skills necessary for the assignment. The goal of the training is to ensure the volunteer can perform his/her assigned duties without constant supervision and with some autonomy.

Building Rules and Dress Code:

There is no smoking anywhere in the building. Smoking is permitted only in designated areas outside. The dress code is simple: Volunteers may wear casual/professional attire or neat jeans with shirt, blouse or polo shirt: no tank tops, no T-shirts with one exception: On Fridays you may wear T-shirts containing civic messages or logos (D.A.R.E., other police or fire department shirts, etc.).

Chain of Command:

As a Para-military organization, the Erie Police Department requires that all volunteers recognize and utilize the proper chain of command department wide. Chain of command is the process in which our organization establishes power within its ranks.

The Erie Police Department's structure is organized under the following:

Chief of Police

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Lieutenant - Records Supervisor

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Sergeant

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Records - Patrolman-Investigations - Community Policing Unit

↓

Volunteer Coordinator

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Volunteers in Police Service

Each volunteer shall have the commensurate authority to carry out a given task and accordingly will be held accountable for each task. Each volunteer shall only be responsible to one supervisor at any one time.

VOLUNTEER INFORMATION:

Role as a Volunteer:

The role of a volunteer is to assist, not replace, the activities and functions of the paid police staff as they provide police services to the citizens of Erie. By offering your skills, knowledge, new ideas and experiences, you will help Erie maintain the current level of service and, possibly expand into new areas. You will be asked to evaluate the Volunteer Program and make suggestions, so the program can continue to be a viable method of meeting community needs.

Your enthusiasm for the program will encourage other citizens to volunteer their time and bring their expertise to the program. The police department hopes that through volunteer efforts, the community will feel the police department better reflects the needs and interests of the people it serves.

You will report to and take direction from a department employee who is assigned that responsibility. This may or may not be a supervisor in any other capacity. In any case, he or she receives direction in a chain of command that reaches to the Chief of Police in the department. ***It is a basic tenet of police organizational culture that all employees adhere to that chain of command when performing or communicating about any activity of the department.*** In addition to receiving guidance and direction from your supervisor, you will be accountable to the Volunteer Coordinator, who has administrative responsibility for the program and all volunteers.

Using Volunteers in a Unit:

Each supervisor is responsible for developing and refining volunteer job descriptions within his or her work unit. Once job descriptions are set, they will not be changed without mutual agreement between the volunteer and the supervisor. The latter part of this manual contains many job descriptions for volunteers in different department units. ***All volunteers are asked to volunteer a minimum of four (8) hours per month. Special considerations may be made on an individual basis.*** The Erie Police Department recognizes the extreme importance of volunteers who enjoy volunteering and participating in fun, exciting, and meaningful work.

Guidance for volunteers and supervisors:

The purpose of the VIPS Program-creating a community partnership with citizens who volunteer their time assisting officers-is best carried out when all persons involved know what is expected of them and what they can expect from the program as well as each other. The following guidelines promote this:

- Although position specific job descriptions are provided, the volunteer and the supervisor may negotiate other duties, if documented.
- A variety of options for involvement will be offered to volunteers as their experience and capabilities warrant.
- Volunteers are given assurance that any special skills they possess will be considered in their placement.
- Volunteers have the right to be involved in decisions and policy making which affects them.
- Benefits such as space in which to work, and expenses will be provided when possible.
- All volunteers should attend a quarterly meeting. The purpose of these meetings is to get acquainted with new volunteers, to be notified of any program changes and an opportunity for volunteers to voice any comments, questions or concerns that they may have. *Volunteers are encouraged to meet with the Volunteer Coordinator at any time before a quarterly meeting, if the need arises. Be sure to call in advance and make an appointment.*

Volunteer Duties:

The work assigned to a volunteer is important to the smooth functioning of the department. It is required of each volunteer that he/she gives adequate notice to the supervisor if he/she cannot come to work on a scheduled day. Consistent failure to show up for work may be construed as a lack of interest in the job or a lack of responsibility and may result in termination of the volunteer.

The volunteer's assignment should consist of enough tasks to make it interesting and challenging. If a volunteer finds a lack of challenge, he or she should talk to the supervisor to rectify the situation. One aspect of the volunteer program is to involve citizens in meaningful work within the department. The job design should be a joint effort to make that happen.

Volunteers may take tax deductions for out of pocket expenses incurred while doing volunteer work for the police department. Deductions must be documented. Talk to your tax advisor for details.

Volunteers and department personnel supervising volunteers are required to read the manual in its entirety, in order to get a complete picture of the program and how each position relates to the others. Questions or concerns should be directed to the Volunteer Coordinator. As the VIPS Program matures, the manual will occasionally need revision. ***Volunteers must be familiar with the contents of this manual and any revisions.***

Terminations:

It is important to recognize that even unpaid workers can be fired if they are not meeting expectations or are causing problems in the organization. **Police work is serious business.** One less-than-satisfactory volunteer can jeopardize the entire program, if not corrected or removed from the program. Volunteers can be terminated if they cannot handle the work assignments or if the work relationship is not satisfactory for the supervisor, paid staff working with the volunteer, or the volunteer.

For example, if there are conflicts between a volunteer and paid staff, the supervisor should take steps to correct the problem. If a volunteer has received specific feedback from the supervisor, but the problem is not eliminated, and no reasonable options for re-assignment exist, the volunteer will be terminated. *(Complaints or concerns about volunteers that are brought to the Volunteer Coordinator's attention will be looked into and documented.)*

Leaves of Absence and Resignation:

Volunteers may also leave their positions by means of a mutual agreement termination or a leave of absence. For any termination or leave of absence, the volunteer must surrender the I.D. badge and any keys giving him/her access to the police facility. **Also, any shirts, uniforms or equipment that was issued to the volunteer must be turned in by their last day of service. Failure to do so will result in Criminal Prosecution for theft.** ***The Volunteer Coordinator will remind the terminating volunteer of the confidentiality agreement and of the consequences of violating that agreement.***

VOLUNTEER/SUPERVISOR/COORDINATOR AGREEMENT:

Supervisors agree to:

VIPS Initials

- _____ Provide friendly and welcoming atmosphere, with sufficient training, reasonably tailored to the needs of the volunteer.
- _____ Ensure the volunteer is fully aware of who their supervisor is and provide them with clear instructions and on-going, honest supervision.
- _____ Show appreciation to and acknowledge the VIPS accomplishments.
- _____ Treat VIPS as professional assistants and aid them to feel they are a part of team.
- _____ Accept one on one feedback and suggestions from the volunteer, when appropriate. Give volunteer one on one feedback on their progress.
- _____ Include the volunteer in as many staff activities as possible.

VIPS agree to:

VIPS Initials

- _____ Consider volunteering a serious commitment.
- _____ Perform assigned tasks to the best of their ability.
- _____ Comply with the rules of conduct and with all orders and directives, either oral or written, which may be issued by the Erie Police Department.
- _____ MAINTAIN STRICT CONFIDENTIALITY IN REGARD TO ALL ISSUES PERTAINING TO THE DEPARTMENT.
- _____ Offer feedback and suggestions to paid staff.
- _____ Attend all training and team meetings. Members will contact their supervisor if unable to attend a scheduled meeting, and will be allowed up to 3 excused absences a year. Excessive absences or more than two unexcused absences, may result in removal from the program. Failure to contact your supervisor constitutes an unexcused absence.
- _____ Be on time for work and follow through on any commitments made (*scheduling conflicts should be made known to the staff as soon as possible so appropriate changes can be made*).
- _____ Strive to help the Department obtain its goals and objectives.

Volunteer Coordinator agrees to:

VIPS Initials

- _____ Provide friendly and welcoming atmosphere, with sufficient training, reasonably tailored to the needs of the volunteer.
- _____ Ensure the volunteer is fully aware of who their supervisor is.
- _____ Show appreciation to and acknowledge the VIPS accomplishments.
- _____ Treat VIPS as professional assistants and aid them to feel they are a part of team.
- _____ Accept one on one feedback and suggestions from the volunteer, when appropriate. Give volunteer one on one feedback on their progress.
- _____ To give volunteer sufficient information, orientation, and training on program operations.
- _____ Be honest and fair with all volunteers.
- _____ Have an "open door" policy so that the volunteer can express any concern or problem.

VIPS GUIDELINES OF CONDUCT

VIPS Initials

- _____ Identification badges must be worn at all times while the volunteer performs their assigned tasks. The identification badge is not to be worn or used outside the department unless on an assignment. The misuse of the identification badge is cause for dismissal. If a volunteer is dismissed from, or resigns from, the program, the identification badge must be returned to the Department.
- _____ To at all times, recognize that the VIPS serves as a volunteer support to the Erie Police Department, and does not assume any legal authority beyond those granted to any citizen. The volunteer understands they are not serving as a sworn police officer and do not have the authority to make an arrest. **The volunteer must not make any representation that the VIPS is a police officer or has been granted any special authorities, and must refrain from using their position as a VIPS to attempt to influence anyone in any manner.**
- _____ Be dependable, by performing your duties promptly and reliably, and advising your supervisor as soon as possible, if you will be absent or late.

VIPS Initials

- _____ VIPS are expected to conduct themselves in a professional manner at all times. They must be tactful, control their temper and exercise patience. VIPS shall not use insolent language or express any prejudice or use language demeaning to the public or fellow workers concerning race, sex, religion, politics, national origin, lifestyle or similar personal characteristics while on duty, or in the performance of their duties. *In many cases, you are the public's first impression of the Erie Police Department.* When you are acting in the capacity of a VIPS, you represent the Erie Police Department. **You must maintain a courteous and professional attitude and appearance at all times.**
- _____ VIPS must notify their supervisor or the Volunteer Coordinator of any arrest or citation for any traffic, misdemeanor or felony charge.
- _____ Volunteer must notify supervisor and the Volunteer Coordinator upon terminating their involvement with the program, and participate in an exit interview/evaluation. Any identification, shirts, keys or equipment issued to the volunteer will be relinquished to the Volunteer Coordinator at the time of the voluntary or involuntary termination.
- _____ VIPS shall not address a public gathering, talk on radio, TV or to any newspapers about any matters pertaining to the Town of Erie or Erie Police Department, in either official or unofficial capacity, unless authorized to do so by the Chief of Police.
- _____ Be helpful to the public and the police department's paid staff by maintaining a smooth working relationship.
- _____ Learn staff functions and refer the public to the appropriate individual, if necessary.
- _____ Each volunteer is responsible for reporting hours to the Volunteer Coordinator. Timesheets must be filled out daily and submitted at the end of each month.
- _____ Inform your supervisor when your time or knowledge may be insufficient to perform the task, as well as voicing concerns, observations, and suggestions.
- _____ Be cooperative, by accepting instructions, guidance, and suggestions from staff.
- _____ Use only the space, equipment, and materials authorized during your assignment and maintain their good working condition.

The Following behavior May Result in Termination:

VIPS Initials

- ___ Disruptive behavior (competing with other staff; poor attitude; flirting; repetitive arguments, etc.)
- ___ Releasing confidential information - **THIS CAN ALSO SUBJECT YOU TO CRIMINAL PROSECUTION.**
- ___ Sexual harassment, inappropriate touching, sexual or ethnic jokes, etc.- **THIS CAN ALSO SUBJECT YOU TO CRIMINAL PROSECUTION.**
- ___ Using volunteer status or identification to solicit free goods, services or to exert any kind of police authority. Falsely identifying yourself as a police officer for any reason. - **THIS CAN ALSO SUBJECT YOU TO CRIMINAL PROSECUTION.**
- ___ Dishonesty - lying, cheating, (stealing - **THIS CAN ALSO SUBJECT YOU TO CRIMINAL PROSECUTION**), etc.
- ___ Continuous, non-excused absences.
- ___ Insubordination.
- ___ Disobeying a direct order.
- ___ Falsification of any information during application process.
- ___ Conviction of a crime, other than minor traffic offenses, while a part of the VIPS Program.
- ___ Consumption of intoxicating beverages while on duty or prior to responding to duty, or use of any illegal controlled substance, narcotics or hallucinogen.

DISCIPLINE

VIPS Initials

- _____ 1. In the event the Erie Police Department receives a complaint from a citizen or other member of the Department about the conduct of a VIPS member, an investigation may be conducted under the direction of the Chief or his designee.

- _____ 2. Members violating their oath and /or trust by committing an offense punishable under the laws or statutes of the United States, the State of Colorado, the ordinances of the City of Erie, provisions of the VIPS Manuel, or who disobeys or fails to execute any lawful order, or who are incompetent and/or negligent in performing their duties are subject to counseling or disciplinary action.

- _____ 3. The Erie Police Department may take the following corrective measures in any order:
 - _____ A. Oral counseling/Letter of Understanding/Counseling.
 1. Oral counseling and Letters of Understanding/Counseling are not to be considered as disciplinary actions. They are used when the problem is a lack of understanding of the policies, regulations, procedures and requirements of the position, rather than intentional or unintentional disregard thereof. Letters of Understanding/Counseling are written documentation that the nature of the problem has been discussed with the member and by the member's signature the member is indicating his/her receipt of counseling regarding the problem.

 - _____ B. Written reprimand.
 1. A written reprimand is used for minor offenses arising from the intentional disregard of policies, regulations, procedures, or requirements of the position. A written reprimand may also include a warning that if the problem persists, removal from the program may result.

 - _____ C. Removal
 1. VIPS members are "At Will" volunteers and can be removed from the program at the sole discretion of the Chief, or his designee.

VIPS Initials

- _____ 4. Disciplinary actions shall be documented and permanently retained in the member's file.

- _____ 5. The Volunteer understands that they do not have the right to continue their status or utilize appeal rights as a Volunteer if terminated. The volunteer also understands that they are not an employee of the City of Erie or any department thereof, and not eligible for any remuneration or benefits of any kind or nature.

CONFIDENTIALITY:

The nature of the work of the police department requires a strict rule of confidentiality for all volunteers. No information gained as a result of your volunteering with the Erie Police Department may be divulged to anyone outside the department. Failure to comply with this rule may result in termination and possible CRIMINAL PROSECUTION.

IN ADDITION, I AGREE TO RELEASE THE CITY OF ERIE, COLORADO, ITS DEPARTMENTS, AND EMPLOYEES FROM ACCOUNTABILITY FOR ANY ACCIDENT, INJURY, OR OTHER LIABILITY INCURRED OR SUFFERED BY ME WHILE CARRYING OUT THE DUTIES OF A VOLUNTEER IN POLICE SERVICE.

THE UNDERSIGNED AGREES TO THE WORK RELATIONSHIP AND ALL GUIDELINES OF CONDUCT, PROCEDURES, AND DUTIES AS DESCRIBED PREVIOUSLY IN THIS VIPS MANUAL ON (DATE): _____.

Volunteer: _____

Work Unit Supervisor: _____

Volunteer Coordinator: _____

Evaluation of the Program

The Volunteer Coordinator does not evaluate individual volunteers, but does continuously evaluate the program's responsiveness to the needs of everyone involved - paid staff working with the VIPS, the volunteer, the department and citizens. The Volunteer Coordinator obtains input from the department employees, the volunteer and the community when assessing the value of a volunteer's work in a position. Three points are considered when evaluating the volunteer program goal of providing effective services at lower cost, or better service without additional expense.

- What effect are volunteers having on service costs?
- What effect is assistance from volunteers having on paid staff - is the volunteer easing the burdens of regular employees?
- Are desirable extra services occurring? Is the work performed of value to the community?

Consideration is also given to meeting the goal of involving citizens in the department.

- Does the volunteer feel his/her effort is achieving a worthwhile goal?
- Are contributions from the volunteer appropriately recognized?
- Are opportunities to incorporate volunteer talents into the work taken advantage of?
- Is the volunteer responsive to citizens?

Recognition:

A volunteer's compensation is job satisfaction. Volunteers have the option of being re-assigned within the department, if he/she is unhappy with their present assignment.

Volunteers, like any other employee, need to be recognized for their contributions to the department. Unlike paid staff, which are typically compensated with pay as well as job satisfaction, volunteers must be rewarded in other ways. Volunteers may be motivated by work ethic, performance rewards or by personal rewards.

Performance rewards, that focus on how well they did the job include:

- Expanding the volunteer's area of responsibility, based on proven performance.
- Asking experienced volunteers to orient and train new volunteers in a specific task.
- Providing expanded training opportunities for the volunteer, based on demonstrated skills, aptitude and likelihood of continued service.
- Celebrating successful completion of an important project or report.
- Providing tangible awards, such as recognition pins or certificates, which mention specific accomplishments or cite years of service (see attachment on page 25).
- Mentioning specific volunteer contributions or accomplishments in documents, such as the department annual report, communications to the governing body, or the annual budget.
- Publicizing specific volunteer accomplishments in the Neighborhood Watch Newsletter, the local media (Erie Review newspaper), or at public meetings.

The department holds an annual volunteer awards ceremony to provide a public setting for the distribution of recognition certificates and review of volunteer accomplishments.

Recognition rewards, that appeal to an individual's personal needs include:

- Treating volunteer personnel with the respect shown paid personnel, including soliciting of experienced volunteer input in decision-making processes.
- Getting to know volunteers as individuals, by talking with them over coffee or lunch.
- Finding meaningful work for volunteers to do whenever they have free time or telling them in advance when they may take a day off, because there won't be work for them.
- Paying attention to how volunteers fit into the organization and providing them with workspace, supplies, and copies of work related reading, and outside agency training.
- Watching for and dealing with any problems between paid staff and volunteers.
- Submitting program information about volunteer service and the names of specific volunteers to local, state, and national volunteer recognition events.
- Providing assistance and encouragement to volunteers who seek to use volunteer experience as a basis for finding a paid position.

Recognition - Certificates - Awards

National Crime Prevention Award	Special National Award, presented to a volunteer who has gone above and beyond in assisting the Erie Police Department with Crime Prevention throughout the years in the Erie Community.
Chief's Award	Highest award a volunteer can achieve on a local level. Awarded to Volunteer for special achievements, above and beyond expectations.
Volunteer of the Year	VIP of the Year The Volunteer committee selects volunteer. Committee consists of 1 employee per section within the Police Department.
4000 hours	President's Lifetime Achievement Award
3000 hours	Personal plaque
2000 hours	Personal plaque
1000 hours	President's Volunteer Service Award - Gold Name engraved on platinum hall plaque, Gold
499 hours	President's Volunteer Service Award-Silver Name engraved on hall plaque, Silver
249 hours	President's Volunteer Service Award-Bronze Name engraved on hall plaque, Bronze
1 - 248 hours	Certificate of Appreciation
Letter of Commendation	Anytime throughout the year.
Volunteer Banquet	Erie Police Ball - to recognize VIPS and celebrate the partnership between The Erie Community and the Erie Police Department in its goal to reduce crime in the Erie Community.
Volunteer of the Month	Recognized in monthly newsletter.
Cards (Flowers - Fruit Baskets)	Birthdays, Holidays (Hospital Stays).
New Volunteer	New volunteers will have picture posted on the Volunteer Bulletin Board.

ASSIGNMENT DESCRIPTIONS:

VOLUNTEER COORDINATOR: Oversees the entire volunteer program. Volunteer Coordinator is responsible for selecting volunteers, maintaining records and termination of unsatisfactory volunteers. This position will coordinate with other agencies for use of volunteers, work to promote positive interpersonal relations between volunteers and paid staff, track performance of volunteers for award and recognition purposes and for the purpose of quarterly reports to the Police Chief.

CUSTOMER SERVICE/RECORDS SPECIALISTS: Handles incoming calls to The Erie Police Department, directing them accordingly. Assists customers at the front counter of the Records Department, and performs non-criminal fingerprinting of citizens. Assists records personnel with data entry of various documents within the department.

CITIZENS' POLICE ACADEMY ASSISTANT: Volunteer assists Coordinator with preparation of classroom packets, files and classroom logistics, as well as, photographing Citizens' Academy.

D.A.R.E PROGRAM ASSISTANT: Assists with D.A.R.E fund raising projects - Police Fair - Golf Tournament - 3 on 3 Basketball Tournament -Christmas Crusade, and assists with D.A.R.E. Graduations.

SRO ASSISTANT:

GRANT WRITING: Research available grant moneys and write grant requests justifying the need for the grant.

CRIME PREVENTION COORDINATOR: Volunteers contact residents of neighborhood associations to provide assistance with community mobilization and community projects, etc.

TEN MOST WANTED: Tip Line Promotion

PATROL CAR DETAIL SPECIALIST: Makes sure that all patrol vehicles are clean inside and out. Relays Patrol cars for service to Public Works Department or other repair facility.

EQUIPMENT SERVICE SPECIALIST: Maintains all police vehicles, transports patrol vehicles to and from the service center. Handles destruction of confidential information.

PHOTO TECHNICIAN: "National Child Identification Program" - Volunteers use digital camera to take photographs of children, cataloging name and address of child and picture number on disk, at community functions as part of the National Child Identification Program. Once pictures are printed, volunteer is responsible for mailing pictures to parents. Volunteer also will use digital camera to take pictures at community events such as the Erie Town Fair, National Night Out, and Safety Days, for documentation and possible use in future slide/power point programs.

SPECIAL PROJECTS ASSISTANT: Volunteers assist with special departmental projects sponsored by the police department or projects that are approved by the volunteer group.

TOUR GUIDE: Gives the public tours of The Police Department. Maintains contact with area schools to set up tours and on occasion, will notify the public of tours during the summer via the Erie Review newspaper.

VICTIM NOTIFICATION SPECIALIST: Contacts crime victims by phone or mail for follow up purposes.

G.E.A.R. PROGRAM SUPERVISOR/COORDINATOR: Oversees the graffiti eradication and abatement response for the city. Volunteer will review all known and reported graffiti locations, meet with property owners regarding graffiti problems, schedule graffiti eradication teams, documenting eradications and referring unabated graffiti to the appropriate city departments. Volunteer will maintain the G.E.A.R. notebook and all related paperwork. This position will work out of The Erie Police Department and work closely with the Detective.

CRIME ANALYSIS UNIT ASSISTANT: Responsible for data entry work which may progress into writing crime analysis reports.

PAWN DETAIL SPECIALIST: Collects pawn tickets from the area pawnshops. The tickets are sorted by pawnshop and date. They are then filed. PTD Specialist is also called upon to do data searches for detectives & police officers.

RESERVE BAILIFFS: Maintains order in the courtroom during arraignments. This is a high profile position.

COP (CITIZENS ON PATROL): Monitors neighborhoods for any unusual or suspicious activity and informs Dispatch (future openings).