



POLICE DEPARTMENT SUPPLEMENTAL MANUAL:

VOLUNTEERS IN POLICE SERVICE

***George Gascón
Chief of Police***



MANUAL DISCLAIMER

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<p>Mesa Police Volunteers In Police Service Manual</p> <p>Approved: <i>Chief George Gascón</i></p>	<p>Subject:</p> <p>Volunteers in Police Service (VIPS) Administration</p>	
<p>Effective: May 20, 2007</p>	<p>Chapter: Organization & Administration</p>	<p>Page: 1</p>

<p>Mission Statement</p>	<p>The mission of the Mesa Police Department Volunteers in Police Service (VIPS) Program is to support members in providing police service and to promote community partnership.</p>
<p>Introduction</p>	<ul style="list-style-type: none"> • Volunteers within the Mesa Police Department have the opportunity to contribute to the overall quality of service to the community. It is important to be aware of the image of the department when contacting the public. The citizens of our community have a right to expect only the best from their police force. • To accomplish this, sworn personnel, civilian staff members, and police volunteers must work together in a team effort to uphold the high standards of the police profession. By doing so, our Department will continue to maintain its reputation of competence, credibility, and trust among the community. • This supplemental manual explains VIPS program guidelines and information pertinent to volunteer participants. As a police department representative, volunteers are asked to make a commitment to providing their best service to the Department and the community. This manual serves as a reference to accomplish the task.
<p>History</p>	<p>Volunteers have been active in the Mesa Police Department for many years. However, the volunteers were few in number, the job positions were limited, and there wasn't a structured program or Coordinator. It was decided that a volunteer program should be organized to more effectively utilize volunteers within the police department. The organized program became known as Volunteers in Police Service or VIPS.</p> <p style="text-align: right;"></p>

	<p>The Mesa Police Department conducted intensive research on existing volunteer programs before developing the VIPS Program.</p> <p>Three sheriff agencies, one county police agency, and three police departments throughout three states were contacted. Information garnered from these agencies, various reference materials, and in-house suggestions were used to plan and implement the current program.</p> <p>Volunteers are an important asset to the Mesa Police Department. Today, there are volunteer positions in all divisions of the Department and the VIPS Program is growing continually.</p>
<p>Mesa Police Department Mission</p>	<p>The responsibility of the Mesa Police Department is to improve the quality of life in Mesa by working together with all citizens to preserve life, maintain human rights, protect property, and promote public safety. To accomplish this mission, all members and volunteers:</p> <ul style="list-style-type: none"> • Respond quickly and professionally to all calls for police service; • Provide police service, with an emphasis on teamwork and mutual respect; and • Participate in the operation of the Department and its interaction with the community.
<p>VIPS Chain-of-Command</p>	<p>The following chain-of-command applies to all volunteers in matters related to <u>their functional supervision</u>:</p> <ul style="list-style-type: none"> • Chief of Police. • <u>Office of Support Services Director</u> • Division Commander. • Lieutenant. • <u>Sergeant</u>; • Assigned area supervisor. • Volunteer.



	<p>The following chain of command applies to all volunteers in matters related to administration of the VIPS program:</p> <ul style="list-style-type: none">• Chief of Police• Director of Support Services• Division Commander• Lieutenant• VIPS Coordinator• Volunteer
VIPS Coordinator	<p>The VIPS Coordinator is responsible for recruiting, interviewing, conducting background investigations, conducting orientation training, placing, and evaluating volunteers.</p> <p>Volunteers are first responsible to their assigned area supervisor.</p> <ul style="list-style-type: none">• Direct questions concerning job duties, schedule, or work procedures to the area supervisor.• If the area supervisor is not available, follow the chain of command for functional supervision.• If a conflict exists with the area supervisor, that cannot be resolved within that chain of command, contact the VIPS Coordinator.



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<p>Eligibility</p>	<p>To be eligible to participate in the MPD VIPS Program, citizens will:</p> <ul style="list-style-type: none"> • Be a high school graduate or have a GED or equivalent, when necessary for the assignment. • Have a valid driver's license or identification card. • Be at least 18 years of age. (Some department assignments may require a minimum age of 21 years.) • Submit to background investigation. • Complete a polygraph examination. • Complete a drug screening. • Be approved for selection by the Hiring Review Board. • Eligibility for selection as a VIPS does not necessarily indicate eligibility for a paid position with the Mesa Police Department.
<p>Training & Selection</p>	<ul style="list-style-type: none"> • Volunteers complete orientation training within three months of selection date. The training includes the following areas: <ul style="list-style-type: none"> • Security Briefing • Records Section • Holding Facility • Telecommunications • Patrol Ride-along • Only the VIPS Coordinator can waive the orientation training for a volunteer. • Volunteers are interviewed by an area supervisor for possible unit assignment, during the selection process. <ul style="list-style-type: none"> • Unit Commander must approve selection of volunteer to assignment and complete <u>MPD form # 395, VOLUNTEER PLACEMENT AUTHORIZATION.</u> • Once selected for an assignment, the volunteer reports to their area supervisor for duties and any specialized training.



	<ul style="list-style-type: none">• Supervisors provide volunteers with any equipment (phone, radio, computer, etc.) needed to complete their assignments.• Volunteers complete a minimum of 8 hours of service a month to be considered an active volunteer for most VIPS assignments. However, some VIPS assignments may require less time depending upon the needs of their unit.
Hepatitis B Inoculation Program	<p>Volunteers assigned to areas where they may be in direct or indirect contact with the public and/or property are contacted in writing by the VIPS Coordinator informing them of the Hepatitis B Inoculation Program.</p> <ul style="list-style-type: none">• The volunteer signs up to participate in the program or signs a waiver of participation to be kept in their permanent files.• At-risk volunteers who waive participation can be included in the program at any time by requesting participation through the VIPS Coordinator.• In addition to the written notice, volunteers are provided a copy of the MPD Health Hazard Incidents (Field Orders 560 - 564) and information on the contact health care provider.





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<p>General Guidelines</p>	<p>Volunteers are a valuable resource to Police Department and deserve to be recognized. All volunteers have the right to be:</p> <ul style="list-style-type: none"> • Assigned to tasks that are suitable to their experience, education, and abilities. • Trained properly for assigned duties and assumed responsibilities. • Treated with respect. • Involved in a positive Mesa Police Department experience.
<p>Authority</p>	<p>VIPS are non-commissioned citizen volunteers and do not have peace officer authority in the performance of their duties. When working in an official capacity, DO NOT:</p> <ul style="list-style-type: none"> • Chase, stop, detain, or question anyone regarding a police incident. • Represent yourself as a police officer. • Wear or display any badge, shield, patch or item bearing the word "police" not authorized for wear by a department supervisor or the VIPS coordinator. <p>If you witness a crime in progress; remain calm and contact Communications as soon as possible to report the incident.</p> <ul style="list-style-type: none"> • Inform the VIPS Coordinator of any incident observed and, if possible, the disposition of the case.



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<p>Time Sheets</p>	<p>Volunteers complete time sheets and turn them in to their area supervisor no later than the 5th day of the following month.</p> <ul style="list-style-type: none"> • Hours are rounded to 15 minutes. • Submit separate time sheets to each area for work in more than one assignment. • Supervisors sign the time sheet and forward it to the VIPS Coordinator.
<p>Evaluations & Files</p>	<ul style="list-style-type: none"> • Volunteers are asked to complete an annual evaluation form to provide feedback on the VIPS Program. The purpose of the form is to improve the VIPS Program. Honest participation in the evaluation process assists with continuous quality improvement in the program. • Supervisors of volunteers are asked to complete an annual assessment form. The purpose of this form is to ensure appropriate volunteer placement and that specific needs are met within the Department. It also provides a record of volunteer service, an appraisal of the volunteers' performance, and identifies strengths and weaknesses concerning volunteer positions. • Upon leaving the VIPS Program, volunteers are asked to complete an "Exit Report" to be used as a tool for directing changes to the program and volunteer assignments. • The VIPS Coordinator maintains a file on each volunteer. This file includes the volunteer's photo, training, letters of recommendation, record of hours served, and performance documentation. • The Hiring Unit keeps a confidential file consisting of the VIPS application, polygraph, background information and fingerprint card. <p style="text-align: right;"></p>

	<ul style="list-style-type: none"> Supervisors are encouraged to keep individual workstation files on VIPS assigned to them. Supervisors forward training records and performance documentation to the VIPS Coordinator upon completion of a volunteer assignment.
<p>Transfer Requests</p>	<p>If a volunteer finds himself in a position he is not comfortable with, or has other problems in serving in an assigned job position, or would like to try a new assignment, the volunteer contacts the VIPS Coordinator.</p> <ul style="list-style-type: none"> Volunteers are encouraged to work in a variety of positions and learn as much about the Police Department as possible by working in different areas. The only stipulation in transferring for this reason is that the volunteer remain in each assigned position for a minimum of three months. <u>Victim Assistance requires a minimum of one year's participation</u>. This restriction is due to the time it takes for immediate supervisors to train each volunteer. The VIPS Coordinator approves all transfers. Supervisors contact the VIPS Coordinator prior to transferring the volunteer. <p>When working on a specially assigned project, or a detailed short-term project, volunteers are asked to commit to completion of this project.</p> <ul style="list-style-type: none"> Usually these projects last less than six months. A project assignment also nullifies the three-month commitment minimum if the project is completed in less than three months. During the assignment, volunteers can be assigned to different area supervisors. <p>Self-initiated transfers:</p> <ul style="list-style-type: none"> Make an appointment with the VIPS Coordinator. Notify their area supervisor of the transfer. Be interviewed by the VIPS Coordinator. Be interviewed by the next supervisor. <p style="text-align: right;"></p>

	<ul style="list-style-type: none"> The assignment transfer takes place in a timely manner, upon approval of the Division Commander for the new assignment.
Leaves of Absence	<ul style="list-style-type: none"> Volunteers can request a leave of absence for up to six months. Volunteers on leave of absence for more than six months are automatically terminated from the VIPS Program and are required to reapply, unless special circumstances exist and are approved by the Volunteer Coordinator.
Dismissals	<p>The Mesa Police Department reserves the right to dismiss a person from the Volunteers In Police Service Program for any reason deemed appropriate by the Chief of Police or his designee.</p> <ul style="list-style-type: none"> The VIPS Coordinator is responsible for managing volunteer dismissals. Supervisors immediately notify the VIPS Coordinator of any volunteer action or circumstance they believe are grounds for termination of volunteer service. <p>Actions resulting in immediate dismissal from the VIPS Program include, but are not limited to:</p> <ul style="list-style-type: none"> Omitting or falsifying information during the VIPS selection process. Misusing the VIPS identification badge or City of Mesa equipment. Releasing secure information to unauthorized personnel or the public. Involvement in the commission of a crime (misdemeanor or felony) at any time during a volunteer's tenure. Involvement in conduct unbecoming a member of the Mesa Police Department. Poor performance. Poor attendance. Unwillingness to follow policies/procedures or accept directions.



<p>Mesa Police Volunteers In Police Service Manual</p> <p>Approved: <i>Chief George Gascón</i></p>	<p>Subject:</p> <h2 style="text-align: center;">Rules & Regulations</h2>	
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General Guidelines

- Adhere to assigned schedules as arranged with area supervisors, unless in case of illness.
- Attend orientation and training sessions as scheduled, and undertake continuing education when provided by the Department.
- Respect the function of the Department's staff and contribute fully to maintaining a smooth working relationship between staff and volunteers.
- Carry out assignments in good spirit and seek the assistance of area supervisor or the VIPS Coordinator when necessary.
- Wear provided photo ID badge at all times, while functioning as a volunteer.
- Consult with supervisor before assuming any new responsibilities affecting assignments and duties performed for the Department.
- Respect and accept the Department's right to dismiss any volunteer.
- Exercise caution when acting on the Department's behalf.
- Take one fifteen-minute break per four-hour shift as scheduled with the area supervisor.
- **Do not** report for duty or be on duty while under the influence of alcohol or drugs. The odor of an alcoholic beverage is considered presumptive evidence for dismissal from service.
- Discuss rescheduling arrangements with the area supervisor when taking medication that may cause drowsiness or which in any way may hamper the normal work assignment.
- **Do not** have relatives or friends accompany on ride-alongs while performing volunteer duties without first obtaining permission from the VIPS Coordinator or the area supervisor.



Tax Deductions	Direct any questions concerning expenses that are tax deductible to an IRS office (in Phoenix, 602-257-1233).
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<p>General Guidelines</p>	<p>"Any person who releases or procures the release of information held by the criminal identification section...is guilty of a misdemeanor." --Arizona Department of Public Safety Criminal Identification Section Administrative Rules and Regulations.</p> <ul style="list-style-type: none"> • The release of criminal information to the public is a FELONY. • Any and all information pertaining to police records, or other clearance level materials must be kept strictly confidential. Anyone in violation of this provision will not only be terminated, but may also be prosecuted. <p>All volunteers complete a Security Awareness briefing conducted by the Department's Systems Security Officer or his designee.</p> <ul style="list-style-type: none"> • If volunteers are going to access the ACJIS Network as part of their job duties, the volunteer's area supervisor notifies the VIPS Coordinator to schedule a TOC test. • The VIPS Coordinator notifies volunteers when re-certification is required.
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<p>Volunteer Identification</p>	<p>Volunteers are issued an identification badge.</p> <ul style="list-style-type: none"> All volunteers are required to display their VIPS identification while on duty or in a Department facility. VIPS pick up a visitors badge at the front desk before reporting to work in the event their issued badge is not readily available. <p>The VIPS badge is not to be used for general identification purposes, such as check cashing privileges, or to gain favorable treatment or gratuities.</p> <ul style="list-style-type: none"> Any violation of this provision, or any misuse of the VIPS badge, is grounds for dismissal from the VIPS Program. Immediately notify the VIPS Coordinator if the identification badge is lost or misplaced.
<p>Appearance</p>	<ul style="list-style-type: none"> Maintain a professional appearance in the performance of duties. Clothing is to be neat, clean and well groomed. Hairstyles, mustaches and/or beards are to be neat, clean, properly trimmed, and maintained in an acceptable manner.
<p>Uniforms</p>	<ul style="list-style-type: none"> Uniforms are not required nor are they issued to volunteers assigned to most areas in the department. The VIPS coordinator and area supervisors address exceptions to this order. Appropriate clothing with department insignias is authorized by the program coordinator to meet the needs of the department.
<p>Department Equipment Use</p>	<ul style="list-style-type: none"> Department equipment is issued or allowed for use at the discretion of the area supervisor. <p style="text-align: right;"></p>

	<ul style="list-style-type: none"> • Volunteers receive appropriate training the proper use of any issued equipment from their area supervisors or designated personnel. • Any damage, loss, misuse, or reckless handling of equipment is investigated by the volunteer's immediate supervisor. • Upon resignation or termination from the VIPS Program, any equipment including uniform, keys, ID badge, etc. is turned in to the immediate area supervisor or the VIPS Coordinator.
VEHICLE USE	
City Vehicles	<ul style="list-style-type: none"> • Access may be provided to City vehicles, which display the City seal. However, due to their demand, there is no guarantee that these cars are always available for use. • Unmarked police vehicles designed for cooperative use may also be available through the volunteer's area supervisor.
Personal Vehicles	<ul style="list-style-type: none"> • Personal vehicles can be used for City business provided you possess a valid driver's license and carry insurance. You are encouraged to keep track of mileage, which is tax deductible (see VIPS Manual Order 230 – Rules & Regulations). • Volunteers required to use personal vehicles for Handicapped Parking Enforcement receive mileage reimbursement through the City of Mesa.
Accidents	<ul style="list-style-type: none"> • Report any accident, including private property accidents, involving any vehicle being used for city business to the Police Department. • The volunteers' own insurance will cover any accident damages involving personal vehicles.
Parking	Park in designated areas only.



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<p>General Guidelines</p>	<p>VIPS members are important to the Mesa Police Department and to the City of Mesa.</p> <p>An annual Volunteer Recognition Program is planned to recognize volunteers for their service contributions.</p> <ul style="list-style-type: none"> • Recognition is given for hours of service to the department and for special service to the department. <p>Area supervisors are encouraged to acknowledge their volunteers for their service by providing training, feedback, and recognition on a continual basis.</p>
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<p>General Guidelines</p>	<p>DO NOT, under any circumstances, take any enforcement action. CALL FOR A SWORN OFFICER.</p> <p>Excluding the below listed exceptions, no form of weapon can ever be carried or employed while acting as a Volunteer in Police Service:</p> <ul style="list-style-type: none"> • Animal Control Unit Volunteers may carry Capstun, only in the performance of their duties with the Mesa Police Department, upon successful completion of department training and with approval of the current training officer and the area supervisor. • Range Unit Volunteers may carry/employ firearms and ammunition while performing duties under the approval and authorization of the Rangemaster. <p>Volunteers shall never knowingly enter a hazardous situation. CALL FOR A SWORN OFFICER.</p>
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<p>General Guidelines</p>	<p>VIPS members are covered by both Worker's Compensation and Automobile Liability Insurance for any on-duty accident.</p> <ul style="list-style-type: none"> • If unemployed or retired, only your medical expenses are covered as a result of an on-duty accident. • If you are currently employed, wage compensation loss of wages resulting from an injury incurred while on duty, as a VIPS are addressed on a case-by-case basis. <p>Volunteers are encouraged to read the posted notices regarding Worker's Compensation on various bulletin boards located in department facilities.</p> <ul style="list-style-type: none"> • If not accepting the provisions of the Worker's Compensation Law, notify the VIPS Coordinator immediately to sign an authorized waiver. • Direct any questions concerning insurance coverage to the VIPS Coordinator.
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