

Orem Department of Public Safety

Volunteers In Police Service

V.I.P.S.

Field Training Officer Manual

V.I.P.S.
Field Training Officer Manual

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OVERVIEW

The goal of this program is to ensure that every trainee is given the maximum opportunity to show that they can do the job. To accomplish this, we must create a positive environment in which learning is maximized and in which trainees are able to perform to the best of their abilities. The approach must be fair, firm, friendly, and above all, professional. The example set must be beyond approach. Evaluation must be sincere and given in a straightforward manner emphasizing the positive as well as the negative aspects of performance. At no time should trainees be demeaned or ridiculed. Even the least capable trainee must be treated with respect and compassion. No trainee should ever be treated in a way that deprives that person of their dignity. Every effort must be made to ensure that the stress felt by the trainee is caused by the job, not from the words or actions of the trainer.

There will not be a designated time period that the training will be completed in. Training will be considered completed when all the essential functions associated with this manual are completed. Training is not completed with a certain amount of hours are reached. Knowledge and understanding must be paramount, not time put in.

PURPOSE

The Field Training Program is designed to be a review of Department policies and procedures. This training is conducted in the office and the field. No training program can cover all possible situations and problems that a V.I.P.S. may encounter. The training will give the V.I.P.S. candidate a sound and basic knowledge of how to perform their jobs, within the guidelines of the policy and procedures of the Orem Department of Public Safety.

OBJECTIVES

1. To produce a highly trained and positively motivated V.I.P.S. capable of meeting or exceeding performance standards.
2. To improve the Department's screening process through on-the-job training and observation of each trainee's performance.
3. To establish an appraisal system which is valid and job related, utilizing a standardized and systematic approach to the documented measurement of probationary performance.
4. To provide equal and standardized training to all new V.I.P.S. and to provide remedial training in those areas where deficiencies are identified.
5. To ultimately increase the overall efficiency and effectiveness of the Department by introducing a climate of professionalism and competency into the V.I.P.S. program as demanded by the ethical standards of law enforcement.

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EXPLANATION OF PHASE 1

The recruit is invited to his/her first meeting with the current volunteers and supervisory personnel. During this first phase, the recruit will be given the following; a tour of the building, a copy of the Orem Department of Public Safety V.I.P.S. Policy and Procedures Manual, Confidentiality Agreement and City of Orem Volunteer Approval Form to sign.

EXPLANATION OF PHASE 2

The recruit will be assigned a FTO, Field Training Officer, among the current V.I.P.S. One of those V.I.P.S. training officers will be responsible for the full training program that the recruit goes through. The areas in this manual will be checked off and signed by the recruit as well as the FTO. During this stage, the recruit will be partnered with either his FTO or another veteran V.I.P.S.

The FTO will evaluate the recruit in reference to his/her abilities to perform the tasks listed in this manual. Also special attention will be given to how well the recruit deals with the public and those he comes in contact with. Observation reports will be filled out to document the training process.

The recruit will be evaluated continually by his FTO. Information will be passed on to the head V.I.P.S. coordinator as well as the Supervisory Lieutenant over the program. At the end of the training block, and when all the training issues are covered, the recruit will have an interview with both the V.I.P.S. coordinator and Supervisory Lieutenant. This final interview will determine the retention status of the recruit.

EXPLANATION OF PHASE 3

The recruit will be issued a uniform shirt, pants, belt, uniform name tag, GroupWise account, City ID Card and AS/400 sign on. At this time, the recruit will be allowed to be by him/herself while performing V.I.P.S. duties.

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DUTIES AND RESPONSIBILITIES OF THE V.I.P.S. FIELD TRAINING OFFICER

The FTO will be responsible for making sure that the recruit can perform all the functions that are listed in this manual. The FTO is the essential means by which the goal of training the new recruit is achieved.

The FTO provides a on-going training while still performing his regular duties, while working for the Orem D.P.S.

The FTO must have the skills necessary to become a reliable evaluator of the recruit's performance. The FTO is required to write evaluations of the recruit's performance and submit additional documentation as required.

The FTO's professional and personal conduct must be exemplary. An FTO must possess and recognize the need for possessing a higher sense of idealism than that generally found throughout the Orem Department of Public Safety V.I.P.S. program. The FTO understands that the effectiveness, image, and future of the Department is substantially affected by the quality of its personnel.

If multiple FTOs are used for a single recruit, at no time in the presence of a recruit will a FTO express an opinion that one of the FTO team members is teaching incorrectly.

The FTO is charged with the responsibility of recommending termination of the V.I.P.S. recruit from the program, when the prospect of retention no longer exists.

No fraternization with the trainee until after that trainee is out of training.

Police volunteers, who are not F.T.O.'s, are considered role models and should act accordingly. They should avoid giving instruction that may be contrary to what the trainee's F.T.O. might be giving.

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THE EVALUATION PROCESS

The principal goal of the Field Training and Evaluation Program is to provide the Department and the Community it serves, with a V.I.P.S. Officer who can competently and safely perform the duties of a solo V.I.P.S. officer.

The goal may be attained by means of placing a recruit with a well trained competent officer and requiring the recruit be given instruction in the field. The Field Training Officer must develop a relationship with the recruit to ensure that the FTO can teach, counsel, and create change in the behavior of performance of the recruit if there is a need.

The FTO must be able to objectively evaluate this behavior and performance and deal with the recruits problems and short comings in an open manner. This should create less resentment. The FTO has the authority to correct mistakes made by the recruit. The method of dealing with the problem should not be high handed. The FTO should be open to suggestions from the recruits.

The FTO should discuss daily with the recruit those strengths and weaknesses observed in the recruits behavior and performance. The FTO should ask for feedback from the recruit and respond to any need observed to strengthen the communication between the FTO and the recruit.

The standards utilized in this program should be applied to the recruit with respect to their not having any prior V.I.P.S. experience or formal education in police science. The recruit should be evaluated objectively and judged against their peer group.

Discussions between other FTOs, V.I.P.S. coordinators, and the supervisor, should be as open and candid as possible to not bring out personal bias and deal with the evaluation process in a fair manner.

If a bias of a like or dislike nature becomes apparent, the FTO should discuss this with their coordinator or supervisory Lieutenant. This should not be overlooked by the FTO as it may involve retention of an unsuitable recruit. Such a problem should be dealt with as openly as possible to avoid resentment or misunderstanding. It is well known that some personalities are just not compatible under given circumstances. The FTO program must ensure that such problems are overcome to ensure fair and equal treatment is given the recruit.

In the implementation of this program, it is apparent that the utilization of standardized guidelines are essential. The application of standards requires that those enforcing such standards be well above the standards. The guidelines to be utilized in this FTO Program are to be applied to the recruits performance and behavior with respect to their experience in the V.I.P.S. program as if they have had no prior experience or knowledge in similar programs. The performance of the recruit while in the FTO Program is subject to evaluation and additional stress that may be created should be considered in judging the recruits actions. The recruit should, however, function adequately under such stress because of the vary nature of the occupation. This should be a consideration in the application of the guidelines.

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CONDUCT FOR FIELD TRAINING PERSONNEL

TRAINING

Any officer who becomes a Field Training Officer must commit him/herself to the philosophy of teaching. He/she must realize that **Training** is the first priority and that **Evaluation** is secondary. The FTO should be willing to bear the responsibility for the progress, or lack of, until he or she is sure that other non-controllable factors are the cause of the recruit's performance.

FTOs will keep in mind at all times the FTO Program philosophy which states that FTO personnel will make every effort to train and direct each recruit in ways that maximize the opportunities for the recruit to succeed. They must remember that we must ensure that each recruit receives the maximum opportunity to show that he/she can do the job. FTOs will always attempt to set a positive training atmosphere for the recruit in which learning is maximized and in which the recruit will be able to perform to the best of his/her ability. As much as is possible, any stress felt by the recruit should be caused by the task of being taught, and not from any non-related comments or actions on the part of the FTO. It is impossible to entirely eliminate stress caused by evaluation, but should be minimized as much as possible.

FTOs must conduct themselves in a professional manner at all times. They must teach department policy and procedures. FTOs should set an example by virtue of their knowledge, their demeanor, and their appearance. They should remember that the recruit will be a product of what he/she is taught and of the behavior that is demonstrated. For the FTO to say, "Do as I say and not as I do," is not acceptable.

The productivity and appearance of the FTO must meet the Department's standard. FTOs should attempt to be above standard in all areas.

SOLO BEAT OFFICER CONCEPT

FTOs will utilize the Solo Officer Concept to evaluate. This method of training is defined by having one training officer assigned to one trainee. They will keep in mind the proper ration between training and evaluation. Evaluation will be given in an honest, straightforward, professional manner which stresses positive as well as negative performance. During this time, the trainee and F.T.O. will not have any ride alongs, that may distract them from the purpose of training.

USE OF NON-FTOs FOR FIELD TRAINING

Non-FTOs will not be utilized to train a recruit in the field in a ride-a-long mode unless there is a situation in which there is no alternative. The FTO will attempt to obtain prior consent from the V.I.P.S. coordinator or supervisor Lieutenant. If time does not allow for prior permission to be obtained, the V.I.P.S. coordinator will be advised of the use of the Non-FTO and of the specific reason as soon as possible.

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FTO/TRAINEE RELATIONSHIP

The relationship between the FTO and the recruit will be a teacher/student and or supervisor/subordinate relationship. As part of this relationship, the following is expected.

The hallmark of this relationship will be one of mutual respect. Recruits will be treated with respect at all times and will be expected to show respect for the FTO and to follow the FTO's directions. Recruits will not be harassed, intimidated, intentionally embarrassed, or treated in a demeaning manner. Name calling or use of derogatory terms by the FTO is not acceptable and will not be tolerated. FTOs will try not to show anger or frustration while they are working with the recruit. Remember, praise in public, correct in private.

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TRAINING INDEX

All recruit training will be in accordance with the Training Index.

Ethics

- Professional and personal life, not to bring discredit to the Orem Department of Public Safety.
- No criticism of fellow employees.
- Truthfulness, both written and oral.
- Bribes, rewards, and gratuities are not allowed.
- Fund Raising vs. gratuities. Items may be given to the program, or City, but not individually to the V.I.P.S.

Chain of Command

- Chain of Command for each division of the Orem Department of Public Safety .
- Function of the levels in the V.I.P.S. chain of command.
Supervisory Lieutenant - V.I.P.S. Coordinators - V.I.P.S. (According to Seniority)

Department V.I.P.S. Manual & Duties

- Show how to reference in manuals and locate policies.
- Explain their duty to know the Policies, SOPs , etc.
- Review of duties and responsibilities

City Layout

- Review boundaries of the City of Orem.
- Location and tour of the Police Department and layout of areas covered.
(North, Center, South)
- Location of the 3 Fire Departments.
- V.I.P.S. areas are North and South, with the dividing line being Center Street.
- Explain private streets and private property.

Jurisdictions

- Geographical jurisdiction that the City of Orem enforces.
- Assisting other jurisdictions when requested.
- V.I.P.S. employees stay in City unless approved to leave by duty supervisor.

Radio Procedures

- 10 Codes
- Formatting radio transmissions.
- Requesting information from dispatch

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- Channels used and radio call signs.
- Short and simple radio use, keep air time to a minimum.
- Code Red. (Clear all radio traffic on that channel)
- 10-200 (Going to assigned location and watching for particular suspect)

Vehicle Maintenance and Responsibilities

- What work is performed by City shop.
- Notifying supervisors about maintenance/repair.
- When prior approval needed for repairs. Always, unless immediate work needed.
- Seat belts required.
- Location of City gas pump, and how to use pin number.
- Keeping all V.I.P.S. cars clean and professional looking. No smoking in vehicles.

Motorist Assists

- Waivers need to be signed for all keys locked in vehicle calls.
- Children locked in vehicles (Call for Officer to respond for possible citation)
- Children left unattended in vehicles (Call for Officer to respond for possible citation)
- Training on slim jim, air bag wedge, and other tools.
- Stalled vehicle training. Blocking traffic, assisting public where needed, etc. . .

Issuing Citations

- Vehicle positioning and safe approach by foot.
- When to use emergency equipment.
- When to call for a Police Officer.

Citations: Traffic and Parking

- Information required on citation.
- What violations V.I.P.S. can enforce: Large trucks, handicap, no parking zones, etc.
- Situations requiring warning verses a citation. Use discretion, but be polite.
- Warning notices.

Traffic Accidents

- Check for injuries first.
- How to set up traffic control for an accident scene.
- Use of emergency lights, cones and/or flares.
- Mandatory use of reflective vest when outside vehicle.

Police Vehicle Accident

- Notification required.
- Do not make any statements to citizens accepting responsibility.

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Injured Persons

- Treatment of injured always first priority. If crime scene, do best to preserve evidence and notify on duty supervisor or dispatch immediately.

Impounds

- How to standby on an impound.
- Abandoned vehicles: Tagging, attempt to contact owner, referring it on.
- Impounds of violators with over 3 parking citations. Follow City Code but has to be approved by supervisor.

Reports

- Explain different screens used for different types of reports.
- Timely typing of reports.
- V.I.P.S. log sheets and monthly reports filled in completely.

Missing Persons or Lost Children

- How to respond and what to do.

Mentally Ill Persons

- How to deal with a mentally ill person and to immediately call for assistance.

Intoxicated Individuals or Individuals on Narcotics

- How to deal with a person under the influence and to immediately call for assistance

Animal Complaints

- Dealing with loose livestock.
- Notification of our A.C.O. and hours of Animal Control.

Bicycle Handling Procedures

- Reports and how bicycles are picked up and where stored.
- Showing of bike room at shelter or future location.
- Found property report form and citizen intent to claim form.

Court Appearances

- Dress and Demeanor.
- If unavailable for Court, advanced notice to Prosecutors required.
- Preparation prior to Court.

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Subpoenas/Summons

- Flow chart. Where they start and where they end up.
- Return of service required.

Jail Procedures

- City jail booking procedures: information sheet, cover sheet, print cards, prisoner property storage, photograph, etc.
- Juvenile holding room procedures: Logging in and out with CBO.

Disasters

- Procedure dealing with Hazardous Materials.

Ride A Longs

- Waivers must be signed and can only ride 3 times/year. Approval by supervisor needed.

Fire Department

- Tour of fire stations
- Orientation of equipment on Ambulances.
- Guidelines for assisting fire or paramedic personnel.
- Setting up a landing zone for Life Flight or Air Med.

Computers

- GroupWise (Read e-mail prior to each shift for any important information)
- V.I.P.S. Scheduling on GroupWise
- AS/400 and proper entering of information on all the screens
- Give Lieutenant contact numbers as well as pager or text messaging number.

V.I.N. Checks

- Verifying V.I.N. matches both the vehicle and the paperwork.
- Proper signing of the forms.

Vacation Checks

- Locating what locations to check. Check Epitaph form daily.
- Making list and notifying dispatch of what your are doing.
- Actual checking of locations and calling for officer if something is wrong.

Assigned to go solo.

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STANDARDIZED EVALUATION GUIDELINES

APPEARANCE

A. GENERAL APPEARANCE

1. Unacceptable: Dirty shoes and uniform.
3. Acceptable: Neat, clean uniform, and well groomed.
5. Superior: Tailored clean uniform- spit shined shoes.

EQUIPMENT

1. Unacceptable: Does not keep equipment and vehicle in a clean manner. Leaves garbage in vehicle for next person to deal with. Does not notify anyone when vehicle is in need of maintenance or repair. Does not take care of equipment issued to program.
3. Acceptable: Does a good job of keeping vehicle clean and in good repair. Keeps equipment in good condition.
5. Superior: Cleans cars frequently and is a model to others in how he/she keeps equipment.

ATTITUDE

A. ACCEPTANCE OF FEEDBACK

1. Unacceptable: Rationalizing - argumentative - refuses to make corrections - considers criticism negative.
3. Acceptable: Accepts criticism in a positive manner and applies it to further learning process.
5. Superior: Solicits criticism in order to improve performance - never argues or blames others.

B. ATTITUDE TOWARD V.I.P.S. WORK

1. Unacceptable: Does not care about V.I.P.S. work. Uses position for ego trip; no dedication.
3. Acceptable: Expresses active interest toward job.

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5. Superior: Utilizes off duty time to further professional knowledge, maintains high ideals towards professional responsibilities.

KNOWLEDGE

A. DEPARTMENT POLICIES/ PROCEDURES

1. Unacceptable: Has little knowledge of Department Policies and Procedures and makes no attempt to learn.
3. Acceptable: Familiar with most commonly applied Department Policies and Procedures.
5. Superior: Exceptional working knowledge of Department Policies and Procedures.

B. TRAFFIC CODES

1. Unacceptable: Fails to display knowledge of elements of basic sections, not able to learn, no attempt at improvement.
3. Acceptable: Working knowledge of commonly used sections - related to observed traffic related activity.
5. Superior: Outstanding knowledge of Traffic Codes and ability to apply it to traffic related activity or situations.

PERFORMANCE

A. DRIVING SKILLS: NORMAL CONDITIONS

1. Unacceptable: Continually violates Vehicle Code (red light, stop signs) - involved in chargeable accidents, lacks dexterity and coordination during vehicle operation. Drives too fast or too slow for conditions.
3. Acceptable: Ability to maintain control of vehicle while being alert to activity outside of vehicle. Practices good defensive driving techniques.
5. Superior: Sets good example of lawful, courteous driving while exhibiting good manipulative skill required of V.I.P.S. Officer (i.e., operating radio, laptop and other in car equipment). Anticipates potential hazardous driving situations in advance.

B. CITY ORIENTATION

1. Unacceptable: Unaware of location while on patrol. Unable to find destinations.

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Gets lost. Spends too much time getting to destinations.

3. Acceptable: Is aware of location while on patrol. Can find destinations. Arrives within reasonable amount of time.
5. Superior: Remembers locations from previous visits and seldom needs map. Is aware of shortcuts and utilizes them to save time.

C. USE OF AVAILABLE TIME

1. Unacceptable: Does not utilize the time spent in a productive manner, while volunteering for the City of Orem.
3. Acceptable: Utilizes time in an appropriate manner. Is out handling calls and/or being proactive while out volunteering.
5. Superior: Not only does he/she handle calls, and is proactive, but the candidate also is assisting in other ways that will benefit the program and the City.

REPORTS

A. ROUTINE FORMS: ACCURACY/COMPLETENESS

1. Unacceptable: Unable to determine proper form for given situation, forms incomplete.
3. Acceptable: Knows most standard forms and understand format. Completes forms with reasonable accuracy and thoroughness.
5. Superior: Consistently and rapidly completes detailed form with no assistance. High degree of accuracy.

B. REPORT WRITING: ORGANIZATION/DETAILS

1. Unacceptable: Incapable of organizing events into written form. Illegible, misspelled words, incomplete sentence structure. Penmanship poor.
3. Acceptable: Uses basic level of proper grammar, spelling and neatness are satisfactory in that errors in this area are rare and do not impair understanding.
5. Superior: A complete and detailed account of what occurred from beginning to end, written and organized so as to assist any reader in comprehending the occurrence. Very neat and legible, no spelling mistakes and excellent grammar.

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FIELD PERFORMANCE

A. NON-STRESS CONDITION

1. Unacceptable: Seemingly confused and disoriented as to what actions should be taken in a given situation. May not complete task.
3. Acceptable: Able to assess situations and take proper action. Knows when to ask for assistance.
5. Superior: Requires no assistance and quickly takes proper course of action and takes same

B. STRESS CONDITION

1. Unacceptable: Becomes emotional and panic stricken, unable to function, loss of temper.
3. Acceptable: Exhibits calm and controlled attitude, does not allow situation to further deteriorate.
5. Superior: Maintains control and brings order under any circumstances without assistance.

C. SELF-INITIATED ACTIVITY

1. Unacceptable: Does not see, or avoids activity.
3. Acceptable: Handles only a few of the things he/she sees. Handles radio calls and helps out where ever he/she can.
5. Superior: Seeks out things to do and enforce within the guidelines of the program. Handles low priority tasks.

USE OF RADIO

A. APPROPRIATE USE OF RADIO

1. Unacceptable: Misinterprets 10-Code definitions or fails to use it in accordance with set policy, fails or refuses to improve. Repeatedly misses call sign and frequently has to ask radio to repeat transmissions or does not comprehend message. Unnecessary chatter on radio. Does not follow protocol.
3. Acceptable: Has good working knowledge of majority of 10-Code definitions. Copies most radio transmissions directed to him. Doesn't dispatch self to calls nor does he/she jump officers on other calls. Waits until dispatched or re-directed by

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officer.

5. Superior: Uses 10-Code with ease in all receiving and sending situations. Always comprehends radio transmissions.

RELATIONSHIPS

A. WITH CITIZENS: GENERAL

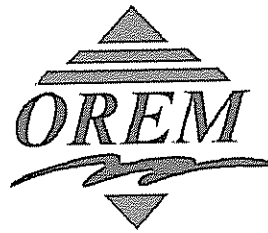
1. Unacceptable: Abrupt, belligerent, and overbearing, introverted and uncommunicative. Overlooks or avoids "service aspect" of the job.
3. Acceptable: Courteous, friendly, and empathetic, communicates in a professional and unbiased manner. Service orientated.
5. Superior: Establishes rapport and is always objective. Always appears to be at ease in any person-to-person situation. Interested in serving the public.

B. WITH MINORITIES: BLACKS/MEXICAN AMERICANS/ETC.

1. Unacceptable: Evident hostility or sympathy toward minorities because of prejudice, bias, or pity.
3. Acceptable: Appears to be at ease and does not feel threatened by presence of minorities.
5. Superior: Seems to understand cultural differences and effects on relationships and reacts properly.

C. FIELD TRAINING OFFICERS, OTHER TRAINEES, SUPERVISORS

1. Unacceptable: Constant rationalization of mistakes to FTO. Patronizes FTO or is sarcastic. Considers himself/herself superior to other trainees. Gossips about trainees to belittle others or to play one against the other. Does not associate with others. Insubordinate, gossips about superiors. Patronizes superiors.
3. Acceptable: Asks pertinent questions and is objective in his/her desire to learn. Good peer relationships and is accepted as a group member. Understands and adheres to chain of command. Respects command authority.
5. Superior: Understands and maintains excellent student-teacher relationships. Peer group leader. Actively assists other trainees. Understands command officer's responsibilities and functions and fully respects and supports their position.



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Forms & Evaluations

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Date:		Recruit Name	
# of Hours Into Training		F.T.O. Name	

To Be Completed After Each Training Session

Ratings			1= Unacceptable 3= Acceptable 5= Superior	
1	3	5	Factors Considered	Comments (Use Back of Form if Needed)
			General Appearance	
			Equipment	
			Attitude: Acceptance of Feedback	
			Attitude: Towards V.I.P.S. Work	
			Knowledge: Dept. Policies/Procedures	
			Knowledge: Dept. Traffic Codes	
			Performance: Driving Skills	
			Performance: City Orientation	
			Performance: Use of Available Time	
			Reports: Accuracy/Completeness	
			Reports: Organization/Details	
			Field Performance: Non-Stress Conditions	
			Field Performance: Stress Conditions	
			Field Performance: Self Initiated Activity	
			Appropriate Use of Radio	
			Relationships: Citizens	
			Relationships: Minorities	
			Relationships: Other Officers, Supervisors	
			Responsibilities: Puts in Minimum 12/hr/Mo.	

F.T.O. Remarks	
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Volunteer's Signature	
Signature:	Date:
F.T.O.'s Signature	
Signature:	Date:

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CONFIDENTIALITY AGREEMENT

This CONFIDENTIALITY AGREEMENT (the "Agreement") is made by and between the Orem Department of Public Safety ("ODPS") and _____, ("VOLUNTEER") a volunteer with the ODPS.

The ODPS has a practice of accepting applications from private citizens to volunteer their time to the ODPS. The process to choose volunteers is a highly competitive and selective program. Once chosen, volunteers are allowed to drive ODPS cars, represent the ODPS in the course of their volunteer service, and have access to confidential information. The ODPS desires to accept VOLUNTEER's application.

IN CONSIDERATION OF the privilege of allowing VOLUNTEER to work with the ODPS, the parties agree as follows:

1. **Covenant of Non-disclosure.** VOLUNTEER covenants not to use any Confidential Information for himself/herself or others, and not to take any materials or reproductions thereof containing Confidential Information from ODPS facilities at any time during or after volunteer service with the ODPS, except as required in discharging VOLUNTEER's duties to the ODPS. VOLUNTEER agrees immediately to return all such material and reproductions thereof in his/her possession to the ODPS upon request and in any event upon termination of the volunteer service.

Except with prior written authorization by the ODPS, VOLUNTEER agrees not to disclose or publish any Confidential Information at any time during or after the period of volunteer service with the ODPS except at the direction or with the consent of the ODPS.

Confidential Information

1. City employee personal identification information, employee work schedules, employee numbers, code combinations to doors, gates, fuel pumps, secured areas, etc., and any other private, personal, protected or sensitive information that is only disclosed to VOLUNTEER by virtue of his/her service to the ODPS.

2. All data and information on or relating to the ODPS/City computer system, computer printouts, law enforcement bulletins and notifications, internal memos, briefing notes, e-mails, passwords and any other material, whether written or oral, that relates to the function of the ODPS.

3. All personal data and information learned, discovered, overheard, etc. in the course of VOLUNTEER's service relating to private citizens and/or criminal suspects of a private, protected or sensitive nature.

2. **Assignment.** VOLUNTEER agrees to and does hereby grant and assign to the ODPS or to the City of Orem his/her entire right, title and interest in and to any inventions, improvements, reports, manuals, records, training materials, programs, etc. that relate to the work of VOLUNTEER and/or the ODPS that may have been conceived, created, made, discovered or first disclosed during the course of his/her volunteer service with ODPS.

3. **Damages.** VOLUNTEER understands that his/her breach of this Agreement may cause the ODPS irreparable harm which may not be adequately compensated by money damages. Accordingly, in the event of a breach or threatened breach by VOLUNTEER of the Agreement, the ODPS will be entitled to injunctive or other equitable relief to enforce the provisions hereof, in addition to such other remedies to which the ODPS may be entitled, including the recovery of money damages and attorneys fees.

ENTERED INTO this _____ day of _____, 200_____.

Volunteer

Orem Department of Public Safety

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Subject	EQUIPMENT LIST	Recruit Name	
		F.T.O. Name	

OFFICER EQUIPMENT	DATE ISSUED	DATE RETURNED	OFFICER'S INITIALS
UNIFORM PANTS (1)			
UNIFORM SHIRT, SHORT SLEEVE (1)			
UNIFORM BELT			
CITY ID BADGE			
UNIFORM NAME PLATE			
GROUPWISE SIGN ON			
AS/400 SIGN ON			
V.I.P.S. MANUAL			

VEHICLE INVENTORY	DATE ISSUED	DATE RETURNED	OFFICER'S INITIALS
FIRE EXTINGUISHER			
FIRST AID KIT			
FLARES			
TRAFFIC CONES, ORANGE (6)			
TRAFFIC VESTS (2)			
TRAFFIC LIGHT BOX KEY			
SCHOOL CROSSING KEY			
FLASHLIGHT			
COAT / WIND BREAKER			
RAIN GEAR			
ORANGE GLOVES			

V.I.P.S.
Field Officer Training Manual

Volunteer File & Background Check

Name: _____ Application Date _____

DOB: _____ Social Security #: _____ D.L. # _____ State: _____

Warrants: _____ Criminal History: _____ D.L. Status: _____ Other Agencies: _____

Department Records Check: _____

Work Reference: _____

Personal References: _____

Comments: _____

F.T.O Assigned: _____

Orientation Date: _____ Radio Number: _____ City ID Card: _____

Manual: _____ Confidentiality Form: _____ City Liability Form: _____ Emergency Action Form: _____

Field Training Completion Date: _____ Interview Date: _____

Building Access #: _____ AS/400 Computer ID: _____ GroupWise Logon: _____

Uniform Shirt: _____" Uniform Pant: _____x_____ Uniform Belt: _____" Name Plate: _____

Home #: _____ Work #: _____ Cell #: _____

Pager/Text #: _____

Comments:

V.I.P.S.
Field Officer Training Manual

**RECEIPT & ACKNOWLEDGMENT OF V.I.P.S.
VOLUNTEER MANUAL**

This volunteer handbook is an important document intended to help you become acquainted with V.I.P.S. (Volunteers in Public Safety). This Handbook will serve as a guide; it is not the final word in all cases. Individual circumstances may call for individual attention.

Please read the following statements and sign below to indicate your receipt and acknowledgment of the V.I.P.S. Volunteer Handbook.

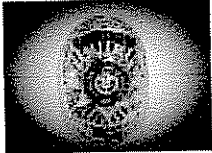
- I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of V.I.P.S. or the Orem Department of Public Safety at any time.
- I further understand that my volunteering is terminable at will, either by myself or V.I.P.S., regardless of the length of my volunteering.
- I am aware that during the course of my volunteering, confidential information will be made available to me. I understand that this information is critical to V.I.P.S. and must not be disseminated within or outside of Orem Department of Public Safety premises.
- I understand that my signature below indicates that I agree to read and have received a copy of the V.I.P.S. Volunteer Handbook.

Volunteer's Signature

Date

Volunteer Coordinator's Signature

Date



95 E. Center Street
Orem, UT 84057

Orem Department of Public Safety Emergency Incident Action Form

Confidential - For Law Enforcement Use Only

The information contained in this bulletin is intended for use by the Department in case a Critical Incident occurs involving an Orem officer. Each officer is responsible for keeping the information current.



Phone: (801) 229-7070
Fax: (801) 229-7300

Updated on October 2002

Employee Critical Information Sheet

Officer's Information

Officer's Name: _____ # _____ Rank: _____

Address: _____ City: _____, UT, Zip: _____

Home Phone: _____, Cellular: _____, Pager: _____

Contact Information

First Choice:

Name: _____, Relationship: _____

Address: _____, City/State: _____

Home Phone: _____, Work #: _____, Cell # _____

How you want this person contacted: In Person ____ By Phone ____ No Contact ____

Name of person(s) you want to make contact _____

Name of Support Person/Clergy you want contacted _____

Address: _____, City/State: _____

Home Phone: _____, Work #: _____, Cell # _____

Second Choice:

Name: _____, Relationship: _____

Address: _____, City/State: _____

Home Phone: _____, Work #: _____, Cell # _____

How you want this person contacted: In Person ____ By Phone ____ No Contact ____

Name of person(s) you want to make contact _____

Name of Support Person/Clergy you want contacted _____

Address: _____, City/State: _____

Home Phone: _____, Work #: _____, Cell # _____

Third Choice:

Name: _____, Relationship: _____

Address: _____, City/State: _____

Home Phone: _____, Work #: _____, Cell # _____

How you want this person contacted: In Person ____ By Phone ____ No Contact ____

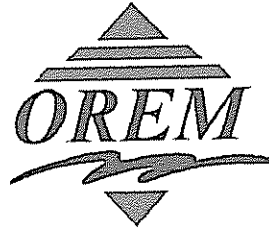
Name of person(s) you want to make contact _____

Name of Support Person/Clergy you want contacted _____

Address: _____, City/State: _____

Home Phone: _____, Work #: _____, Cell # _____

Any other information necessary:_____
Officer's Signature_____
Date



Orem Department of Public Safety

Volunteers In Police Service

V.I.P.S.

Criteria Training
Check Lists

**V.I.P.S.
Field Training Officer Manual**

Subject	ETHICS	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
Professional and personal life, not to bring discredit to the Orem Department of Public Safety.		
No criticism of fellow employees.		
Truthfulness, both written and oral.		
Bribes, rewards, and gratuities are not allowed		
Fund Raising vs. gratuities. Items may be given to the program, or City, but not individually to the V.I.P.S.		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	CHAIN OF COMMAND	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
Chain of Command for each division of the Orem Department of Public Safety		
Function of the levels in the V.I.P.S. chain of command.		
Supervisory Lieutenant - V.I.P.S. Coordinators - V.I.P.S. (According to Seniority)		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	Department V.I.P.S. Manual & Duties	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
Show how to reference in manuals and locate policies.		
Explain their duty to know the Policies, SOPs , etc.		
Review of duties and responsibilities		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	City Layout	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
Review boundaries of the City of Orem.		
Location and tour of the Police Department and layout of areas covered. (North, Center South)		
Location of the 3 Fire Departments.		
V.I.P.S. areas are North and South, with the dividing line being Center Street.		
Explain private streets and private property.		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	Jurisdictions	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
Geographical jurisdiction that the City of Orem enforces.		
Assisting other jurisdictions when requested.		
V.I.P.S. employees stay in City unless approved to leave by duty supervisor.		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	Radio Procedures	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
Ten Code/Use Clear Text		
Radio Transmission Format: Location, Plate		
Requesting information from dispatch		
Channels used and radio call signs.		
Short and simple radio, keep air time to a minimum.		
Code Red. (Clear all radio traffic on that channel)		
10-200 (Going to assigned location and watching for particular suspect)		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	Vehicle Maintenance and Responsibilities	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
What work is performed by City shop.		
Notifying supervisors about maintenance/repair.		
When prior approval needed for repairs. Always, unless immediate work needed.		
Seat belts required.		
Location of City gas pump, and how to use pin number.		
Keeping all V.I.P.S. cars clean and professional looking.		
No smoking in vehicles.		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	Motorist Assists	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
Waivers need to be signed for all keys locked in vehicle calls.		
Children locked in vehicles (Call for Officer to respond)		
Children left unattended in vehicles (Call for Officer to respond for possible citation)		
Debris in roadway		
Shuttle of paperwork or keys		
Training on slim jim, air bag wedge, and other tools.		
Stalled vehicle training. Blocking traffic, assisting public where needed, etc. . .		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	Issuing Citations	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
Vehicle positioning and safe approach by foot.		
When to use emergency equipment.		
When to call for a Police Officer		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

V.I.P.S.
Field Training Officer Manual

Subject	Citations: Traffic and Parking	Recruit Name	
		F.T.O. Name	

TOPIC	E.T.O. Initial	Date
Information required on citation.		
Situations requiring a warning verses a citation		
Warning notices		
Different parking violations we enforce		
How to write parking citations		
72 hour		
No parking signs		
Between curbs and sidewalks		
On sidewalks		
Blocking driveways		
Obstructing traffic		
Red curbs, Fire lanes and hydrants		
Disabled parking areas		
Double parking		
Vehicle for sale - private & public property		
20 ft. of crosswalk		
30 ft. of stop sign		
Large truck in residential zone		
Parking in intersection		
Left side to curb		
Expired plates or no plates		
Enforcing Neighborhood parking permits		
Use discretion, but be polite.		

F.T.O. Remarks	
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Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	Traffic Accidents	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
How to set up traffic control for an accident scene		
Use of emergency lights, cones and/or flares		
Mandatory use of reflective vest when outside vehicle		
Check for injuries and notify dispatch		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

V.I.P.S.
Field Training Officer Manual

Subject	Police Vehicle Accident	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
Check for injuries		
Notification required.		
Do not make any statements to citizens accepting responsibility.		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	Injured Persons	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
Treatment of injured always first priority. If crime scene, do best to preserve evidence and notify on duty supervisor or dispatch immediately.		
Call dispatch and advise of type of injuries		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	Impounds	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
How to standby on an impound.		
Abandoned vehicles: Tagging, attempt to contact owner, referring it on.		
Impounds of violators with over 3 parking citations. Follow City Code but has to be approved by supervisor.		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	Reports	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
Explain different screens used for different types of reports.		
Timely typing of reports.		
V.I.P.S. log sheets and monthly reports filled in completely.		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	Missing Persons or Lost Children	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
How to respond and what to do.		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

V.I.P.S.
Field Training Officer Manual

Subject	Mentally Ill Persons	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
Immediately calling for assistance.		
How to deal with a mentally ill person.		
Be calm, non-confrontational		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	Intoxicated Individuals or Individuals on Narcotics	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
Immediately calling for assistance		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	Animal Complaints	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
How to deal with loose livestock.		
Notification of A.C.O. and hours of Animal Control.		
We do not call out ACO. Patrol supervisor's responsibility		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	Bicycle Handling Procedures	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
Reports and how bicycles are picked up.		
Showing of bike room at shelter.		
ACO Hours: 0800 to 1630 Mon thru Friday, Bike are available for Viewing during these hours also.		
Found property report form and citizen intent to claim form.		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	Court Appearances	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
Dress and Demeanor.		
If unavailable for Court, advanced notice to Prosecutors required.		
Preparation prior to Court.		
Sign witness for so you receive a check.		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	Subpoenas/Summons	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
Flow chart. Where they start and where they end up.		
Return of service.		
Where paperwork goes after served		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	Jail Procedures	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
City Jail: Enter Suspect in Computer, Information Sheet, Cover Sheet, Finger Print Cards, Suspect Property, Photo and MF #s		
Juvenile Holding: Computer Entry, 2 hr. limit, Release to Parent or Relative, Juvenile Log with CBO		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	Disasters	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
Procedure dealing with Hazardous Materials.		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	Ride A Longs	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
Waivers must be signed.		
Explain Policy		
Can only ride 3 times/year. Approval by supervisor needed.		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	Fire Department	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
Tour of fire stations		
Orientation of equipment on Ambulances.		
Guidelines for assisting.		
Setting up a landing zone for Life Flight or Air Med		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	Computers	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
GroupWise (Read e-mail prior to each shift for any important information)		
V.I.P.S. Scheduling on GroupWise		
AS/400 and all the screens		
Give Lieutenant contact numbers as well as pager or text messaging number.		
Keep in station, not in cars.		
Review City's Internet Use Policy		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	Forms	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
Property Report		
Witness Statement		
Driver Exchange Forms		
Vehicle Service Request		
County Cover Sheet		
Adult Cover Sheet		
City Impound Notice		
Driver's Statement		
Vehicle Identification Forms		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	CITY ORDINANCES STATE LAWS	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
City Laws vs. State: Use City Ordinances when State Law Doesn't apply. Laws Adopted 9-1-1 & 19-1-1		
State Code: Show how to look up Codes, Cheat Sheets		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	Vacation Checks	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
Make list off of Epitaph		
How to log out with dispatch		
Go by homes and check		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

V.I.P.S.
Field Training Officer Manual

Subject	Crossing Guard Duty	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
Know how to set up cones		
What to do		
How to treat children		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	Radar Trailers	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
Keep log where needed		
Moving of trailer		
Monitoring not left there to long		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

**V.I.P.S.
Field Training Officer Manual**

Subject	Sign Ordinances	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
Take down non-related business placards		
Report problems to Neighborhood Preservation		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date:

V.I.P.S.
Field Training Officer Manual

Subject	Misc	Recruit Name	
		F.T.O. Name	

Topic	F.T.O. Initial	Date
V.I.N. Checks		
Fund Raising Theories		
Public Speaking Assignments		
Other duties as assigned		

F.T.O. Remarks	

Use Reverse Side for Additional Notes:

I have been trained in and understand this subject:	
Signature:	Date: