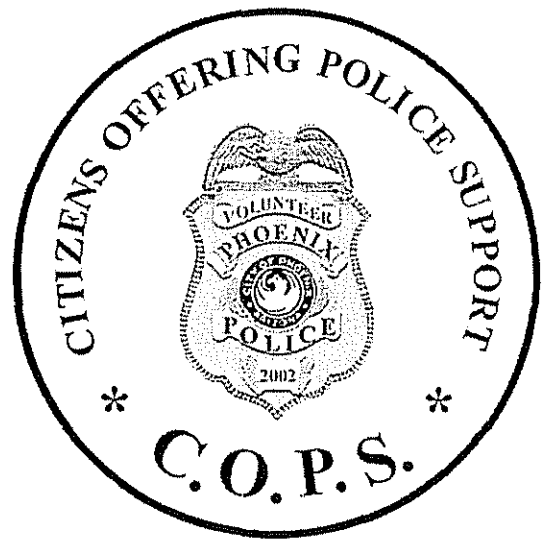


# Citizens Offering Police Support



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Volunteer Information Handbook

Phoenix  
Police  
Department

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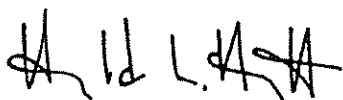
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## Police Chief Harold Hurtt "Welcome to the Department"

First of all, let me give my personal congratulations to you as a new C.O.P.S. volunteer of the Phoenix Police Department. The time you donate is very much appreciated, and I would like you to know that your dedication does not go unnoticed.

It is my hope that our volunteer program is one way to ensure that your skills and experience are not wasted. Volunteering is now being revitalized as more people look for ways of giving something back and being part of something that's bigger than them. The events of "9 -11" marked an unprecedented interest in volunteerism that touch people's lives now more than ever before. I know that our own volunteers regularly produce many shining examples of people doing extraordinary things. What you have in common is not just your dedication, but more so that you give to others the thing that is most precious to all of us, your time. Giving your time is difficult, yet in many ways far more rewarding. I'm convinced that public service works best when there is a mix of people helping out and that volunteering can maximize the results of what we invest in fighting crime, not substituting for it. As we recognize your successes in this worthwhile endeavor, I believe there will also be other benefits; less anti-social behavior; less crime; less of the corrosion of values, and a better understanding that every community rests on how much people give as well as what they take. Your time is an invaluable complement to this worthy cause, and I recognize that although your time is precious to you, it is even more precious to others. I welcome your talents that will undoubtedly make our community stronger, our spirits healthier, and our own lives more fulfilled.

Sincerely,

A handwritten signature in black ink, appearing to read "Harold L. Hurtt". The signature is stylized and cursive.

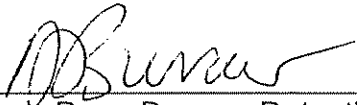
HAROLD L. HURTT  
Police Chief

## Citizens Offering Police Support Coordinator

As the C.O.P.S. Coordinator, I would like to sincerely welcome you to the Citizens Offering Police Support (C.O.P.S.) program. As a volunteer you provide an invaluable service to our community and department. It is gratifying to know that we can count on your expertise, assistance and dedication in meeting the needs of the department and the community. You will perform services that we would otherwise not be able to offer. We are pleased you chose to become an active member of this exciting, growing and rewarding program.

As Coordinator of the C.O.P.S. program I am responsible for recruiting, selecting, training, coordinating and evaluating volunteers and serve as your contact within the Department's C.O.P.S. program. If any problems, questions, or concerns arise involving your position please feel free to call me at 262-4083.

C.O.P.S. are responsible to their immediate supervisor. This is usually a supervisor in the Bureau where you are assigned. Please talk with your supervisor if you have any questions concerning your job duties or schedule. If there is a problem with your placement, please see me immediately. Our goal is for you to have a pleasant experience. Your C.O.P.S. experience should be a success for you and the Department.



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Doug Burrow, Detective  
COPS Coordinator

## Citizens Offering Police Support

### What You Can Expect From Us

As a Citizen Offering Police Support, you have the right to expect that the people you work with will:

**Help you meet your needs.** You have your own personal reasons for wanting to share your volunteer time, talents, and energy with the Phoenix Police Department. Whatever you are looking for; helping your community, job experience, exposure to police procedure, contact with interesting people, or a challenging way to fill free time, it is our responsibility to help you meet your needs.

**Keep you informed.** This includes basic orientation, on-the-job training, special training programs and new assignments available for volunteer placement.

**Let you know how you are doing.** Everyone needs feedback; without it, we work in an information vacuum. You can rely on your supervisor to give you the guidance you need to do your job well.

**Show respect.** A good volunteer is the equal of a paid employee. You deserve to be treated with respect and consideration, for the work you are doing and as an individual with your own needs, interests, and personality.

**Show appreciation.** There are few satisfactions greater than a job well done. If you are doing your job well, we will let you know as often as we can, and in as many ways as possible. From a simple "thanks" at the end of the day to special awards, honors, and recognition's.

### What We Expect In Return

At the same time, the people you work with during your C.O.P.S. assignment have the right to expect that you will:

**Be dependable.** Your supervisor and your coworkers rely on your commitment to the assignment you have chosen. If you need to change your volunteer hours for any reason, please let your supervisor know as soon as you can. If you are going to be away on an extended leave, please notify your supervisor and the C.O.P.S. Program Coordinator.

**Observe confidentiality.** Can you talk to your friends and family about what you are doing as a C.O.P.S. Volunteer? Of course! But do be aware that laws of confidentiality apply to volunteers as well as to paid employees. The release of criminal information to the public might also be considered a FELONY! The citizens of Phoenix have a right to privacy. All information pertaining to police records or other clearance level material is to be kept strictly confidential. Anyone in violation of this provision will be terminated as a C.O.P.S. volunteer, and may face prosecution.

**Use common sense.** Keep your work conversations general. Never reveal information that may harm an innocent person, jeopardize an investigation, or be used for personal gain.

**Be honest.** Volunteers are expected to be trustworthy in every respect. There is another kind of honesty we encourage, the kind that can make your C.O.P.S. experience more satisfying and help us all do our jobs better. If you have a problem, concern, or question about your assignment, please let us know! If you spot an area that could use improvement, let us know! We need your suggestions, your ideas, and your creative input. Do not be afraid to talk to us about what you think and see.

## **General Rules and Regulations**

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1. Volunteers will keep their assigned schedule unless previous arrangements have been made with their immediate supervisors, or in case of illness.
2. Volunteers will attend orientation and training sessions as scheduled, and will undertake continuing education when provided by the Department.
3. Volunteers will submit a time sheet for each month whether they worked or not during that month.
4. Volunteers will respect the function of the Department's paid staff and contribute fully to maintaining a smooth working relationship between paid staff and volunteers.
5. Volunteers will carry out assignments in good spirit and will seek the assistance of their immediate supervisor or C.O.P.S. Coordinator when necessary.
6. Volunteers will consult with their supervisor before assuming any new responsibilities affecting the Department.
7. Volunteers are subject to the same Rules of Conduct as paid employees. You are expected to accept the Department's right to dismiss any volunteer for such reasons as poor performance, poor attendance, sexual harassment, or any other inappropriate conduct as outlined in the C.O.P.S. Handbook and the Phoenix Police Department Operations Manual.
8. Volunteers will notify the C.O.P.S. Coordinator in writing at least two weeks in advance of resignation or to request a leave of absence greater than one month.
9. Volunteers will be aware they are representing the Phoenix Police Department as well as the City of Phoenix at all times.
10. Volunteers will not report for duty or be on duty while under the influence of alcohol or drugs. Such behavior will result in immediate dismissal from the program.
11. Volunteers will advise their supervisor and C.O.P.S. Program Coordinator if they are involved, suspected or arrested for any criminal and or civil act.
12. Volunteers who become victims of a crime must notify their supervisor.

## **Reasons for Immediate Dismissal**

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1. Falsifying statements on the C.O.P.S. application or during the interview process.
2. Misusing or abuse of your C.O.P.S. identification badge.
3. Reporting for work while under the influence of alcohol or drugs.
4. Releasing confidential information to the public.
5. Incurring a misdemeanor or felony at anytime during C.O.P.S. tenure.

# Important Things to Know

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## Volunteer Identification

### ***Must be worn on Duty***

The C.O.P.S. Coordinator will issue you an identification badge. All volunteers are required to display their C.O.P.S. identification badge while on duty or in a Department facility.

If you should forget your badge, you will need to pick up a visitor badge at the front desk when reporting to work at 620 W. Washington.

Please check in with your supervisor or the administrative Sergeant if you forgot your badge. Never leave your C.O.P.S. Identification badge in your vehicle.

Lost or stolen badges are a high security issue. Please contact the C.O.P.S. Coordinator immediately in either of these instances.

The C.O.P.S. badge is property of the Phoenix Police Department and **must be returned** when exiting the program.

### ***Unauthorized Use***

The C.O.P.S. badge is not to be used for general identification purposes, such as check cashing privileges, to gain favorable treatment, or gratuities. Any violation of this provision or any misuse of the C.O.P.S. badge will result in disciplinary action or dismissal from the program.

## Reporting For Duty

Report at your scheduled time. If you are not going to make it in for your shift or you are not going to be very late, please call your supervisor. Many people are dependent on you and care about you. Keep your supervisor from worrying. Keep in touch.

## Time Sheets

You are required to fill out a time sheet. This time sheet **must** be sent to the C.O.P.S. secretary in the Police Employment Services Bureau on a monthly basis.

Time sheets **must** be submitted by the first of every month for the previous month worked and **must** be submitted whether you volunteered any hours during that month or not. Failure to submit a time sheet may result in review of your status as an active volunteer.

## Leave of Absence

If you find that you need sometime away for vacation, personal time, or for whatever reason, you can take a leave of absence for a period of 6 months. Your leave of absence must be with the approval of your supervisor and the C.O.P.S. coordinator. A date will be scheduled for your return.

If a leave of absence extends past six months, an update interview and polygraph will be required before returning to your assigned position.

## Important Things to Know (continued)

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### Transfer Request

If you wish to transfer from your current position to a new assignment, please feel free to do so. The C.O.P.S. program encourages volunteers to work in a variety of positions to learn as much about the police department as possible. **We do request that you remain in an assigned position for a minimum of six months.**

We want you to have a positive experience as a volunteer at the Police Department.

If you are placed in an assignment that you are not comfortable with or have other concerns with your assignment you should contact the C.O.P.S. Program Coordinator.

If there is a conflict with your duties, immediate supervisor, co-workers, schedule, or the position itself, a transfer is justified.

We encourage that all problems be resolved. The C.O.P.S. Program Coordinator will take measures to do so. However, if problems cannot be resolved, a transfer may still be approved.

*Self-initiated* transfers should follow this procedure:

1. Obtain a copy of the "Transfer Request Form."
2. Fill out the form and return it to the C.O.P.S. Program Coordinator.
3. Schedule an interview with C.O.P.S. Program Coordinator.

4. Schedule an interview with your new supervisor.
5. When successful, you and your new supervisor will agree on a schedule.
6. The transfer will be effective upon mutual agreement.

Again, we want you to have a positive experience at the Phoenix Police Department.

### Safety Regulations

1. DO NOT, under any circumstances, take any enforcement action. CALL A SWORN OFFICER!
2. NO form of weapon will EVER be carried or employed while on duty.
3. NEVER enter a hazardous situation. CALL A SWORN OFFICER!
4. A paid city employee must accompany a volunteer during any "victim contact" outside a Police facility. The volunteer must have immediate access to police radio.

Before making any "victim contact" outside a Police facility, the volunteer must have received basic training in portable radio procedures and received required "victim contact" training. A supervisor must be made aware of the contact to be made before leaving any police facility. Following proper radio procedures, the radio dispatcher must be notified of the address and type of call.



## Important Things to Know (continued)

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### Worker's Compensation

As a City of Phoenix volunteer, you will be expected to observe all safety rules and precautions pertaining to your assignment.

In the event you are injured while performing your duties, the City has an insurance program under Worker's Compensation. You will need to contact your on-duty supervisor if you are injured.

### Parking

A parking permit will be issued for 620 West Washington assignments *only*. Volunteers with issued permits will be allowed to park in designated spots marked "volunteer parking." The assigned parking slots are located in the west parking lot near 7th Avenue. After 5:00 PM the south lot may be utilized.

All other Phoenix Police Department facilities have free parking for both visitors and employees. Your supervisor will tell you exactly where you should park while you are at your work assignment.

If you no longer work at Police Headquarters, you **must** return the parking permit.

### Driving

Authority to operate a City vehicle may be granted to a volunteer by the appropriate division and department head, or the City Manager. Volunteers shall adhere to all general regulations concerning the operation of City vehicles specified in the Administration Regulations. Volunteers must read and sign a copy of the Driver Qualification Policy, PD Letter #96 as required by city policy.

All operators of City vehicles shall have and maintain a valid Arizona driver's license. In the event a volunteer has his or her driver's license revoked or suspended, he or she will not be allowed to operate a City vehicle. The volunteer will report this revocation or suspension to his or her supervisor immediately.

### Smoking

The City's Smoking Policy is intended to protect non-smoking employees and members of the public from exposure to smoke fumes.

Smoking is prohibited in all public and office areas. Designated smoking areas are provided outside each facility.

Please contact you supervisor for specifics.

## Important Things to Know (continued)

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### *Awards and Recognition*

C.O.P.S. members are important to the Phoenix Police Department and the City of Phoenix. Consequently, you will be invited to the City volunteer recognition events and the annual Police Awards Banquet.

Recognition will be given at these events and throughout the year for special service and hours of service as follows.

3 months	Volunteer pin to be presented in Department Staff
500 hours	500 hour pin/certificate/presented at C.O.P.S. Banquet
1000 hours	1000 hour pin/plaque/presented at C.O.P.S. Banquet
3000 hours	Rockers that attach to pins/presented at C.O.P.S. Banquet
5000 hours	5000 hour rocker/plaque/presented at C.O.P.S. Banquet
7000 hours and above	Rockers that attach to pins/presented at C.O.P.S. Banquet
Volunteer with the Most Hours for the Year	To be recognized at the Annual C.O.P.S. Banquet
Volunteer of the Year	To be recognized at the Annual Chief Awards Banquet

# **SAMPLE FORMS**

**(Please make copies, as needed)**

Monthly Work Recap Sheet: (Month) \_\_\_\_\_, 2002

Volunteer Name: \_\_\_\_\_ V# \_\_\_\_\_

Division/Bureau/Precinct: \_\_\_\_\_



C.O.P.S. Volunteer Program

DATE	MAJOR TASKS PERFORMED	START TIME	STOP TIME	TOTAL HOURS	MILEAGE

TOTAL HOURS: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

(Track time by quarter hours: 15 min=.25 30 min=.50 45 min=.75)

Submit form by the 7<sup>th</sup> of each month to Police Employment Services: Attention Randi Stratos. Indicate "0" if you did not work.

# EXIT INTERVIEW

## PHOENIX POLICE DEPARTMENT CITIZENS OFFERING POLICE SUPPORT

DATE: \_\_\_\_\_

In the interest of program development, we ask your assistance in helping us to define ways in which we can improve the COPS Program.

1. How long did you volunteer with us? \_\_\_\_\_

2. Did your position provide you with a feeling of accomplishment?

Yes \_\_\_\_\_ No \_\_\_\_\_

Explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Did the department adequately prepare you for the duties of your position?

Yes \_\_\_\_\_ No \_\_\_\_\_

Explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Did you feel a part of a team?

Yes \_\_\_\_\_ No \_\_\_\_\_

Explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Do you feel the Police Department valued your contribution?

Yes \_\_\_\_\_ No \_\_\_\_\_

Explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. Were your expectations of what you would like to be doing met?

Yes \_\_\_\_\_ No \_\_\_\_\_

Explain \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7. Why are you leaving? (Check all that apply)

- \_\_\_\_\_ Job accomplished
- \_\_\_\_\_ Didn't like the job I was given
- \_\_\_\_\_ Moving to a new location
- \_\_\_\_\_ Didn't feel well utilized
- \_\_\_\_\_ Need a change
- \_\_\_\_\_ Other time commitments
- \_\_\_\_\_ Other

Explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

8. Do you see areas or ways in which the COPS program could be improved?

Yes \_\_\_\_\_ No \_\_\_\_\_

Explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



# TRANSFER REQUEST

## PHOENIX POLICE DEPARTMENT CITIZENS OFFERING POLICE SUPPORT

DATE: \_\_\_\_\_

NAME: \_\_\_\_\_

PRESENT JOB TITLE: \_\_\_\_\_

BUREAU/PRECINCT: \_\_\_\_\_

DESIRED JOB TITLE: \_\_\_\_\_

BUREAU/PRECINCT: \_\_\_\_\_

REASON FOR TRANSFER: \_\_\_\_\_

HOW LONG HAVE YOU SERVED IN YOUR PRESENT POSITION? \_\_\_\_\_

WHAT OTHER POSITIONS HAVE YOU HELD IN THE C.O.P.S. PROGRAM?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

DO YOU HAVE ANY SPECIAL QUALIFICATIONS FOR THE DESIRED POSITION? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**\* Please complete this form and return it to the C.O.P.S. Coordinator.**