

VOLUNTEER PROGRAM

The purpose of the Volunteer Program is to provide volunteer support staff for police personnel, and to improve community relations by giving the citizens of Riverside a chance to become involved their police department. The Riverside Police Department Volunteer program is administered by the Personnel Services Division. The Volunteer Services Coordinator shall coordinate hiring, training and placement of volunteers within the Department. The Volunteer Services Coordinator shall also be responsible for reviewing performance, maintaining liaison with area supervisors for whom the volunteers are working, and overall scheduling and control.

Minimum Qualifications

- A. The applicant must possess a high school diploma or GED Equivalent.
- B. The applicant must be a minimum of 18 years of age. There is no upper limit.
- C. The applicant must have a legal right to work in the United States.
- D. The applicant must possess a valid California driver's license or identification.
- E. The applicant can have no felony convictions. Misdemeanors and driving citations are judged on a case by case basis.

BACKGROUND INVESTIGATIONS

A background investigation is necessary to insure every volunteer is of good moral character. It is the Volunteer Services Coordinator's responsibility to do a through background on each volunteer applicant.

A. Oral Interview

1. Applications should be screened for qualifications based on penmanship, spelling, grammar and completeness (See Attachment # 1)
 - a. Acceptable applicants should be scheduled for an oral interview
 - b. Interviews are scheduled by phone
 - c. Interviews are schedule to provide a sufficient amount of time to evaluate an applicant. One interview every 20 minutes will due in most cases
 - d. The interview panel should include the Volunteer Services Coordinator and one other department employee. Preferably someone who has worked with Department volunteers.
 - e. Panel members should go over the interview questions (See Attachment #2) to avoid any confusion during the interview.
 - f. There is no number score on volunteer interviews. The applicant passes or fails based on the judgement of the interviewers.
2. Notification - All applicants shall be notified of the results of their interview in writing. Notifications will be as follows.
 - a. Applicant failed interview and is no longer being considered for a volunteer position. (See Attachment #3)

- b Applicant passed the interview and a background check will be done. (See Attachment #4)
- c Applicants who fail the interview may reapply in one year.

Background

The information necessary to do a background of a volunteer is included in the application. It is crucial, therefore that the application be filled out completely. It is especially important that the Authorize to Release Information Waiver is signed and returned with the application. The waiver must be included with every letter sent. It also will be necessary to take the waiver with you if you wish to view a applicants personnel file at another agency or place of employment. The steps to be followed for volunteer backgrounds are,

- a Take applicant's photo and fingerprints. Two cards are necessary, one for DOJ and one for the FBI.
- b Run a local records check on applicant, including a DMV check
- d Send letters out to personal references (3 minimum). In some cases a reference will be contacted in person. See Attachment #5
- e Request criminal records check be run buy surrounding agencies (LASO, OCSO, SDSO, SBSO) See Attachment #6
- f Send reference letters to current and past employers. See Attachment #7
- g All letters should include a pre- addressed and stamped return envelope
- h Each volunteer must be approved by the Chiefs Office to be eligible for Workers Compensation. See Attachment #8

As each item is completed, the date of completion should be noted on the Background Checklist. See Attachment #9. If the applicant fails any portion of the background, a letter is sent to them informing them that their background has been terminated. See Attachment #10

Orientation

All volunteers are given an orientation to the Department. The orientation includes the following.

- a Volunteer Services Coordinator issues the new volunteer a Volunteer Manual which includes the policies and procedures for the program. (See Attachment # 11) The volunteer is responsible for reading and understanding the Manual. A Receipt and Acknowledgment Letter is included in the Manual. The volunteer must sign and return the letter prior to beginning the program
- b Issue volunteer uniform, identification. In some cases, volunteers need a key to the storefronts and a RUSCO card. The Storefront PSR's are responsible for issuing keys. The Volunteer Services Coordinator will obtain a RUSCO Card for the volunteer. Keys and RUSCO Cards should be issued only when absolutely necessary
- c Introduce volunteer to supervisor and job site.
- d Follow-up with volunteer and supervisor 1 week after start date to make sure

there are no problems

Training

Currently, most volunteers receive on the job training. However, there are several programs that require training prior to participation, they are, Anti-Graffiti Patrol, Mounted Unit, Mobile Neighborhood Watch and Handicapped Parking Enforcement. Volunteers participating in these programs receive instruction on the following topics.

- a. Civil Liability/ Court Testimony
- b. Laws of Arrest
- c. Patrol Procedures/Vehicle Operations
- d. Basic First Aid
- e. Radio Communications
- f. Specific topics related to each program.
- g. 4 hour Ride-A-Long

The training is available on video tape. A Training Manual, which includes the policies and procedures for each program, is given to every patrol member. It is essential that patrol members read and understand this information. It is, therefore, in the best interest of the program that the Volunteer Services Coordinator facilitates the training. However, if necessary, all Storefronts have a copy of the training tape and patrol volunteers can view it at the most convenient location. A Police Department employee must be present to answer questions and clarify any information.

Handicapped Parking Enforcement Unit

In addition to the above, Handicapped Parking Volunteers must also complete the following.

- a. Handicapped Parking Exam administered by Human Resources.
- b. Training in recognizing Handicapped Parking violations and writing proper citations

Volunteer Mounted Unit

The Mounted Unit has additional training required related to equine skills. The Mounted Training Center is located in Fairmount Park. At the Center the volunteers and their horses must complete a series of tests used to judge the abilities of the horse and rider. The test is administered by the Unit Coordinator, Volunteer Services Coordinator and one outside observer. The volunteers in this program must provide the Volunteer Services Coordinator with a copy of the insurance on their truck and horse trailer. Also, proof of current vaccination is required on all horses. Insurance and vaccine information must be updated yearly.

ADMINISTRATION

In addition to hiring and training the volunteers, the Volunteer Services Coordinator is responsible for maintaining volunteer records and personnel files.

Vehicle Registration/Insurance

In some programs volunteers utilize their own vehicles. Copies of current registration and insurance is kept in the volunteer's file. Periodic checks are made to make sure the insurance and registration is current. If a vehicle is not current, the volunteer cannot participate until proof of current registration and insurance is given to the Volunteer Services Coordinator.

Timecards

All volunteers must fill out monthly Timecards. The time cards are forwarded to the Coordinator at the end of the month. The volunteer hours are entered in to the computer and any Retired Senior volunteer Program (RSVP) hours are forwarded to the RSVP Coordinator in San Jacinto. The timecards must be forwarded to RSVP or the volunteer will not be eligible to receive the benefits offered by this program.

Uniforms/Equipment

The Volunteer Services Coordinator is responsible for ordering and tracking the volunteer uniforms. Mobile Neighborhood Watch shirts are purchased using Storefront grant money, therefore, the Storefront PSR's are responsible for ordering them. However, they are still tracked by the Coordinator.

Dismissal

There are times when it is necessary to dismiss a volunteer. It is the responsibility of the volunteer's direct supervisor to document the reason for dismissal. The Volunteer Services Coordinator, along with another Department employee, is responsible for dismissing the volunteer. The Coordinator is also responsible for collecting all uniforms and equipment issued to the volunteer.

Volunteer Recognition

An annual recognition dinner is given in honor of the volunteers and their commitment to the Department. The Volunteer Services Coordinator is responsible for planning and organizing this event. Volunteers are also sent cards on their birthdays and anniversaries.

Miscellaneous Duties

Due to changes in policy and /or personnel it is sometimes necessary for the Volunteer Services Coordinator to update the volunteer manual or program policies. The Coordinator also is responsible for scheduling volunteer meetings and updating and maintaining computer records.