

Receipt & Acknowledgement of Riverside Police Department's Volunteer Manual

This Volunteer Handbook is an important document intended to help you become acquainted with the Riverside Police Department. This Handbook is designed to serve as a guide and 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 acknowledgement of the Riverside Police Department's Volunteer Handbook.

- ▶ I have received and read a copy of the Riverside Police Department's Volunteer Handbook. I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of the Riverside Police Department.
- ▶ I further understand my position is at will. I can be terminated at any time regardless of length of service or position with no appeal process.
- ▶ I am aware that during the course of my volunteering, confidential information may be made available to me. I understand that this information is critical to the Riverside Police Department and **must not** be disseminated within or outside of the Riverside Police Department's premises.
- ▶ I understand that my signature below indicates I have read and understand the above statements and have received a copy of the Riverside Police Department's Volunteer Handbook.

Volunteer's Signature

Date:

Volunteer Services Coordinator

Date:

Riverside Police Department

General Information

Created in 1896, the Riverside Police Department is recognized as one of the top law enforcement agencies in the nation. The Department is considered pro-active in its approach to crime and takes the initiative to combat and stop potential problems **before** they begin. To assist our Department in achieving a pro-active role in the community, we have adopted the philosophy of Community Oriented Policing and Problem Solving(COPPS). This philosophy relies on the citizens of the community to work hand in hand with law enforcement. The Police Department is committed to working together with citizens to solve problems.

Chain of Command

Prior to being placed in a particular unit (i.e., Records, Public Education, etc...), your direct supervisor will be the Volunteer Services Coordinator. Once you have been placed in a particular unit, you will report to the unit's supervisor. If you will be late or absent for any reason, you must notify your supervisor. It will not be necessary to contact the volunteer services coordinator, unless you are unable to reach your supervisor.

The volunteer services coordinator does not have the authority to interfere with, or change the way a particular unit is managed. If you are having problems at your work site, please talk to your supervisor. Ideally, most problems will be solved between you and your supervisor. If you have a grievance, first go to your supervisor and make an effort to solve the problem with him or her. If your supervisor is unable or unwilling to help, contact the volunteer services coordinator. The coordinator will work with you to solve the problem through the chain of command. We will not discriminate against anyone for their part in bringing a problem to our attention.

STATEMENT OF PURPOSE

The primary mission of the Riverside Police Department's volunteer program is to provide support staff to aid police personnel in the delivery of services to the citizens of Riverside. This common purpose can be accomplished by:

- ▶ Forming a mutual partnership whereby volunteers supplement existing departmental services allowing paid employees to perform their necessary duties.
- ▶ Placing department volunteers in units which utilize their skills, talents and interests while offering a challenging and rewarding experience.
- ▶ Building community relations by giving citizens the opportunity to become more involved in the day to day activities of their police department

VOLUNTEER BILL OF RIGHTS

The Riverside Police Department recognizes that you, as a volunteer have rights and expectations which must be met in order to justify your willingness to assist the Department. Those rights include:

- ▶ Your right to have a sense of belonging, purpose and a feeling that you are honestly needed.
- ▶ The right to be assigned tasks that are suited to your experience and talents.
- ▶ The right to receive proper training and guidance for your assignment as well as the opportunity to improve your existing skills while acquiring new ones.
- ▶ The right to have attainable objectives and goals.
- ▶ The right to see that progress is being made toward a specific set of goals and to be kept informed of the progress.
- ▶ The right to be treated with respect, courtesy and consideration.
- ▶ The right to have confidence in your supervisor. Confidence which is established by constant, unbiased and fair treatment.

These are your rights as a volunteer for the Riverside Police Department. However, with these rights come responsibilities and obligations. Your commitment to this Department and the volunteer program are essential to ensure its success.

WHAT THE POLICE DEPARTMENT EXPECTS FROM YOU

Your first responsibility is to know your own duties and how to do them promptly, correctly and pleasantly. You are also expected to cooperate with department employees and your fellow volunteers. As a volunteer you are representing the Riverside Police Department. Your actions, good or bad will decide how the general public views our Department. Consequently, whatever your position, you have an obligation to perform every task to the very best of your ability and in a professional manner. The result will be better performance for the agency and personal satisfaction for you.

We believe you should have the right to make your own choices in matters that concern and control your life. We believe in direct access to management. We are dedicated to making the Riverside Police Department an agency where you can approach the volunteer services coordinator, or your supervisor to discuss any problem or question. If you are experiencing difficulties at your work site, please alert your supervisor or the volunteer services coordinator.

Your actions, and those of your fellow volunteers help create the work environment at the Riverside Police Department. We need your help in making every day you volunteer, rewarding and enjoyable.

Volunteer Program Guidelines

As a new volunteer you may feel a little uncomfortable in your new surroundings. This is a normal feeling and is expected. We want to help you get off to a good start, so please feel free to ask questions concerning anything you do not understand.

One of the first things you should do is carefully read this handbook. It is designed to answer many of your questions about the practices and policies of the Riverside Police Department's Volunteer Program.

Absence and Tardiness

Regular attendance and punctuality are necessary for the efficient operation of the Department. If it is necessary for you to be late or absent, please notify your supervisor ahead of time so arrangements can be made for a replacement until you arrive or return to work.

Anniversary Date

The first day you report to volunteer is your anniversary date.

Attendance

Volunteers are generally asked to work 12 hours each month. You will be provided with a time card on which you must document your hours. The time cards will be reviewed monthly by your supervisor and then forwarded to the volunteer services coordinator.

For several reasons, it is important to keep track of volunteer hours. Numerous agencies are accepting volunteer work as qualifying experience for employment. Potential employers will need to know detailed information on the volunteer job held, including starting and ending dates, approximate number of hours volunteered, and duties. As a Riverside Police Department volunteer, you are covered under Workers Compensation while on duty. In order to file a Workers Compensation claim you must be able to verify you were volunteering when the injury took place.

Background Check

All volunteers will be required to submit to a **mandatory** criminal record and reference check prior to appointment as a volunteer. Individuals who refuse to comply with this requirement will not be accepted as a volunteer.

A signed consent for release of information must be obtained from the prospective volunteer candidate prior to beginning a background check.

Change of Address

Your personnel file must be kept current and correct. In the event you change your address, phone number or name, you must notify your supervisor and the volunteer services coordinator.

Confidential Information



As a volunteer for the Riverside Police Department, you may be privy to information that is confidential in nature. Such information is not to be shared with your family, friends or acquaintances. Even casual remarks can be misinterpreted and repeated. If you are questioned about confidential information, even by Department personnel, do not release any information you may have. Instead politely refer them to your immediate supervisor.

Volunteers are not permitted to remove or make copies of any Police Department records, reports or documents without prior approval. Any violation of confidentiality seriously injures the Department's reputation and effectiveness. Any volunteer who is discovered disseminating confidential information will be immediately terminated from the volunteer program and may face criminal prosecution.

Driver's License

If your job assignment requires you to drive a city vehicle, you must have a current California Driver's License and an acceptable driving record. Any changes in your driving record must be reported to the Volunteer Services Coordinator.

Equal Volunteering Opportunity

The Riverside Police Department provides equal volunteering opportunity for everyone, regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or disability that does not prohibit performance of essential job functions. All matters relating to volunteering are based upon ability to perform *the* job, as well as dependability and reliability once hired.

Harassment

The Riverside Police Department's intent is to provide a volunteer environment which is pleasant, comfortable, and free from intimidation, hostility or other offenses which might interfere with volunteer performance.

Sexual harassment may include unwelcome sexual advances, requests for sexual favors, other verbal or physical contact of a sexual nature when such conduct creates an intimidating environment, prevents an individual from effectively performing the duties of

their position, or when such conduct is made a condition of volunteering, either implicitly or explicitly. Harassment of any sort, verbal, physical, or any intimidation, will not be tolerated and is grounds for immediate dismissal.

Health Examinations



Some volunteer positions are contingent on passing a health examination and physical agility test at the Riverside Police Department's expense. This may be necessary to insure that you are physically capable of handling the tasks involved in your job position safely and without possible harm to you, or other volunteers.

Introductory Period

Your first 30 days of volunteering are considered an introductory period. This is a probationary time for both you and the police department. During this time, the Riverside Police Department will evaluate your suitability for volunteering and you can evaluate us as well. At any time during these 30 days, you may resign with no detriment to your record. If, during this period, your volunteer performance does not measure up to our standards, we may release you. At the end of the probationary period, the Volunteer Services Coordinator will discuss your job performance with you. This review will be similar to a job performance review that is held on an annual basis. During the course of the discussion, you are encouraged to give your comments and ideas as well.

Job Descriptions

We maintain a job description for each volunteer position. All job descriptions are listed at the back of this handbook. If you have any questions regarding a job description, please contact the Volunteer Services Coordinator.

Standards of Conduct

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively and harmoniously. Some people have problems with "rules" or "authority figures," and past experience may have justified these thoughts and feelings; however, at the Riverside Police Department, we hold ourselves to a high standard of performance and rules simply assure that quality is maintained.

By accepting a volunteer position with us, you have a responsibility to the Riverside Police Department and your fellow volunteers to adhere to certain rules of behavior and conduct. The purpose of these rules are not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow volunteers to follow the rules of conduct, then our organization will be a better place to volunteer for everyone.

Unacceptable Behavior

Generally speaking, we expect every person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are listed below. Violation of any of these regulations may result in a written reprimand and/or dismissal. If you have any questions concerning any of the activities listed below, please see your supervisor or the Volunteer Services Coordinator.

1. The Commission of a felony or misdemeanor under the laws of the State of California, United States, or City of Riverside.
2. Reporting for duty with intoxicating liquor on breath or drinking any kind of intoxicating liquor while on duty.
3. Consuming any alcoholic beverage on or adjacent to the Police Department property or other City property.
4. Reporting for duty or being on duty following the use of a "controlled substance" or any drug (whether legally prescribed or otherwise) where such use may impair the volunteer's ability to perform assigned duties.
5. Refusal, failure, or delay in performing and/or carrying out proper orders, work assignments, or instructions of supervisors without reasonable and bonafide excuse.
6. Disobedience or insubordination to constituted authorities, in the course of conducting lawful department business.
7. Criminal, dishonest, infamous or notoriously disgraceful conduct unbecoming an officer/ employee or volunteer which might be detrimental to the service on or off duty.
8. Unexcused or unauthorized absence on scheduled days of work.
9. Failure to report for work or to place of assignment at time and place specified without reasonable excuse.

10. The receipt or acceptance of a reward, fee, or gift from any person for service incidental to the performance of the volunteer's duties.
11. Offer or acceptance of a bribe.
12. The unauthorized use of any badge, uniform, or City Identification card for the purpose of personal gain.
13. Work-related dishonesty, including attempted or actual theft or unauthorized appropriation of City property, City services, or the property of others.
14. Falsifying records by diligently entering, or causing to be entered, any inaccurate, misleading, or **incorrect** information in the preparation of official reports, recordings, records, logs, time cards or other documents.
15. Wrongfully lending, selling, giving away, or appropriating any lost, found, stolen, departmental or evidence property for the volunteer's personal use.
16. Knowingly making false or malicious statements with intent to harm or destroy the reputation, authority, or official standing of the Department or individual members thereof.
17. The willful and unauthorized destruction, damage and/or mutilation of any Department or City record, book, paper, document, equipment or property.
18. Engaging in political activities while on duty, when in uniform, or in any manner prohibited by law.
19. Engaging in any act of unwelcome sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature that could constitute sexual harassment.
20. Making slighting comments regarding the nationality, color, creed or beliefs of any person.
21. Improper release of confidential information.

Disciplinary Action

Unacceptable behavior which does not lead to immediate dismissal may be dealt with in the following manner:

- Verbal Warning
- Written Warning
- Disciplinary suspension

Written warning will include the reasons for the supervisor's dissatisfaction and any supporting evidence. You will have an opportunity to defend your actions and rebut the opinion of the supervisor at the time the warning is issued.

All pertinent facts will be carefully reviewed, and the volunteer will be given a full opportunity to explain his or her conduct before any decision is reached.

Dismissal

Volunteers may be dismissed without warning. This agency has the right to request that a volunteer leave immediately. Grounds for immediate dismissal may include, but are not limited to:

- ▶ Gross misconduct or insubordination.
- ▶ Being under the influence of alcohol or drugs while on duty.
- ▶ Theft of property or misuse of Department funds, equipment or materials.
- ▶ Lies or falsification of records.
- ▶ Deliberately divulging confidential information.
- ▶ Illegal, violent, or unsafe acts.
- ▶ Abuse or mistreatment of other volunteers, staff or the public.

Performance Reviews

Performance Reviews

The Riverside Police Department conducts a formal review once a year for every volunteer. Reviews will be conducted on or about each volunteer's anniversary date.

The formal performance review will consider the following:

- ▶ Attendance, initiative and effort.
- ▶ Knowledge of your job.
- ▶ Attitude and willingness.
- ▶ The quality of your work.

The primary reason for performance reviews is to identify your strengths and weaknesses in order to reinforce your good habits and develop ways to improve your weaker areas.

Workers' Compensation

Every Riverside City volunteer is protected by Workers' Compensation. Any injuries whether serious or minor (cuts, abrasions, etc...) are covered, if they occurred while on duty. Please immediatly report any injury, however minor to your direct supervisor.

Other Policies

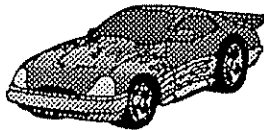
Dress Code

Most volunteer positions require that you wear a Department issued uniform while on duty. However there will be times when civilian clothing is an option. With this in mind you are expected to dress and groom yourself in accordance with accepted social and business standards, particularly if your job involves dealing with the public. If your supervisor feels your attire is inappropriate, you may be asked to leave your workplace until you are properly attired.

Exit Interview

In instances where a volunteer elects to leave, we would like the opportunity to discuss your reasons for leaving and any other impressions that you may have about the Department. During the exit interview, you can express yourself freely. All information will be kept strictly confidential and will in no way affect any reference information we provide to other agencies regarding your volunteer work.

Parking



The City has limited parking facilities in the downtown area and volunteers will be responsible for meeting their own parking needs. The City assumes no liability for volunteer vehicles or contents.

Parking citations received in municipal downtown visitor zones or illegally parking on streets or areas other than where assigned will be the responsibility of the volunteer.

Retired Seniors Volunteer Program (RSVP)

RSVP was established in 1971 by a federal grant to assist seniors in volunteer programs. RSVP is designed to provide extra insurance coverage for the senior volunteer. This insurance is in addition to the senior's own automobile and liability insurance. Any volunteer 55 years and older may participate in the program. If you would like more information on RSVP, please contact the Volunteer Services Coordinator.

Security

Maintaining the security of the Department's buildings and vehicles is every volunteers responsibility. Develop habits that are security conscious. For example:

- ▶ Always keep cash properly secured. If you are aware that cash is insecurely stored, immediately inform the person responsible.
- ▶ Know the location of all alarms, fire extinguisher, and familiarize yourself with the proper procedure for using them, should the need arise.
- ▶ In some cases, you will be the only person working in a Department facility. Before you leave, make sure all entrances are locked and secured .

Smoking

No smoking is allowed in City buildings or vehicles.

Substance Abuse

The Riverside Police Department has no desire to intrude in our volunteer's personal lives. However, both on the job and off the job involvement with mind or mood altering substances can have an impact on our agency.

The possession, sale or use of illegal narcotics at any time will lead to immediate dismissal and possible criminal prosecution.

Telephones

City telephones are not to be used for personal calls. Pay phones are available and personal calls should be made during non-work times. If a personal call is necessary and cannot be made on non-work time, a City phone may be used. Long distance personal calls are prohibited.

Telephone Courtesy



Communication is a two way process. You can set the tone right from the start by the tone of your voice. Prompt yourself to put a smile in your voice just before you answer the phone.

When a citizen calls and you answer the phone, you are the Police Department as far as the caller is concerned. What you say, and how you say it, establish the caller's opinion of our Department.

Remember, you can expect phone calls of almost any nature and the caller is relying upon you to provide quick and accurate information. Below you will find some guidelines to follow. Experience, though, will be your best teacher.

General Guidelines for Calls

We all know how frustrating it is to call an office for information only to be given the runaround and passed from person to person. You should avoid doing this to citizens who call the Department. Refrain from passing the call off to someone else without first trying to help the caller.

- a) Make certain you understand what the caller is asking.
- b) If you are not sure of the answer, ask the caller to hold while you seek advice from your supervisor.
- c) Once you know what the correct answer is or know where to refer the caller, give the caller the advice, including the phone number he or she should use for further information.

Through this process, you will learn the answers to most questions and will not have to seek help as often. Frequently asked for Department and City phone numbers are listed in the back of this manual.

Listed below are some helpful phone hints:

- ▶ Talk with confidence
- ▶ Be polite; it conveys sincerity
- ▶ Moderate the tone and volume of your voice
- ▶ Enunciate words so that they are spoken clearly
- ▶ Don't rush; it conveys impatience
- ▶ Don't interrupt the caller; wait for a natural break

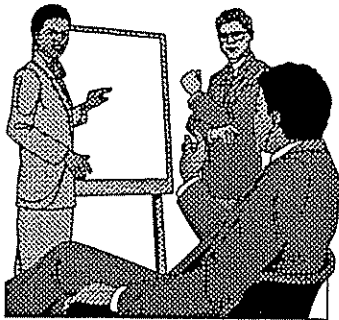
Use of Agency Vehicles

If you are authorized to use Department vehicles while volunteering, you must adhere to the following rules:

1. You must be a licensed driver with a good driving record.
2. You must obey all traffic laws. If you commit any violations, you will be held responsible and may be dismissed from the volunteer program.
3. You must not allow persons not authorized or employed by the Department to operate or ride in the City vehicle. To do so is grounds for dismissal from the volunteer program.

These are the basic rules for the use of Department vehicles. Some volunteer assignments have regulations above and beyond those listed here.

Volunteer meetings



From time to time, the volunteer services coordinator will schedule volunteer meetings. It is to your advantage to attend these meetings. They will give you a chance to receive information on Department events, discuss problems, and make suggestions about your assignment or the volunteer program in general.