



**Tempe Police Department**

**Volunteers In Policing**

# Supervisor Handbook

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Volunteers  
In  
Policing

Memorandum

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Tempe Police Department

To: Supervisors of Volunteers

From: Judy Bottorf, CVA  
Volunteer Resources Coordinator

Re: Volunteers In Policing

Volunteers In Policing are a valuable resource to staff members, providing a wealth of ideas, skills, energy, and experience to the police department. Supervisors play a vital role in the success of this program.

As a Supervisor of Volunteers, it is your responsibility to train, guide, motivate, evaluate, and recognize the contribution of each volunteer. You should have work ready when volunteers arrive and both workspace and supplies available. Volunteers who are treated with respect and made to feel part of the team will provide you with many hours of service.

This handbook contains important information for Supervisors about Volunteer Resources, including rights of volunteers, the request process, training and evaluation. Keep this guide as a reference and feel free to contact me at Ext. 8780 any time you have questions.

## **MISSION STATEMENT**

The mission of Volunteers In Policing is to enhance and expand the services that the Tempe Police Department provides to the citizens of Tempe.

## **VOLUNTEER RESOURCES COORDINATOR**

The Volunteer Resources Coordinator is responsible for recruiting, screening, and providing orientation to volunteers and serves as your contact in the V.I.P. program. The Coordinator also works with Supervisors to schedule training and evaluations. Final placement of each volunteer is determined by the Supervisor. If any problems, concerns, or questions arise involving your volunteer, or the program itself, please contact the Coordinator at any time at 350-8780.

The Coordinator is responsible for keeping records on volunteers, including time cards and evaluations, and is also responsible for planning department-wide recognition activities and providing the volunteers with a "home base" within the Department.

The Coordinator maintains an on-going relationship with volunteers placed throughout the Police Department and monitors their progress through regular contact with both volunteers and Supervisors.

## **VOLUNTEERS IN POLICING**

### **PROGRAM GOALS**

1. To expand and enhance public safety services provided by the Police Department to the citizens of Tempe.
2. To provide opportunities for citizens to actively participate in, and make meaningful contributions to, the operation of the Police Department.
3. To provide the Police Department with new ideas, experience and expertise of civilian volunteers.

### **REQUESTING A VOLUNTEER**

#### **TO REQUEST A V.I.P.**

1. Fill out a Volunteer Request Form, available from the Volunteer Resources Coordinator, and return to same.
2. The Volunteer Resources Coordinator will notify you when a volunteer is located to fill your request. The volunteer recommended to you by the Coordinator will have already completed the application process, including a screening interview with the Coordinator and a criminal history check.
3. Conduct a final interview with the volunteer to determine whether the volunteer meets the job qualifications and to discuss work schedule. You have final authority in accepting the candidate.
4. Notify the Volunteer Resources Coordinator upon acceptance or rejection of a volunteer candidate.

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**Volunteer Request Form**

**Today's Date** \_\_\_\_\_

**Division** \_\_\_\_\_

**Requesting Supervisor** \_\_\_\_\_

**Volunteer Job Title** \_\_\_\_\_

**Purpose of Job** \_\_\_\_\_

\_\_\_\_\_

**Description of Duties** \_\_\_\_\_

\_\_\_\_\_

**Qualifications Required** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Polygraph Required**      Yes \_\_\_\_\_      No \_\_\_\_\_

**Training Required** \_\_\_\_\_

\_\_\_\_\_

**Time Commitment** (Hours, days, short term, long term, etc.) \_\_\_\_\_

\_\_\_\_\_

**Responsible to** \_\_\_\_\_

**Other Comments/Notes** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Signature of Bureau Supervisor** \_\_\_\_\_

## **TRAINING**

Volunteers complete an orientation presented by the Volunteer Resources Coordinator. This orientation provides the volunteer with an overview of the V.I.P. program and the Police Department. At the orientation, the volunteer receives a Volunteer Handbook which includes information on V.I.P. rights and responsibilities.

Upon reporting to work, your volunteer will provide you with a Volunteer Orientation Checklist. The checklist reminds you to provide a detailed tour of the work area and to schedule any necessary training. After completing the checklist, return it to your volunteer who will return it to the Coordinator.

You are responsible for providing the necessary training for volunteer(s) under your supervision. Proper training is essential for volunteers to be able to complete assignments effectively. Training is an on-going process. In addition to formal training, on-going skill building and informal development needs to occur.

Remember, good training is essential for volunteer success.

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Tempe Police Department

**VOLUNTEER ORIENTATION CHECKLIST**

Please complete this form and return to your volunteer. Your volunteer should turn it in to the V.I.P. Coordinator.

Name of Volunteer \_\_\_\_\_ Date \_\_\_\_\_  
Division \_\_\_\_\_ Supervisor \_\_\_\_\_

INSTRUCTIONS: As you introduce your volunteer to the work area and job responsibilities, please check off the appropriate line.

Work Area

- \_\_\_ Place for personal belongings/workstation
- \_\_\_ Method of obtaining supplies
- \_\_\_ Tour of immediate area including restrooms, employee lounge

Work Conditions

- \_\_\_ Introduce to staff
- \_\_\_ Agree on work schedule, including coffee breaks
- \_\_\_ Explain time cards
- \_\_\_ Explain telephone techniques
- \_\_\_ Provide reference materials
- \_\_\_ Review job responsibilities
- \_\_\_ Provide or schedule necessary training
- \_\_\_ Designate person to contact for assistance
- \_\_\_ Designate person to notify in case of volunteer absence (phone #)
- \_\_\_ Designate back-up supervisor in the event of your absence



## TIME CARDS

It is important to keep accurate records of the hours donated by volunteers. Supervisors are responsible for ensuring that volunteers turn their time cards in each month. Time cards are provided by the Volunteer Resources Coordinator.

You should have a separate card for each volunteer for each month. Keep time cards in a location that is accessible to the volunteers. They can fill out their own time cards each time they come to work. At the end of the month, time cards should be signed by the Supervisor and turned in to the Volunteer Resources Office **no later than the third** of the following month.

## VOLUNTEER EVALUATION PROCEDURE

After a volunteer has been working in an assignment for three months, you must complete an Evaluation of Volunteer form and schedule a brief conference with the volunteer. This conference is to ensure that the volunteer has been placed correctly and to let the volunteer know how s/he is doing in the position.

At this conference, give a copy of the Evaluation of Volunteer to the volunteer and review it together. Send the original to the Volunteer Resources Office. This form will be placed in the volunteer's permanent file. At the completion of the conference, give the volunteer a Program Evaluation. The volunteer should complete this form and return it to the Volunteer Resources Coordinator as soon as possible.

After this three-month conference, evaluations will be scheduled annually while the volunteer continues in his/her position. You will be notified when the volunteer(s) evaluation is due.

**Volunteers  
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Tempe Police Department

**Evaluation of Volunteer**

Volunteer's Name: \_\_\_\_\_ Date: \_\_\_\_\_

Volunteer's Position: \_\_\_\_\_

Evaluated by: \_\_\_\_\_

**Evaluation Scale:**

1	2	3	4	5
Unsatisfactory	Satisfactory	Very Good	Excellent	Superior

Reports for assignments/meetings as scheduled \_\_\_\_\_

If unable to report, calls supervisor promptly \_\_\_\_\_

Arrives promptly for scheduled assignments/meetings \_\_\_\_\_

Relates well to staff, citizens, and other volunteers \_\_\_\_\_

Displays courtesy, tact, and patience \_\_\_\_\_

Understands objectives and assignments \_\_\_\_\_

Performs assignments effectively \_\_\_\_\_

Expresses opinions and disagreements in a mature manner \_\_\_\_\_

Accepts supervision in a positive fashion \_\_\_\_\_

**Overall Performance** (check all that apply)

Superior job, exceeded expectations ( )

Excellent job, met expectations ( )

Could benefit from further training or assistance ( )

**Major Strengths:**

**Developmental Needs:**

**Comments** (Use reverse side if needed)

## **RIGHTS OF VOLUNTEERS**

Volunteers are a valuable resource to Police Department staff members and deserve to be recognized. All volunteers have the right to be:

1. Assigned to tasks which are suitable to their experience, education, and preference
2. Trained properly for assumption of responsibilities, and provided with continuous education aimed at improving skills
3. Involved by making suggestions and assisting in planning
4. Evaluated on a regular basis
5. Treated with respect and made to feel part of the Tempe Police Department team
6. Recognized for their contributions

## **RECOGNITION AND APPRECIATION OF V.I.P.S**

Recognition and appreciation are vital parts of any volunteer program. Recognition can vary from greeting a volunteer to nominating a volunteer for an award. The Volunteer Resources Coordinator will schedule department-wide recognition events. It is your responsibility, however, to express your appreciation on a daily basis. Remember to:

- Take on occasional break with your volunteer
- Provide feedback on your volunteer's work
- Provide appropriate training
- Recognize volunteer contributions or suggestions
- Recognize special events in the volunteer's life, such as a birthday, anniversary, promotion at work, etc.

Make your volunteer feel a part of your team. Remember to communicate your appreciation.

## **INSURANCE**

In case of accident or injury, the City of Tempe will reimburse the injured volunteer for whatever amount his/her personal medical insurance does not cover, not to exceed \$5,000 per incident.

If the volunteer does not have medical insurance, the maximum amount the city will cover is \$5,000.

Every volunteer must immediately report every volunteer job-related injury, regardless of severity, to his/her supervisor.

Any questions concerning insurance coverage should be directed to the Volunteer Resources Coordinator.

## **USE OF VEHICLES**

### **CITY/POLICE VEHICLES:**

Volunteers are authorized to drive city vehicles for city business provided they have a valid license and carry insurance. A form for city vehicle use should be completed prior to driving a city vehicle. Forms can be obtained through the supervisor.

Volunteers have access to city "pool" cars, which display the city seal, and unmarked police vehicles designed for cooperative use.

### **PERSONAL VEHICLES:**

Volunteers may use their own vehicles for city business. If they choose to do so they are encouraged to keep track of their mileage, which is tax deductible (see Volunteers' Tax Deductions).

## GENERAL RULES AND REGULATIONS

1. Volunteers will keep to their assigned schedule unless previous arrangements have been made with 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 respect the function of the Department's paid staff and contribute fully to maintaining a smooth working relationship between paid staff and volunteers.
4. Volunteers will carry out assignments in good spirit and will seek the assistance of the V.I.P. Coordinator or immediate supervisor when necessary.
5. Volunteers will consult with their supervisor before assuming any new responsibilities affecting the Department.
6. Volunteers will respect and accept the Department's right to dismiss any volunteer for such reasons as poor performance, poor attendance, unwillingness to accept direction, etc.
7. Volunteers will notify the V.I.P. Coordinator in writing at least two weeks in advance of resignation or to request a leave of absence surpassing one month.
8. Volunteers will exercise caution when acting on the Department's behalf.
9. Volunteers may take one fifteen-minute coffee break per four-hour shift. Breaks should be scheduled with your immediate supervisor.
10. Volunteers will not report for duty or be on duty while under the influence of alcohol or drugs. The odor of an alcoholic beverage shall be considered presumptive evidence.
11. Volunteers will need to discuss rescheduling arrangements with their supervisor when taking medication which may cause drowsiness or which in any way may hamper the normal work assignment.

## **VOLUNTEER TRANSFER OR TERMINATION FROM PROGRAM**

Sometimes a volunteer may be placed in a position that is not suited to his/her personality or abilities. If you feel your volunteer is not working out well, notify the V.I.P. Coordinator. If the situation cannot be remedied, an alternative placement will be sought.

Removing a volunteer from a specific job is never an easy task. The V.I.P. Coordinator will work with you to ensure that the situation is handled in a responsible, professional manner. It is important to remember regular communication with your volunteer is essential to a successful placement. Neither you nor your volunteer should be surprised at a request for transfer.

Above all, the volunteer should remain a "friend" of the Police Department. Removing a volunteer from one position does not mean termination from the entire program. Chances are the volunteer's skills can be utilized in another area. When a volunteer does not comply with the program's *General Rules and Regulations* or if a serious discipline problem arises, the V.I.P. Coordinator should be notified immediately.

In most cases, discipline is a three-step process:

- Verbal reprimand
- Written reprimand
- Termination.

Immediate termination is justified when a volunteer commits an act delineated in the *Reasons for Immediate Dismissal*.

## **REASONS FOR IMMEDIATE DISMISSAL FROM V.I.P. PROGRAM**

1. Falsifying statements on V.I.P. application or during the interview process.
2. Misusing the V.I.P. identification badge.
3. Reporting for work while under the influence of alcohol or drugs
4. Releasing secured information to the public. Violation of this provision may result in prosecution!
5. Committing a misdemeanor or felony at any time during a V.I.P. tenure.

## **Reinstatement Policy**

If a volunteer resigns and later returns to be reinstated, s/he is not required to take a polygraph if it has been less than six months since the previous polygraph was taken.

If it has been six months or longer, the volunteer must re-take the polygraph, be fingerprinted, and an updated criminal history must be completed in order to be reinstated.

These policies are consistent with employee policies and VIPs should be held to the same standards.

## **Leave of Absence**

A leave of absence may be granted for up to 30 days. For a longer leave of absence, the volunteer must submit a written request to, or make an appointment to meet with, the Volunteer Coordinator. It is up to the Volunteer Coordinator as to whether a longer leave of absence is warranted. For a leave of absence longer than 30 days, the I.D. and parking permit should be returned and held in the individual VIP file.

## **Hours Required**

All volunteers are required to contribute a minimum of 5 hours per quarter, for a total of 20 hours per year. Most assignments require a weekly commitment; however, some assignments are on a monthly or as-needed basis. If you are unable to contribute at least 20 hours per year, you will be contacted by the Volunteer Coordinator to reconsider your commitment to the volunteer program. If circumstances warrant it, you may request a leave of absence. Otherwise, you may need to withdraw from the program until such time as you are able to meet the minimum requirements.