

**Grants Pass
Department of
Public Safety**

**AUXILIARY VOLUNTEER
MANUAL**

Name: _____ **Date Issued:** _____

AUXILIARY VOLUNTEER MANUAL

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INTRODUCTION

This manual is published for the assistance and guidance of the members of the Grants Pass Department of Public Safety Auxiliary. At any time for the good of the service, these rules and procedures may be amended, revoked, or added to, as circumstances require. It is apparent that rules of procedure cannot be established which will embrace all possible situations which may arise in an organization such as ours. Some matters must necessarily be left to the discretion and sound judgment of the individual.

Discretion can be defined as prudence; the ability to govern and discipline one's activities by the use of reason. Discretion includes many concepts such as skill and judgment in the use of resources, the ability to make decisions or the latitude of choice, wisdom, experience, training, law, and Department rules and regulations, policy and procedure.

Members of the Grants Pass Department of Public Safety Auxiliary are encouraged to exercise discretion when dealing with their many duties. One's discretion is also limited by these factors. Auxiliary members must correctly interpret the law, directives, department rules and regulations, or supervisory/command direction.

GRANTS PASS DEPARTMENT OF PUBLIC SAFETY MISSION, PURPOSE, AND CORE VALUES

The Grants Pass Department of Public Safety mission, purpose and core values support the overall Grants Pass City Council goal of **“Living in Grants Pass Feels Safe and is Safe.”**

MISSION STATEMENT:

“Keeping Grants Pass Safe” reflects Grants Pass Department of Public Safety commitment to provide a safe environment for our community through delivery of professional police, fire, and public safety support services.

ORGANIZATIONAL PURPOSE:

We strive to provide high quality, courteous, caring, cost effective, innovative and responsive customer service to the residents and visitors of the City of Grants Pass.

We strive to provide a highly trained, properly equipped, well managed and unified work force by providing a rewarding, positive and healthy environment for the long term success of all employees.

We are committed to responding to our community's needs, expectations and desires by listening and involving members of the community in the services provided through the use of volunteers, citizen action efforts and opportunities for public comment.

ORGANIZATIONAL CORE VALUES:

Integrity: *To be morally sound, honest, and free from corruption – We Do the Right Thing!*

Professionalism: *To conduct and carry ourselves responsibly as respected public servants – We Pursue Excellence!*

Teamwork: *To achieve organizational effectiveness and efficiency – We Work Together!*

Service: *To serve as guardians of our community’s health and safety –We Earn the Right to Serve!*

Leadership: *To set the standard on and off duty – We Lead By Example!*

WHAT IS THE GRANTS PASS DEPARTMENT OF PUBLIC SAFETY AUXILIARY VOLUNTEERS?

The Grants Pass Department of Public Safety formed a volunteer group in 1993 to assist with handicap parking enforcement. The unit became known as the “Auxiliary”. This small group of dedicated volunteers were very successful in their efforts to educate the public regarding the many issues that persons with disabilities face. In addition to education and enforcement, the Auxiliary were ambassadors for the department in regards to public relations.

The Auxiliary program is designed to address the increasing demands on our public safety department. Society is at a time when public safety’s limited resources are being stretched even further and we have turned to civilian volunteers to assist public safety officers on the front lines and behind the scenes; working to make communities safer. The Grants Pass Department of Public Safety Auxiliary Volunteers is a locally driven program that allows community members to offer their time and talents to their local public safety department.

GRANTS PASS DEPARTMENT OF PUBLIC SAFETY AUXILIARY VOLUNTEERS MISSION STATEMENT

The Grants Pass Department of Public Safety is an organization committed to a partnership with the Grants Pass community, with an entrusted fundamental duty to represent and defend the deeply held values of our community. The primary motivation of the Auxiliary program is community service, through performance of duty, by way of the public trust granted to the volunteers as members of the police department. The Auxiliary program is composed of value-oriented citizen volunteers, dedicated to building the partnership between the Grants Pass community and the Grants Pass Department of Public Safety.

An essential mission of the Grants Pass Department of Public Safety Auxiliary program is to serve as a volunteer support service to the Grants Pass Department of Public Safety, enhancing the effectiveness of community policing through the provision of administrative, and support services.

THE PURPOSE OF THE AUXILIARY PROGRAM

The Grants Pass Department of Public Safety has addressed two core components, community policing, community partnerships and problem solving through development of a program of trained citizens actively assisting officers. This is not a sworn reserve officer or auxiliary program. *It is a unique partnership with citizens who are willing to volunteer their time in assistance of officers.*

There are at least three tangible results that can be expected from the development of our Auxiliary program.

1. Citizen volunteers who, after training can relieve officers of routine tasks, both clerical and professional, in addition, allow officers to focus resources on more urgent public safety and community needs. This will free staff's time, increases work productivity and allows them to focus on where their skills can be best utilized.
2. A stronger bridge of understanding and communication with the community and community leaders. The Auxiliary program provides a comfortable, non-threatening, resource to the community, providing direct assistance to citizens who often feel their needs or questions are too trivial, and are reluctant to contact the Police Department. The volunteers become a powerful and respected voice in our community.
3. Grants Pass Department of Public Safety employees benefit from the diversity of working closely with citizens, and will turn to them as a community and a personal resource, recognizing that these volunteers are citizens, but respecting the fact that they also understand the stress and difficulties of law enforcement as well.

Volunteers are not new to police work or the criminal justice system. Grants Pass citizens have a long history of donating time and talent in order to extend the resources or increase the services of the Grants Pass Department of Public Safety. They have served as reserve police officers, community service officers, chaplains and as volunteer fire fighters. Without their help, many valuable tasks would not be accomplished. The Grants Pass Department of Public Safety Auxiliary program was established to more effectively utilize this community support. The program not only ensures volunteers will have the best opportunity to work where they and the department benefit most, but to increase opportunities for citizens to help shape the organizational culture to reflect the community.

Citizens volunteering to work in the department not only benefit department service delivery, they also gain an opportunity to both learn about police functions and contribute part of themselves to the organization which serves the Grants Pass community. The result is growth in citizen understanding and support of the public safety department as well as greater understanding and appreciation of citizens by police personnel.

The Auxiliary program also brings many indirect benefits to the department, both internal and external. The department culture benefits from exposure to the talents and insight of the citizens who volunteer and relationships between the community and department grow. For example:

1. Volunteers may bring specialized skills, experience, and consulting abilities which would otherwise not be available in the budget.
2. Working with volunteers provides opportunities for employees to see the community and police work from a non-police, citizen's perspective.
3. Volunteers in the workplace provide opportunities for interaction between the public and the private sector and for sharing of experiences.
4. Volunteers gain understanding and appreciation of police processes and constraints.

PROGRAM OPERATIONS

AUXILIARY APPLICATION PROCESS

The volunteer commitment for the Grants Pass Department of Public Safety program is a minimum of one-year of service, and (8) hours per month or the equivalent of 96 hours annually. All applicants for the Auxiliary program must be at least 18 years of age. It is encouraged that they attend the Grants Pass Department of Public Safety Citizen's Public Safety Academy. In addition, each volunteer must complete a minimum of (4) hours of "ride along" time with Grants Pass Department of Public Safety officers after application of membership, (4) hours of Communications "sit-in", and (4) hours "ride along" with Fire/Rescue.

All applicants must complete a Volunteer Application, Initial screening interview, Panel Interview, and pass a background investigation. Upon receipt of the completed application form, the Auxiliary Liaison, or designee, assesses the information, initiates the criminal records check process, and, if everything checks out satisfactorily, sets up an interview with the applicant.

Interviewing Applicants

The Auxiliary Liaison, or designee, is generally the first point of contact for all Auxiliary program applicants. An initial screening meeting will be held with the following objectives in mind:

1. Provide a clear explanation of the department's interest in working with the Auxiliary.
2. Encourage applicants to explain why they want to volunteer, what they hope to gain from the experience, and specific skills they would like to use.
3. Match the applicant to the best available slots, taking into account his/her skills, interests, time availability to work and personality.
4. Describe potential positions to the applicant clearly, including tasks involved, time required, and purpose of the position.
5. Answer applicant questions about volunteer work in general, the municipal government environment, the Public Safety Department, and the specific job openings.

During this first meeting, discussion with the applicant establishes the scope of his/her interests and the best match of skills to requirements. It is at this time that a decision is made to begin a background investigation of the volunteer.

Screening Applicants

The Auxiliary Liaison will be responsible to assign personnel to conduct the applicant's background investigations. This process includes fingerprinting, a review of the applicant's criminal history, a clearance for current warrants, and driving record checks. Personal references and the previous employers listed by the applicant will be contacted, if possible, to determine the applicant's suitability to become a member of the Auxiliary program. The results of the

interviews and background investigation are then presented to the Chief of Police or his designee, prior to the final decision to extend an offer to the applicant.

It is important to remember that **not all** applicants will pass background checks. **Interviewing for a volunteer position is no different from interviewing for any other public safety position. The potential volunteer can and will be turned down if the applicant does not meet basic requirements. If an individual is interested in volunteering, but does not fit any of the available openings, the application and resume may be kept for future use or the person may be referred to another department with an appropriate opening.**

Volunteer applicants who do not satisfactorily meet all requirements and qualifications for a position will receive a letter from the Auxiliary Program Liaison informing them of such and thanking them for their interest in the Grants Pass Department of Public Safety Auxiliary program. No information can be revealed to a denied applicant. Some rejected applicants will insist on knowing why they did not pass the background check. They are referred to the “Terms and Signature” section of the Auxiliary application.

Supervision and Coordination of Volunteers

Volunteers do not work in a vacuum. Volunteer efforts may fail to meet their objectives and become perceived as a waste of time, if everyone assumes the program will take care of itself. Volunteers need careful guidance, if they are to be integrated into the department. The responsibility to achieve this falls into two areas; coordination and supervision. Once it is agreed what duties a volunteer is qualified to perform, a department employee (facilitator) with work responsibility in the area where the volunteer works will be assigned to provide the direct supervision. The Auxiliary Program Liaison will maintain contact with the department employee and volunteers to provide the appropriate coordination.

Unique Skills

Occasionally, a volunteer will come along, who has a unique set of skills or unusual potential in an area where no existing job description exists. In these cases, members of the department staff are consulted to determine if a new position or project should be created. A specific job or assignment may be created for an individual who no one ever thought it possible to recruit. It may be better for both the volunteer and the department to add a new position, than to waste unique talents in an unchallenging job.

PROCEDURES

Orientation

Orientation of new volunteers is conducted by the Auxiliary Program Liaison, or designee, to provide them with general information about the department and city government and working here as a volunteer. Specific orientation issues include:

1. The scope of volunteer work in the department, including how many volunteers have been working for how long in various areas.
2. Information about special volunteer activities, such as luncheons, department publications, and personnel policies.
3. Basic work rules which apply to volunteers, such as appropriate dress, work breaks, and general conduct in a local government organization.
4. Record keeping requirements for volunteers including time sheets, reports, and special forms.
5. Specific training that will be provided for the position.
6. Participation in additional training and skill enhancement, as recommended or required.
7. Explanation of the training period, following the approval of the applicant to the Auxiliary program.
8. A tour of the facility.

The volunteer's photograph and fingerprints are taken and an identification badge is issued. Volunteers are expected to conspicuously wear the I.D. badge whenever on the public safety premises, to ensure recognition as authorized personnel. Volunteers may be issued a key and/or be given the department combination that will allow access to the department, depending on the assignment, duties and schedule of the volunteer, or work hours will be set for the volunteer.

The Auxiliary Program Liaison, or designee, are available if there are problems on the job that cannot be worked out with the employee facilitator supervising the volunteer. The Volunteer Coordinator will continue to keep in touch with the volunteers to keep the program running smoothly.

Oath of Honor

All volunteers are required to be sworn in utilizing the Law Enforcement "Oath of Honor," as written by the International Association of Chiefs of Police. The swearing in ceremony will generally be conducted by the Support Services Deputy Chief.

Training

After a candidate has been approved into the Grants Pass Department of Public Safety Auxiliary program, they begin a training period, during which time they must complete and be evaluated in two individual stages, which are:

1. Mandatory Training Topics: VIPS Manual, LEDS Certification (as soon as practical, only if job assignment requires it), (4) hours of ride along with a police officer, (4) hour ride-along with Fire/Rescue, Orientation, CPR/AED/First Aid, (4) hour sit-in with Communications, Department / Facilities Tour, and Selected Department Policies.

Training classes will depend on assigned duties and is referred to as “position specific training.” Some different examples of position specific training classes for candidates are:

1. Vehicle Operations
2. Handicap Parking Enforcement
3. Citizens on Patrol (COP) – Downtown and park patrol
4. Traffic Direction and Control
5. Vacation House Check procedures
6. Garage sale sign abatement
7. Graffiti reporting
8. Courtroom Testimony
9. Radar / Speed Monitoring
10. Vehicle Inspections
11. Shredding
12. Radio and Phonetic Alphabet
13. Basic Records Procedures
14. Basic camera operation

All candidates will be expected to review the Auxiliary manual, including the Auxiliary policy as part of the orientation training. They will also have knowledge of the following:

1. Guidelines of Conduct
2. Procedures
3. Confidentiality
4. Grants Pass Department of Public Safety mission, purpose and core values
5. Chain of Command

The Auxiliary Liaison, or designee, and the employee facilitator that supervises the volunteer in the assigned work unit are responsible for training and preparing the volunteer for the specific assignment. The Auxiliary Liaison, or designee, will monitor the training process to ensure the new volunteer develops the skills necessary for the assignment. The goal of the training is to ensure the volunteer is prepared to perform his/her assigned duties without constant supervision and with some autonomy.

Building Rules and Dress Code

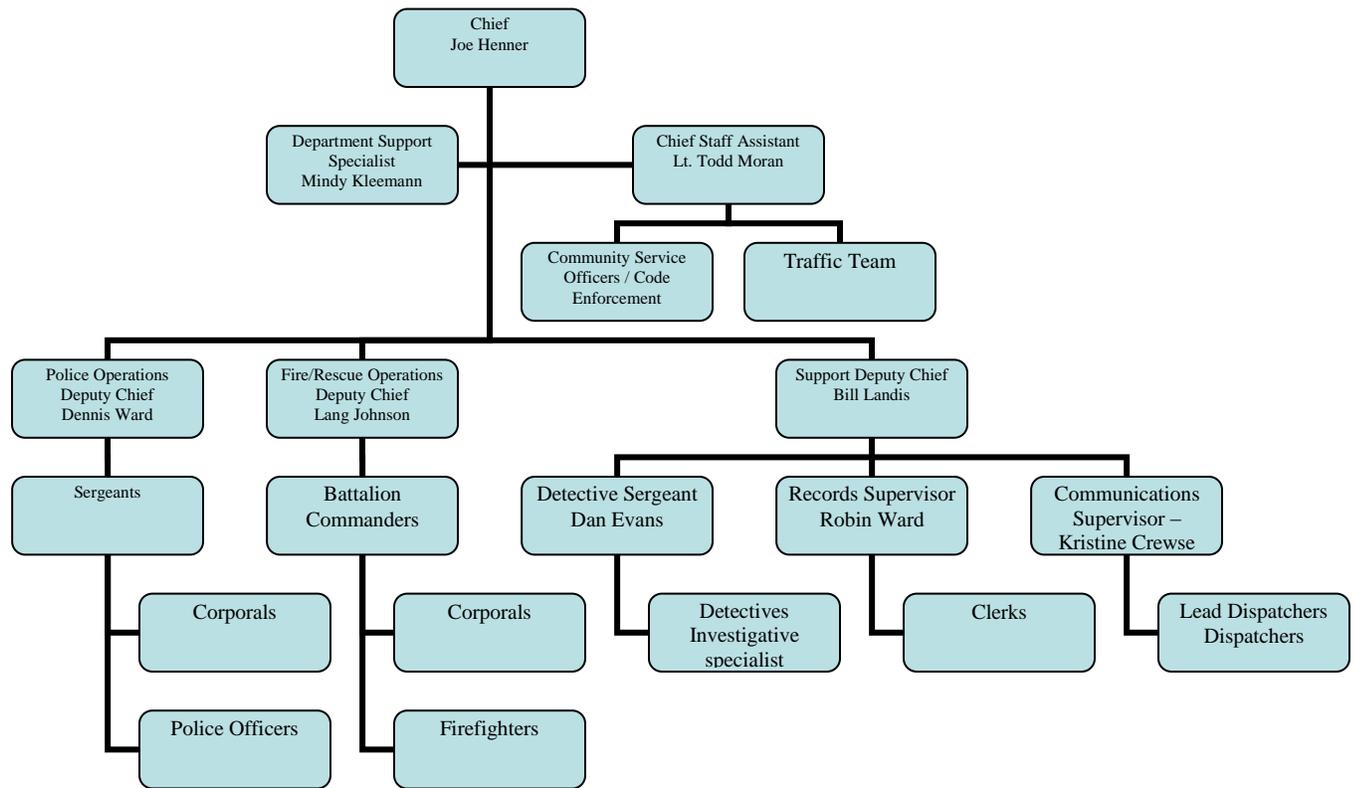
There is no smoking anywhere in the building. Smoking is permitted only in appropriate areas outside. The dress code is simple. Volunteers will be issued a uniform but at times when appropriate, may wear casual/professional attire. Slacks or similar style pants with collar and button type shirt, blouse or polo shirt are appropriate. Tank-top shirts are not approved. T shirts

are not generally approved, but under special circumstances may be approved by the Auxiliary Program Liaison.

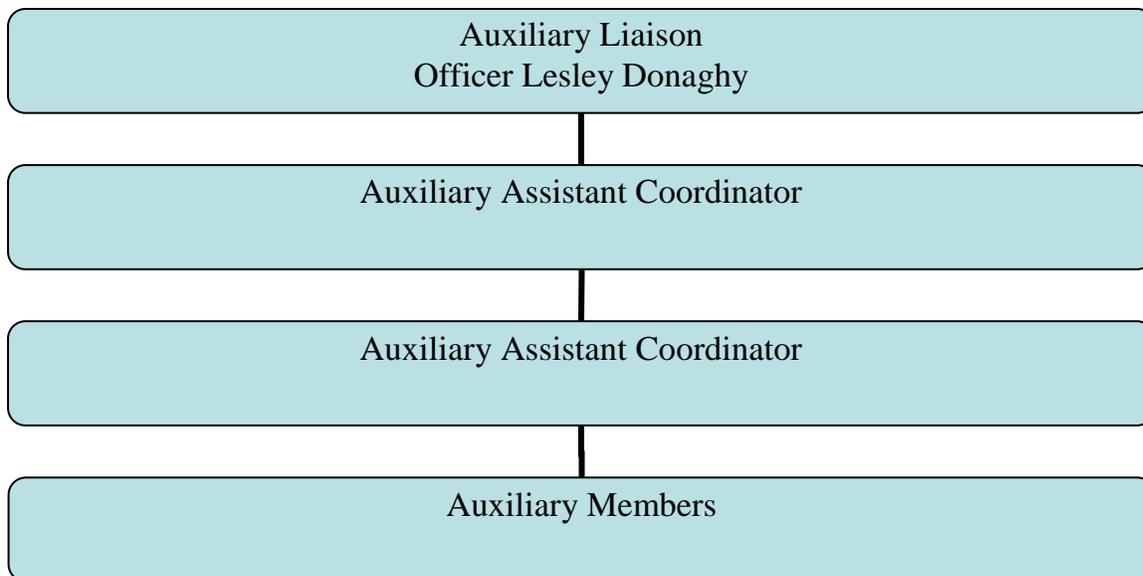
Chain of Command

As a paramilitary organization, the Grants Pass Department of Public Safety requires that all volunteers recognize and utilize the proper chain of command department wide. Chain of command is the process in which our organization establishes authority within its ranks.

The Grants Pass Department of Public Safety organizational chart reflects the structure of the chain of command. Refer to the department organizational chart for details.



Each volunteer shall have the commensurate authority to carry out a given task and accordingly will be held accountable for each task. Each volunteer shall only be responsible to one supervisor at any one time.



Conflict of Orders

Should there be a conflict of orders volunteers shall respectfully call such conflict to the attention of the supervisor giving the last order. Should the latter not change his/her order, the order shall be obeyed. The volunteer shall not be held responsible for disobedience of any former order or for any violation of the rules when obeying the last order given. The volunteer should report the incident to the Auxiliary Liaison or coordinator.

VOLUNTEER INFORMATION

Role as a Volunteer

The role of a volunteer is to assist, not replace, the activities and functions of the paid police staff as they provide police services to the citizens of Grants Pass. By offering your skills, knowledge, new ideas and experiences, you will help Grants Pass maintain the current level of service and possibly expand into new areas. You will be asked to evaluate the volunteer program and make suggestions, so the program can continue to be a viable method of meeting community needs.

Your enthusiasm for the program will encourage other citizens to volunteer their time and bring their expertise to the program. The public safety department hopes that through volunteer efforts, the community will feel the public safety department better reflects the needs and interests of the people it serves.

You will report to and take direction from a department employee who is assigned that responsibility, called an employee facilitator. This may or may not be a supervisor in any other capacity. In any case, he or she receives direction in a chain of command that reaches to the

Chief in the department. **It is a basic tenet of public safety organizational culture that all employees adhere to that chain of command when performing or communicating about any activity of the department.** In addition to receiving guidance and direction from your employee facilitator or the Auxiliary Liaison, you will be accountable to the Auxiliary Program Liaison who has administrative responsibility for the program and all volunteers.

Requesting Volunteers in a Unit

To obtain the assistance of a volunteer, an employee must contact the Auxiliary Liaison, or designee, and make the request. If the task requires specialized training, arrangements must be made prior to the volunteer being assigned to the task. If no specialized training is needed the volunteer may be assigned immediately.

The Auxiliary Program Liaison is responsible for developing and refining volunteer job descriptions within the Auxiliary program. The Auxiliary Liaison and the employee facilitator supervising the volunteer will assist as directed. Once job descriptions are set, they will not be changed without mutual agreement between the volunteer and the Auxiliary Program Liaison. The latter part of this manual contains many job descriptions for volunteers in different department units.

All volunteers are asked to volunteer a minimum of eight (8) per month. Special considerations may be made on an individual basis.

The Grants Pass Department of Public Safety recognizes the extreme importance of volunteers who enjoy volunteering and participating in fun, exciting, and meaningful work.

Guidance for Volunteers, Auxiliary Program Liaison, Assistant Coordinators and the Employee Facilitators

The purpose of the Auxiliary program is to create a community partnership with citizens who volunteer their time assisting officers. This is best fulfilled when all persons involved know what is expected of them and what they can expect from the program as well as each other. The following guidelines promote the above statement:

1. Although position specific job descriptions are provided, the volunteer and the Auxiliary Program Liaison may negotiate other duties, if documented.
2. A variety of options for involvement will be offered to volunteers as their experience and capabilities warrant.
3. Volunteers are given assurance that any special skills they possess will be considered in their placement.
4. Benefits such as space in which to work, and expenses will be provided when possible.
5. All volunteers should attend a monthly meeting held by the Auxiliary Program Liaison or designee. The purpose of these meetings is to get acquainted with new volunteers, to be notified of any program changes and an opportunity for volunteers to voice any comments, questions or concerns that they may have. Volunteers are encouraged to meet

with the Auxiliary Liaison, or designee, at any time before a monthly meeting, if the need arises. Be sure to call in advance and make an appointment.

Volunteer Duties

The work assigned to a volunteer is important to the smooth functioning of the department. It is required of each volunteer that he/she gives adequate notice to the employee facilitator if he/she cannot come to work on a scheduled day. Consistent failure to show up for work may be construed as a lack of interest in the job or a lack of responsibility and may result in termination of the volunteer.

The volunteer's assignment should consist of enough tasks to make it interesting and challenging. If a volunteer finds a lack of challenge, he or she should talk to the employee facilitator to rectify the situation. One aspect of the volunteer program is to involve citizens in meaningful work within the department. The job design should be a joint effort to make that happen.

Volunteers may take tax deductions for out of pocket expenses incurred while doing volunteer work for the public safety department. Deductions must be documented. Talk to your tax advisor for details on appropriate procedures.

Volunteers and department personnel facilitating and supervising volunteers are required to read the manual in its entirety, in order to get a complete picture of the program and how each position relates to the others. Questions or concerns should be directed to the Auxiliary Liaison, or designee.

Volunteers must be familiar with contents of this manual and any revisions.

Terminations

It is important to recognize that even unpaid workers can be fired if they are not meeting expectations or are causing problems in the organization. **Public safety work is serious business.**

One less-than-satisfactory volunteer can jeopardize the entire program, if not corrected or removed from the program. Volunteers can be terminated if they cannot handle the work assignments or if the work relationship is not satisfactory for the Auxiliary Program Liaison, paid staff working with the volunteer, or the volunteer.

For example, if there are conflicts between a volunteer and paid staff, the Auxiliary Liaison, or designee should take steps to correct the problem. If a volunteer has received specific feedback from the Auxiliary Liaison, but the problem is not eliminated, and no reasonable options for re-assignment exist, the volunteer will be terminated. (Complaints or concerns about volunteers that are brought to the Auxiliary Liaison's attention will be looked into and documented).

Leaves of Absence and Resignation

Volunteers may also leave their positions by means of a mutual agreement termination or a leave of absence. For any termination or leave of absence, the volunteer must surrender the I.D. badge and any keys giving him/her access to the police facility.

Also, any shirts, uniforms or equipment that was issued to the volunteer must be turned in by their last day of service. Failure to do so will result in Criminal Prosecution. The Auxiliary Liaison will remind the terminating volunteer of the confidentiality agreement and of the consequences of violating that agreement.

EVALUATION OF THE PROGRAM

The Auxiliary Liaison does not evaluate individual volunteers, but does continuously evaluate the program's responsiveness to the needs of everyone involved, including employee facilitator, Auxiliary Assistant Coordinators, other department employees, the volunteer and citizens. The Auxiliary Liaison obtains input from the above sources when assessing the value of a volunteer's work in a position. Three points are considered when evaluating the volunteer program goal of providing effective services at lower cost, or better service without additional expense.

1. What effect are volunteers having on service costs?
2. What effect is assistance from volunteers having on paid staff and/or is the volunteer easing the burdens of the paid staff?
3. Are desirable extra services occurring and is the work performed of value to the community?

Recognition

A volunteer's compensation is job satisfaction. Volunteers have the option of being re-assigned within the department, if he/she is unhappy with their present assignment.

Volunteers, like any other employee, need to be recognized for their contributions to the department. Unlike paid staff, which are typically compensated with pay as well as job satisfaction, volunteers must be rewarded in other ways. Volunteers may be motivated by work ethic, performance rewards or by personal rewards.

Performance rewards that focus on how well they did the job, include:

1. Expanding the volunteer's area of responsibility, based on proven performance.
2. Asking experienced volunteers to orient and train new volunteers in a specific task.
3. Providing expanded training opportunities for the volunteer, based on demonstrated skills, aptitude and likelihood of continued service.
4. Celebrating successful completion of an important project or report.

5. Providing tangible awards, such as recognition pins or certificates, which mention specific accomplishments or cite years of service.
6. Mentioning specific volunteer contributions or accomplishments in documents, such as the department annual report, communications to the governing body, or the annual budget.
7. Publicizing specific volunteer contributions or accomplishments in the City newsletter, the local media or at public meetings.

The department holds an annual Auxiliary Appreciation Party and during this event volunteer awards will be presented to recognize their accomplishments with certificates or plaques.

Other routine methods of recognition of quality volunteer performance are listed as follows:

1. Mayor's Annual Volunteer Appreciation Breakfast (held for ALL volunteers for the City of Grants Pass).
2. Treating volunteer personnel with the respect shown paid personnel, including soliciting of experienced volunteer input in the decision-making process.
3. Getting to know volunteers as individuals, by talking with them over coffee or lunch.
4. Finding meaningful work for volunteers to do whenever they have free time for telling them in advance when they may take a day off, because there won't be work for them.
5. Paying attention to how volunteers fit into the organization and providing them with workspace, supplies, and copies of work related reading, and outside agency training.
6. Watching for and dealing with any problems between paid staff and volunteers.
7. Submitting program information about volunteer service and the names of specific volunteers to local, state, and national volunteer recognition events.
8. Providing assistance and encouragement to volunteers who seek to use volunteer experience as a basis for finding a paid position.

RECOGNITION – CERTIFICATES – AWARDS

(Established January 1, 2002)

“Chiefs Award,” The highest award a volunteer can achieve on a local level. It is awarded to the volunteer for special achievements, above and beyond expectations.

“Volunteer of the Year,” Volunteers will utilize a secret ballot vote to select the most qualified volunteer for this award.

“Presidential Service Awards,” The President's Council on Service and Civic Participation created the President's Volunteer Service Award program as a way to thank and honor Americans who, by their demonstrated commitment and example, inspire others to engage in volunteer service. The award will be given to those Volunteers that qualify, by working a pre-designated amount of volunteer hours during the year.

“4,000 Hours Service Award,” Is awarded a plaque for 4,000 hours of volunteer service to the department.

“2,000 Hours Service Award,” Is awarded a certificate for 2,000 hours of volunteer service to the department.

“1,000 Hours Service Award,” Is recognized by having the volunteers name engraved on the Auxiliary Department Plaque.

“Letter of Commendation,” Is presented to the volunteer anytime during the year and a copy kept in the volunteer’s file.

“New Volunteer,” All new volunteers will have their picture posted on the Volunteer Bulletin Board.

ASSIGNMENT DESCRIPTIONS PROGRAM LIAISON AND ASSISTANT COORDINATORS

Auxiliary Program Liaison:

Crime Prevention Officer will be assigned to this position. The position oversees the entire volunteer program. The Auxiliary Liaison is responsible for selecting volunteers, maintaining records and termination of unsatisfactory volunteers. This position will promote a positive interpersonal relationship between volunteers and employees, track performance of volunteers for award and recognition purposes and will provide quarterly reports to the Chief of Police.

Auxiliary Assistant Coordinator:

Assists the Auxiliary Liaison in all aspects of the program as requested. The Assistant Coordinator is responsible for overseeing the general duties of volunteers assigned within their group. The Auxiliary Assistant Coordinator will act as the Auxiliary Liaison when the Auxiliary Liaison is not available or when taking time off.

Employee facilitator:

Will act as the immediate supervisor of the assigned volunteer as they perform the routine tasks within the scope of that employees normal work responsibilities. The employee facilitator does not have the authority to discipline a volunteer, but has the responsibility to ensure the volunteer is performing the assigned tasks accurately, effectively and efficiently. They are responsible to assist the volunteer with instruction of appropriate technique and procedures as well as to bring forward to the Auxiliary Liaison any problems the volunteer may be having.

ASSIGNMENT DESCRIPTIONS FOR VOLUNTEERS

Citizens on Patrol (COP): Conduct foot patrols in the downtown area or vehicle patrol in the parks throughout the City. They will keep high visibility and maintain good public relations with businesses and citizens. They will monitor the area for unusual or suspicious activity and will inform patrol of any in progress crimes by becoming a good witness, without getting personally involved in any enforcement activity.

Handicap Parking Enforcement (HAPE): Will monitor handicapped parking throughout the City and issue **warning** notices only to first time violators and will cite repeat offenders.

Vacation House Checks: Will conduct security checks of the homes of citizens on vacation and document each time a security check is made.

Safe Streets Program: Will conduct speed surveys by setting up the radar display boards in problem neighborhoods and documenting traffic speeds.

Customer Service/Records Assistant: Assists records personnel with filing, data entry of various documents, abandoned auto paperwork, shredding, property and evidence paperwork, and laser fiche. When appropriate assists in the destruction of confidential information. If qualified and properly trained, will assist records personnel with other tasks as directed.

Equipment Service Assistant: Checks patrol vehicles for service dates, equipment stock and equipment failure, including low tire pressure. Shuttles patrol vehicles scheduled for maintenance, tire repair, etc. Transports marked and unmarked vehicles to car wash facilities for routine wash. If qualified, may replace lights, fuses and other simple equipment in department vehicles.

Community Service Volunteer: Assists patrol in non-enforcement duties such as; traffic control, graffiti abatement, garage sale sign removal, crime scene searches, crime scene security, volunteers as Crime Prevention mascots, and other duties as needed, such as crime prevention activities.

Special Events Volunteer: Assists at special events by providing traffic control, pedestrian control, foot patrols, public information, public education, and general ambassadors to the community.

Traffic Control Team: Willing to carry a pager and be available to respond to second alarm fires and major events where traffic control is needed. The volunteer will be provided with the pager, traffic safety vest, and cones.

Other Assignments as Directed: All volunteer assignments must be approved by the Auxiliary Liaison and all volunteers must have documented training in that task prior to being allowed to perform the duty assigned.

7. _____ Volunteer must notify the Auxiliary Program Liaison upon terminating their involvement with the program, and participate in an exit interview/evaluation. Any ID, shirts, keys or equipment issued to the volunteer will be relinquished to the Auxiliary Program Liaison, or designee, at the time of the voluntary or involuntary termination.
8. _____ Be helpful to the public and the public safety department's paid staff by maintaining a good working relationship.
9. _____ Learn staff functions and refer the public to the appropriate individual, if necessary.
10. _____ Each volunteer is responsible for reporting hours to their Assistant Coordinator. Time and activity sheets must be filled out each working shift and submitted at the end of each month.
11. _____ Inform the Auxiliary Program Liaison or Assistant Coordinator when your time or knowledge may be insufficient to perform the task, as well as voicing concerns, observations and suggestions.
12. _____ Be cooperative, by accepting instructions, guidance, and suggestions from staff.
13. _____ Use only the space, equipment, and materials authorized during your assignment and maintain their good working condition.
14. _____ Will not carry any firearms or weapons while acting in the capacity of an Auxiliary member for the Grants Pass Department of Public Safety.

Grants Pass Department of Public Safety

101 NW A Street, Grants Pass, Oregon 97526
541-450-6260 fax 541-955-1045

TERMINATION INFORMATION

Volunteer: _____ **Date:** _____
Print Name

Read and initial each of the following guidelines for termination if you understand them. If you have questions ask the Auxiliary Program Liaison or designee. When completed turn them into the Auxiliary Program Liaison..

BEHAVIOR THAT MAY RESULT IN TERMINATION

Auxiliary Initials

1. _____ Disruptive behavior (poor attitude; flirting; repetitive arguments, etc.)
2. _____ Release any confidential information.
3. _____ Sexual harassment, inappropriate touching, sexual or ethnic jokes, etc.
4. _____ using volunteer status or ID to solicit free goods, services or to exert any kind of police authority. This can subject you to criminal prosecution.
5. _____ Dishonesty, lying, cheating, stealing, etc. This can also subject you to criminal prosecution.
6. _____ Continuous, non-excused absences.
7. _____ Insubordination, disobeying a direct order.
8. _____ Falsification of any information during application process.
9. _____ Conviction of a crime, other than minor traffic offenses, while a part of the Auxiliary program.
10. _____ Consumption of intoxicating beverages while on duty or prior to responding to duty, or use of any illegal controlled substance, narcotics or hallucinogen.

Grants Pass Department of Public Safety

101 NW A Street, Grants Pass, Oregon 97526
541-450-6260 fax 541-955-1045

DISCIPLINE PROCESS

Volunteer: _____ **Date:** _____
Print Name

Read and initial each of the disciplinary processes if you understand them. If you have questions ask the Auxiliary Program Liaison or designee. When completed turn them into the Auxiliary Program Liaison..

Auxiliary Initials

1. _____ In the event the Grants Pass Department of Public Safety receives a complaint from a citizen or other member of the department about the conduct of an Auxiliary member, an investigation may be conducted under the direction of the Chief or his designee.
2. _____ Members violating their oath of honor and/or trust by committing an offense punishable under the laws or statutes of the United States, the State of Oregon, the ordinances of the City of Grants Pass, provisions of the Auxiliary Manual, or who disobeys or fails to execute any lawful order, or who are incompetent and/or negligent in performing their duties are subject to counseling or disciplinary action.
3. _____ The Grants Pass Department of Public Safety may take corrective measures utilizing oral and/or written counseling, which is not to be considered as disciplinary actions. This process is used when the problem is a lack of understanding of the policies, regulations, procedures and requirements of the position, rather than intentional or unintentional disregard of the above. They are considered written documentation that the nature of the problem has been discussed with the member and by the member's signature the member is indicating his/her receipt of counseling regarding the problem.
4. _____ Written reprimand, is used for minor offenses arising from the intentional disregard of policies, regulations, procedures, or requirements of the position. A written reprimand may also include a warning that if the problem persists, removal from the program may result.
5. _____ Removal. Auxiliary members are "At Will" volunteers and can be removed from the program at the sole discretion of the Chief, or his designee.
6. _____ Disciplinary actions shall be documented and permanently retained in the member's file.
7. _____ The volunteer understands that they do not have the right to continue their status or utilize appeal rights as a volunteer if terminated. The volunteer also understands that they are not an employee of the City of Grants Pass or any department within the City, and therefore is not eligible for any remuneration or benefits of any kind or nature.

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NONDISCLOSURE CONFIDENTIALITY AGREEMENT

Read and sign this agreement if you understand. If you have questions ask the Auxiliary Program Liaison or designee.. When completed turn them into the Auxiliary Program Liaison..

The nature of the work of the public safety department requires a strict rule of confidentiality for all volunteers. No information gained as a result of your volunteering with the Grants Pass Department of Public Safety may be divulged to anyone outside the department. Failure to comply with this rule may result in termination or possible criminal prosecution.

The undersigned agrees to the work relationship and all guidelines of conduct, procedures, and duties as described previously in this Auxiliary Manual.

Date: _____

Volunteer: _____ / _____
Print Name Signature

Auxiliary Liaison: _____
Signature

Grants Pass Department of Public Safety

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AGREEMENT INCLUDING RELEASE & INDEMNIFICATION FOR VOLUNTEERS IN POLICE SERVICE

WHEREAS, the City of Grants Pass (hereinafter referred to as "CITY" consents and agrees to permit _____ (hereinafter referred to as "VOLUNTEER"), to participate in the

Print Name

Grants Pass Department of Public Safety Auxiliary Volunteer Program subject to the adherence of the VOLUNTEER to any provisions set out in the rules and regulations of the Grants Pass Department of Public Safety.

NOW, THEREFORE, for and in consideration of the premises and the mutual promises, covenants, and agreements set forth in this Agreement, the CITY and VOLUNTEER agree that the CITY, its agents or employees, shall not be liable or responsible for, and shall be SAVED, HELD HARMLESS, RELEASED AND INDEMINIFIED by VOLUNTEER from and against any and all suits, actions, losses, damages, claims, or liability of any character, type, or description, including but not limited to all expenses of litigation, court costs, and attorney fees for injury or death to any person, or damage to any property received or sustained by any person or persons or property arising out of, or occasioned by, directly or indirectly, the participation of VOLUNTEER in the Grants Pass Department of Public Safety's Auxiliary Volunteer Program.

IT IS THE EXPRESS INTENT OF THE PARTIES TO THIS AGREEMENT THAT THE INDEMNITY PROVIDED FOR IN THIS AGREEMENT IS AN INDEMNITY EXTENDED BY VOLUNTEER TO INDEMNIFY AND PROTECT THE CITY, ITS REPRESENTATIVES, AGENTS OR EMPLOYEES FROM ANY AND ALL CLAIMS OR ACTIONS, AS SET FORTH ABOVE, OF ANY KIND, ARISING DIRECTLY OR INDIRECTLY FROM THE PARTICIPATION OF VOLUNTEER IN THE PROGRAM.

It is further understood and agreed that the VOLUNTEER will participate solely as an individual on a voluntary basis and not as an employee, contractor or agent of the CITY or its agents or employees.

In making this agreement, VOLUNTEER relies wholly upon his/her judgment, belief and knowledge and has not been influenced to any extent whatsoever by any representative or statements not contained in this Agreement.

Volunteer Signature

Date

Address

City

State

Zip Code

Telephone Number