

**ORLANDO POLICE DEPARTMENT POLICY AND PROCEDURE  
2206.3, VOLUNTEER PROGRAM**

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POLICY: It shall be the policy of the Volunteer Program to aid in the overall efficiency of the organization to reduce and solve crime. The nature and scope of volunteer involvement will apply to all police bureaus and operations requesting and utilizing volunteers. Volunteers shall not be utilized to replace sworn or other paid positions within the organization, but rather to enhance the efficiency of the Agency. This policy sets forth specific guidelines for the utilization of civilian volunteers within the Orlando Police Department.

PROCEDURES:

**1. ORGANIZATION**

The Volunteer Program shall fall organizationally under the Community Involvement Section. The volunteers shall work under the direction of the Police Volunteer Coordinator.

**2. DUTIES AND RESPONSIBILITIES OF POLICE VOLUNTEER COORDINATOR**

The Police Volunteer Coordinator shall have administrative responsibility for the program to include recruiting, screening, placing, and recognizing volunteers within the Agency. The Police Volunteer Coordinator shall maintain all Volunteer Program records as required by F.S. 119, prepare and maintain a program budget, and supervise the utilization of volunteers within the Department. Additionally, the Police Volunteer Coordinator will ensure that annual evaluations for each volunteer as well as an annual evaluation of the Volunteer Program are completed.

**3. GUIDELINES**

3.1 REQUESTS FOR VOLUNTEERS

Requests for volunteers shall be made in writing on the Volunteer Request form and shall be submitted to the Police Volunteer Coordinator for processing. The request for a volunteer will also include a Volunteer Position Description. Each Volunteer Position Description must list the specific duties and responsibilities of the position as well as define any authority and latitude given to the volunteer by the Agency. Volunteer Request forms, blank Position Description forms, and sample position descriptions are available from the Police Volunteer Coordinator. These forms will be completed with the assistance of the Police Volunteer Coordinator.

All requests will be reviewed by the Police Volunteer Coordinator to determine the feasibility of the position and to identify possible sources for volunteer applicants.

3.2 RECRUITMENT OF VOLUNTEERS

Volunteers shall be recruited by the Orlando Police Department on a continuous and ongoing basis. Volunteers shall be recruited without regard to gender, disability, age, race, or other condition.

### 3.3 ELIGIBILITY

Volunteer applicants must be at least 18 years of age and have earned a minimum of a high school diploma or a G.E.D. In some cases, and with special permission, minors or those who do not meet the above standards may be eligible to participate. These applicants will be reviewed on an individual basis by the Police Volunteer Coordinator, Community Involvement Section Commander, and prospective supervisors.

Interested persons must complete the application materials and agree to a criminal background and records check.

### 3.4 APPLICATION PROCESS

Persons who express an interest in the program will be sent an application packet. The packet will include the following: Cover Letter, Volunteer Program Application, Polygraph Questionnaire, Volunteer Interest form, and an explanation of the application process.

A Volunteer Applicant Checklist will be completed by the Police Volunteer Coordinator.

### 3.5 VOLUNTEER SCREENING

Once the completed application is received the information will be entered into the computer and the screening process will begin. Volunteer screening will include a driver license check, criminal history records check, employment verification, and personal reference contact. A qualified applicant must submit to a polygraph.

The Agency accepts the service of all volunteers with the understanding that such service is at the sole discretion of the Agency. Volunteers agree that the Agency may at any time, for whatever reason, decide to terminate the volunteer's relationship with the Agency.

### 3.6 VOLUNTEER ORIENTATION AND PLACEMENT

Volunteer orientation is required of all applicants. Orientation will be conducted by the Police Volunteer Coordinator. Orientation sessions are scheduled as needed. Applicants who do not attend orientation after three invitations will be removed from the database.

The purpose of orientation is to provide an overview of the Department, explain expectations, outline policies and procedures, and to discuss available volunteer positions. Applicants will be given a tour of the building, fingerprinted, and photographed for an identification card. Identification cards will be placed in the applicant's file until placement.

The staff person requesting a volunteer will be notified by the Police Volunteer Coordinator when a qualified volunteer is available. The staff person will schedule an interview with the applicant to determine his/her suitability for the position. If accepted, the volunteer applicant will be scheduled for a polygraph, if required.

The Police Volunteer Coordinator will notify the volunteer applicant that he/she has been selected for a position. The Police Volunteer Coordinator will send the requesting staff person a copy of the volunteer application, the identification card, a signed copy of the Assignment Agreement form, a signed copy of the Volunteer Position Description, a Volunteer Support Orientation Checklist, and a Monthly Time form.

The requestor will determine the starting date and work schedule and provide the Police Volunteer Coordinator with this information.

### 3.7 VOLUNTEER TRAINING

Volunteers will receive specific on-the-job training within the section or unit to which they are assigned. Each Supervisor will review the tasks to be performed, the level of performance expected, and the criteria used for the annual evaluation.

Additional training, workshops, and classes may also be offered to volunteers through the Training Section, the Volunteer Program office, or other offices as needed. The Police Volunteer Coordinator will notify volunteers in writing when a class is being offered.

### 3.8 SUPERVISION

Each volunteer is assigned to a supervisor who provides training, maintains monthly records of attendance, and provides recognition and letters of reference or recommendation as appropriate. The supervisor also ensures that the volunteer works within the parameters of the volunteer position description.

### 3.9 EVALUATIONS

Performance evaluation is essential in maintaining a quality Volunteer Program. Supervisors shall meet with the Police Volunteer Coordinator to receive training on completing Volunteer Performance Evaluations. These shall be completed on an annual basis every October 1. The areas to be evaluated are Quality of Working Relationships and Quality of Work Performed. Volunteers who always perform their function in the manner described shall be rated CONSISTENTLY; USUALLY shall mean regularly perform as indicated; the rating of NEEDS WORK will be used for volunteers who are not successfully accomplishing their assigned tasks. Comments explaining any performance that is unsatisfactory or outstanding will be included.

Volunteer performance shall be based only on the performance during the rating period. Immediate supervisors will evaluate the volunteer for the specifics of that assignment. Upon completion, the immediate supervisor shall sign the form. Because performance evaluations also provide valuable feedback to the volunteer, the supervisor will schedule a time to sit with the volunteer to review and sign the evaluation. The volunteer may provide written comments on the evaluation if they desire. Upon completion of the evaluation, the supervisor shall provide the volunteer with a copy and forward the original to the Police Volunteer Coordinator for review and signature.

Should a volunteer wish to contest the evaluation, he/she will schedule a meeting with the Police Volunteer Coordinator to discuss the evaluation and attempt to resolve conflicts.

Volunteers will be asked to complete a Volunteer Program Evaluation form on an annual basis. The Police Volunteer Coordinator shall be responsible for distributing, collecting, analyzing, and reporting the findings to the division commanders and supervisors of volunteers.

### 3.10 RECOGNITION

The Police Volunteer Coordinator will be responsible for planning and hosting an annual recognition event. In addition, the Police Volunteer Coordinator will provide letters of recommendation and reference as appropriate.

### 3.11 VOLUNTEER TERMINATION

#### 3.11.1 RESIGNATION

Volunteers may resign from their volunteer service with the Agency at any time. Volunteers are asked to provide advance notice whenever possible. Electronic door cards, identification cards, and other property issued to the volunteer will be returned to the Police Volunteer Coordinator on the last day of service. The Police Volunteer Coordinator must then return the electronic door cards and/or identification cards to the ID Unit within 24 hours of resignation or dismissal. If an electronic door card and/or identification card is not returned within 24 hours of resignation or dismissal, the Support Services Manager must be notified in writing via electronic communication (email) immediately so further action can be taken. A Volunteer Exit Survey and a thank you letter will be sent to the volunteer.

#### 3.11.2 DISMISSAL

Volunteers serve at the will of the Agency. Volunteers who do not adhere to the policies and procedures of the Agency or who fail to perform their assignment are subject to dismissal.

The Community Involvement Section Commander will be responsible for terminating volunteers. Whenever possible, the Community Involvement Section Commander will meet with the volunteer to present a written notice of dismissal. If a personal meeting is not possible, the Community Involvement Section Commander will notify the volunteer of the dismissal by mail.

## 4. OMBUDSMAN PROGRAM

### 4.1 OMBUDSMAN PROGRAM

The Orlando Police Department recognizes the unique stress placed upon the family and dependents of Orlando Police Department employees left behind during periods of extended military duty. To help support those left behind, the Orlando Police Department initiated the Orlando Police Department Ombudsman program. The OPD Ombudsman shall be appointed by the Chief of Police and serve as the principal advisor to the Chief of Police on matters regarding OPD support to military dependents and families. The OPD Ombudsman is the OPD point of contact for family members or dependents of employees on extended active duty. The OPD Ombudsman will serve as a link to the benefits and support services and networks available both by the military and City, and shall ensure all family members or dependents of activated Departmental employees are provided with the points of contact to the resources and information necessary to support the employee's family while the Departmental employee is away. When notification of extended military duty is provided by a Department member, the supervisor or manager of the activated employee shall provide the employee with the point of contact information for the Orlando Police Department Ombudsman. The supervisor or manager shall also ask if the employee's family or dependents wish to be contacted by the Ombudsman and if they have any children who require support.

## 5. GENERAL

The following sections explain the use of equipment and property by volunteers.

### 5.1 PROPERTY ISSUE

Volunteers will be issued the following property: electronic door card, and photo identification card.

Volunteers who are assigned to the Orlando Police Department Headquarters will be issued Orlando Police Department golf shirts to be worn while on duty.

### 5.2 USE OF FACILITIES

#### 5.2.1 FITNESS CENTER

Volunteers will be permitted to use the Fitness Center located on the ground floor of Police Headquarters. Volunteers shall sign a Release of Liability Form and will contact the Training Unit to schedule an appointment to review the safe use of equipment in the gym.