

*"Keep Orlando a safe city by reducing crime and maintaining livable neighborhoods."*

## ORLANDO POLICE DEPARTMENT POLICY AND PROCEDURE

### 2206.5, VOLUNTEER AND INTERN PROGRAMS

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### 1. PURPOSE

This policy establishes specific guidelines for the recruitment, assignment, supervision, and evaluation of civilian volunteers and college interns within the Orlando Police Department.

### 2. POLICY

It is the policy of the Volunteer and College Intern Programs to support and enhance the overall efficiency and effectiveness of the Orlando Police Department by providing meaningful civilian support that contributes to crime reduction, community engagement, and organizational development. The scope of involvement for both volunteers and college interns shall apply to all bureaus and operations requesting and utilizing such support. These programs are designed to complement, not replace, sworn or paid positions. Volunteers and interns will serve in non-enforcement, support-based roles that enhance departmental functions.

### 3. DEFINITIONS

N/A

## 4. PROCEDURES

### 4.1 ORGANIZATION

The Volunteer and College Internship Programs shall fall organizationally within the Community Involvement Section. The volunteers and interns shall work under the direction of the Police Volunteer Coordinator. Volunteers and interns serve at the will of the Chief of Police.

### 4.2 DUTIES AND RESPONSIBILITIES OF THE POLICE VOLUNTEER COORDINATOR

The Police Volunteer Coordinator shall have administrative oversight of both the Volunteer Program and the College Intern Program.

#### Volunteer Program Responsibilities

The Police Volunteer Coordinator shall have administrative responsibility for the Agency's Volunteer Program, which includes the following duties:

- Recruiting, screening, placing, and recognizing volunteers throughout the Agency.
- Maintaining all Volunteer Program records in accordance with Florida Statute 119.
- Supervising the placement and utilization of volunteers within Department divisions.
- Ensuring annual performance evaluations are completed for each volunteer.
- Conducting and documenting an annual evaluation of the Volunteer Program, including volunteer feedback, performance metrics, and program effectiveness.

#### College Intern Program Responsibilities

The Police Volunteer Coordinator is also responsible for the administrative oversight of the Department's College Intern Program, including the following:

- Establishing and maintaining communication with internship directors at selected colleges and universities.
- Recruiting, screening, and selecting qualified intern applicants.
- Scheduling intern assignments and monitoring progress and performance throughout the internship.
- Serving as the primary liaison between the Department, the intern, and the academic institution in the event of any issues or concerns.
- Completing and submitting a final performance evaluation and grade to the intern's school for inclusion in their academic record.

### 4.3 GUIDELINES

#### 4.3.1 REQUESTS FOR VOLUNTEERS AND INTERNS

All requests for volunteers or interns shall be submitted in writing via email to the Police Volunteer Coordinator. Each request must include a Position Description outlining the specific duties and responsibilities of the position. The description should also clearly define the scope of authority and level of discretion granted to the volunteer or intern by the Agency. All requests will be reviewed by the Police Volunteer Coordinator to assess the feasibility of the position and to identify appropriate sources for potential candidate(s).

#### 4.3.2 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.

#### **4.3.3 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.

#### **4.3.4 APPLICATION PROCESS**

Persons who express an interest in the program will apply online via the city's website.

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

#### **4.3.5 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's license check, criminal history records check, employment verification, and personal reference contact. A qualified applicant must submit to a polygraph and obtain the appropriate CJS certificate as outlined in Policy and Procedure 1637, CJS Security, Section 4.4, before they begin orientation.

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.

#### **4.3.6 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 requester will determine the starting date and work schedule and provide the Police Volunteer Coordinator with this information.

#### **4.3.7 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.

#### **4.3.8 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.

#### **4.3.9 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.

#### **4.3.10 VOLUNTEER TERMINATION**

##### **4.3.10.1 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.

##### **4.3.10.2 DISMISSAL**

Volunteers serve at the will of the Chief of Police. 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.

#### **4.4 COLLEGE INTERNSHIP PROGRAM**

The college student is assigned to the Orlando Police Department to complete an internship in return for college credit hours. The Department evaluates the student throughout the program for employment potential.

The Community Involvement Section Commander has final authority over the College Internship Program.

The main objective for the intern is to learn about law enforcement on the local level and to observe the operations of the Orlando Police Department. The intern shall be assigned to the Police Volunteer Coordinator who will draft a schedule in various areas throughout the Department based on the semester. The Police Volunteer Coordinator will complete a final evaluation of the student which is sent to their respective school administrator. If the student expresses interest in a career with the Orlando Police Department and has displayed the qualities desired for a law enforcement officer, a formal employment application can be processed by the Recruiting Unit.

##### **4.4.1 INTERN RESPONSIBILITIES**

The intern is responsible for providing their housing and transportation while completing the internship at the Orlando Police Department. The intern is responsible for arriving at assignments on time and dressed accordingly. The intern will observe, learn from and, if possible, assist instructors when applicable. The intern shall be

responsible for adhering to the directives of the Orlando Police Department which shall be supplied to the interns during their orientation day.

#### **4.4.2 INSTRUCTORS**

Employees selected by the Police Volunteer Coordinator to assist the intern shall be designated as instructors. The responsibility of the instructor is to allow the intern to observe, relate input, and answer questions. The instructor has the discretion to allow the intern to assist them in other “hands-on” areas, related to the section assigned.

#### **4.4.3 PROGRAM EVALUATION**

Upon completion of the Internship Program, the intern shall be given an evaluation form asking for positive and negative feedback. The Police Volunteer Coordinator will process the exiting intern, collecting any agency property assigned to the intern. If an electronic door card and/or identification card is not returned, the Support Services Manager must be notified in writing via electronic communication (email) immediately so further action can be taken.

### **4.5 GENERAL**

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

#### **4.5.1 PROPERTY ISSUE**

Volunteers and Interns will be issued the following property: an electronic door card and a photo identification card. Volunteers and Interns who are assigned to the Orlando Police Department Headquarters will be issued Orlando Police Department shirts to be worn while on duty.

#### **4.5.2 USE OF FACILITIES**

##### **4.5.2.1 FITNESS CENTER**

Volunteers and Interns will be permitted to use the Fitness Center located on the ground floor of Police Headquarters. Volunteers and Interns 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.

##### **4.5.2.2 ANNUAL DRIVERS' PHYSICALS**

Any volunteer (interns, Citizen Observer Program (COP) volunteers, and Chaplains) who drives a city vehicle will be required to pass an annual driver's physical with a drug screen as outlined under City of Orlando [P&P 800, Operators of City Motor Vehicles and Equipment](#).

## **5. FORMS AND APPENDICES**

N/A