Volunteer Program

382.1 PURPOSE AND SCOPE
It is the policy of this department to use qualified volunteers for specified tasks and duties in order to create efficiencies for the Department and improve services to the community. Volunteers are intended to supplement and support sworn officers and civilian personnel. Volunteers can be an important part of any organization and are proven to be a valuable asset to law enforcement agencies. Volunteers help to increase departmental responsiveness, delivery of services and information input, and provide new program opportunities. In addition, volunteers bring new skills and expertise to the Department and prompt new enthusiasm.

382.1.1 DEFINITION OF VOLUNTEER
A individual who performs a service for the Department without promise, expectation or receipt of compensation for services rendered. This may include unpaid chaplains, unpaid reserve officers, interns, persons providing administrative support and youth involved in law enforcement events, among others.

382.1.2 ACTIVE VOLUNTEERING
"Active Volunteering" means any volunteer who serves the required hours of volunteer time designated for that position each calendar year. Only time assigned by the department shall qualify as official volunteer service time.

382.2 VOLUNTEER MANAGEMENT

382.2.1 VOLUNTEER COORDINATOR
The Volunteer Coordinator shall be appointed by the Chief of Police or his/her designee. The function of the Volunteer Coordinator is to provide a central coordinating point for effective volunteer management within the Department, and to direct and assist staff and volunteer efforts to jointly provide more productive services. The Volunteer Coordinator shall work with other Department staff on an ongoing basis to assist in the development and implementation of volunteer-staffed positions.

The Volunteer Coordinator, or his/her designee, shall be responsible for the following:

(a) Recruiting, selecting and training qualified volunteers for various positions.
(b) Facilitating the implementation of new volunteer activities and assignments.
(c) Maintaining records for each volunteer.
(d) Tracking and evaluating the contribution of volunteers.
(e) Maintaining the volunteer handbook and outlining expectations, policies and responsibilities for all volunteers.
(f) Maintaining a record of volunteer schedules and work hours.
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(g) Completing and disseminating as appropriate of all necessary paperwork and information.

(h) Planning periodic recognition events.

(i) Administering discipline when warranted.

(j) Maintaining liaison with other volunteer-utilizing programs in the community and assisting in community-wide efforts to recognize and promote volunteering.

(k) Reviewing volunteer position descriptions periodically to ensure that they accurately reflect the duties and responsibilities of the volunteer position.

382.2.2 RECRUITMENT

Volunteers should be recruited on a continuous and ongoing basis consistent with department policy on equal opportunity nondiscriminatory employment. A primary qualification for participation in the application process should be an interest in, and an ability to assist the Department in serving the public.

Requests for volunteers shall be submitted in writing by interested staff to the Volunteer Coordinator through the requester's immediate supervisor. A complete position description and a requested time-frame should be included in the request. All parties should understand that the recruitment of volunteers is enhanced by creative and interesting assignments. The Volunteer Coordinator may withhold assignment of any volunteer until such time as the requesting unit is prepared to make effective use of volunteer resources.

382.2.3 SCREENING

All prospective volunteers shall complete the volunteer application form. The Volunteer Coordinator or designee will conduct oral boards or face-to-face interviews with applicants under consideration.

A documented background investigation shall be completed on each volunteer applicant and shall include, but not necessarily be limited to, the following:

(a) Traffic and criminal background check. Fingerprints shall be obtained from all applicants and processed through the California Criminal Information Index and FBI databases.

(b) Employment

(c) References

(d) Credit check may be required for some positions

(e) A polygraph exam may be required of each applicant depending on the type of assignment.

382.2.4 SELECTION AND PLACEMENT

(a) Volunteers shall complete all required screening and enrollment paperwork.
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(b) Service as a volunteer with the Department shall begin with an official notice of acceptance or appointment to a volunteer position by the Chief of Police or authorized designee. Notice may only be given by the Chief of Police or authorized designee.

(c) Volunteers shall sign a Volunteer Agreement.

(d) Volunteers shall receive a copy of the Volunteer Handbook.

(e) Volunteers shall be placed only in assignments or programs that are consistent with their knowledge, skills, abilities and the needs of the department.

(f) Volunteers shall receive a comprehensive written description of the duties of their position.

382.2.5 TRAINING

Volunteers shall:

(a) Be provided with an orientation program to acquaint them with the Department, personnel, policies and procedures that have a direct impact on their work assignment;

(b) Receive position-specific training to ensure they have adequate knowledge and skills to complete tasks required by the position.

(c) Receive periodic ongoing training as deemed appropriate by their supervisor or the Volunteer Coordinator.

(d) Receive training to reinforce that they may not intentionally represent themselves as, or by omission infer that they are sworn officers or other full-time members of the Department. They shall always represent themselves as volunteers.

(e) Comply with the rules of conduct and with all orders and directives, either oral or written, issued by the Department.

382.2.6 FITNESS FOR DUTY

No volunteer shall report to work or be on-duty when his/her judgment or physical condition has been impaired by alcohol, medication, other substances, illness or injury.

Volunteers shall report to their supervisor any changes in status that may affect their ability to fulfill their duties. This includes, but is not limited to, the following:

(a) Driver license

(b) Medical condition

(c) Arrests

(d) Criminal investigations

All volunteers shall adhere to the guidelines set forth by this department regarding drug and alcohol use.
382.2.7 DRESS CODE
As representatives of the Department, volunteers are responsible for presenting a professional image to the community. Volunteers shall dress appropriately for the conditions and performance of their duties.

(a) Volunteers shall conform to department-approved dress consistent with their duty assignment.
(b) Uniforms authorized for volunteers should be readily distinguishable from those worn by sworn officers.
(c) The uniform or identifiable parts of the uniform shall not be worn while off-duty except volunteers may choose to wear the uniform while in transit to or from official department assignments or functions provided an outer garment is worn over the uniform shirt so as not to bring attention to the volunteer while he/she is off duty.
(d) Volunteers shall be required to return any issued uniform, badge or department property at the termination of service.

382.3 SUPERVISION OF VOLUNTEERS
Each volunteer who is accepted to a position with the Department must have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor will be responsible for day-to-day management and guidance of the work of the volunteer and should be available to the volunteer for consultation and assistance.

A volunteer may be assigned as and act as a supervisor of other volunteers provided that the supervising volunteer is under the direct supervision of a paid staff member.

Functional supervision of volunteers is the responsibility of the supervisor in charge of the unit where the volunteer is assigned. Following are some considerations to keep in mind while supervising volunteers:

(a) Take the time to introduce volunteers to employees on all levels.
(b) Ensure volunteers have work space and necessary office supplies.
(c) Make sure the work is challenging. Do not hesitate to give them an assignment or task that will tap these valuable resources.
(d) Ensure the volunteer receives appropriate and adequate training for the assigned tasks.

382.4 CONFIDENTIALITY
With appropriate security clearance, volunteers may have access to confidential information such as criminal histories or investigative files. Unless otherwise directed by a supervisor or departmental policy, all information shall be considered confidential. Only that information specifically identified and approved by authorized personnel shall be released. Confidential
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information shall be given only to persons who have a need and a right to know as determined by departmental policy and supervisory personnel.

Each volunteer will be required to sign a nondisclosure agreement before being given an assignment with the Department. Subsequent unauthorized disclosure of any confidential information, verbally, in writing or by any other means, by the volunteer is grounds for immediate dismissal and possible criminal prosecution.

Volunteers shall not address public gatherings, appear on radio or television, prepare any article for publication, act as correspondents to a newspaper or other periodical, release or divulge any information concerning the activities of the Department, or maintain that they represent the Department in such matters without permission from the Chief of Police or authorized designee.

382.5 PROPERTY AND EQUIPMENT

(a) Volunteers will be issued an identification card that must be worn at all times while on-duty and not in a uniformed assignment.

(b) Any fixed and portable equipment issued by the Department shall be for official and authorized use only.

(c) Any property or equipment issued to a volunteer shall remain the property of the Department and shall be returned at the termination of service.

382.5.1 VEHICLE USE

Volunteers assigned to duties such as vacation house checks or other assignments that require the use of a vehicle must first complete the following:

(a) A driving safety briefing.

(b) Verification that the volunteer possesses a valid California Driver License.

(c) Verification that the volunteer carries current vehicle insurance.

The Volunteer Coordinator should insure that all volunteers receive safety briefing updates and license and insurance verification at least once a year.

When operating a Department vehicle, volunteers shall obey all rules of the road, including seat belt requirements. Smoking is prohibited in all Department vehicles.

Volunteers should not operate a marked patrol car unless there is a prominently placed sign indicating that it is out of service and are not authorized to operate a Department vehicle Code-3.

382.5.2 RADIO AND MDC USAGE

Volunteers shall successfully complete CLETS and radio procedures training prior to using the police radio and comply with all related provisions. The Volunteer Coordinator should ensure that radio and CLETS training is provided for volunteers whenever necessary.
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382.6 DISCIPLINARY PROCEDURES/TERMINATION
A volunteer may be removed from the volunteer program at the discretion of the Chief of Police or authorized designee. Volunteers shall have no property interests in their continued appointment. However, if a volunteer is removed for alleged misconduct, the volunteer will be afforded an opportunity solely to clear his/her name through a liberty interest hearing which shall be limited to a single appearance before the Chief of Police or authorized designee.

Volunteers may resign from volunteer service with the Department at any time. It is requested that volunteers who intend to resign provide advance notice of their departure and a reason for their decision.

382.6.1 EXIT INTERVIEWS
Exit interviews, where possible, should be conducted with volunteers who are leaving their positions. The interview should ascertain why the volunteer is leaving the position and solicit the volunteer's suggestions on improving the position. When appropriate, the interview should also include a discussion on the possibility of involvement in some other capacity with the Department.

382.7 EVALUATION
An evaluation of the overall volunteer program will be conducted on an annual basis by the Volunteer Coordinator. Regular evaluations of the Volunteer Program should be conducted with volunteers to ensure the best use of human resources available, to ensure personnel problems can be identified and dealt with promptly and fairly, and to ensure optimum satisfaction on the part of volunteers.

382.7.1 ANNUAL AUDIT
The Volunteer Coordinator shall coordinate with the unit supervisors to audit each volunteer annually to ensure that the volunteer:

(a) Meets minimum requirements.
(b) Has completed all required training.
(c) Is actively volunteering.

382.7.2 ACTIVE/INACTIVE STATUS
Volunteers shall meet the annual minimum requirements for hours of service and training.

(a) Any volunteer who does not meet the minimum requirements may be separated from the program at the direction of the Chief of Police or a designee.
(b) The Chief of Police may grant a temporary leave of absence and inactive status on a case by case basis.
(c) Any volunteer who does not meet the minimum requirements as an active volunteer shall be placed in "inactive" status.
(d) The Volunteer Coordinator shall recover the volunteer ID card and any other department property if the volunteer is inactive for more than three months. Volunteers shall complete all missed required training before returning to active status.

382.8 INTERNSHIPS
Internships with the City of Redondo Beach Police Department offer students an array of opportunities that complement academic studies, enhance career growth, and foster personal development. They bridge the gap between school and the world of work and offer students an environment in which to network with professionals who are dedicated to making a positive difference with the Redondo Beach Police Department. Interns assist managers and professional staff with special projects, research and analytical assignments, community outreach, and day-to-day activities. Interns do not displace or replace employees, but work under close supervision of existing staff.

An important component of the internship experience is the partnership that exists between the intern, the academic institution and the supervisor. The internship links the world of work to the academic setting. The basis of the partnership is the shared goal of offering students/recent graduates an opportunity to broaden their knowledge and enhance their skills. Therefore, it is important to maintain a learning component throughout the internship and have staff available to guide, coach and/or mentor the student/recent graduate.

Internship opportunities provide students with professionally-oriented activities that enable them to experience work similar to that of a new entrant in the field. Assignments often relate to the intern’s academic major or to a professional field where that academic knowledge can be applied. Through internships, students utilize knowledge gained in the classroom and are offered opportunities for hands-on experience.

382.8.1 INTERNSHIP EDUCATIONAL REQUIREMENTS
Those applying for an internship with the Redondo Beach Police Department are expected to have completed their third year at an accredited college or university prior to the start date of the internship. Suggested areas of study may be Administration of Justice, Social/Criminal Justice, Forensic Science, Criminology, Criminal Justice Crime Mapping and Data Analysis, Homeland Security and Emergency Management, Communications, Corrections and Case Management. Other areas of study as applicable may be accepted.

382.8.2 INTERNSHIP APPLICATION PROCESS
The application process starts with a submission of a resume, cover letter or letter of interest and unofficial transcripts. All documents should be submitted via email. Selected candidates will be interviewed by the project leader(s) and intern coordinator for placement.

The cover letter is an opportunity for applicants to describe career and academic goals and to elaborate upon personal interests/accomplishments related to the internship. Prospective interns shall include their GPA (must be a minimum of 2.5), preferred start and end dates for the internship along with alternate dates, number of hours that can be scheduled on a weekly
basis and days/times available to schedule internship hours. In addition, the resume must include relevant education, work experience and community involvement.

Cover letters or letters of interest, resumes, and unofficial transcripts will assist in matching applicants with projects as they become available for internship placement.

382.8.3 BACKGROUND SCREENING FOR INTERNSHIP
Background Investigations will be conducted on applicants who have successfully interviewed for the internship and wish to pursue placement.

The background investigation shall include a background interview that requires an intensive in-person interview and LiveScan fingerprinting.

The following documents must be completed by qualified applicants during the background investigation:

- Personal History form (includes employment history and arrest record)
- Notarized Authorization to Release Information form

As part of the background investigation, applicants will be required to provide five to ten references along with original copies of the following documents:

- Birth certificate (original or certified copy) or if applicable, naturalization certificate/resident card
- Valid, state issued driver’s license
- High school and college diplomas and official transcripts (must be sealed and in unopened envelope)
- Proof of current automobile liability insurance coverage (listing applicant as insured driver)

An intern orientation will be conducted by the division supervisor before the intern reports to the department. The orientation program will cover program goals, intern expectations, City policies, overview of local government structure, and resources available to them for a successful internship experience. The following policies/agreements will be reviewed and signed acknowledgements will be required during orientation:

- Anti-harassment Policy
- Drug and Alcohol Policy
- Communication and Information Technology Usage Policy
- Social Media Policy
- Confidentiality Agreement

382.8.4 INTERN EXPECTATIONS

The following will serve as a guide for the internship program:
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Schedule/Attendance
Interns will coordinate weekly working hours with their supervisor. All interns are responsible for arriving on time for their scheduled commitments. In the event that an intern will be late or absent, the supervisor must be notified in advance. The department may determine how this is to be reported. If the supervisor cannot be reached, the intern should report absence or tardiness to the on-duty watch commander.

Tracking/Reporting Hours
Interns are responsible for tracking and reporting their volunteer hours. Intern managers will set up an account for the interns and monitor hours.

Proper Attire/Grooming
Interns are responsible for presenting a professional image to the public. Interns should dress appropriately for the conditions and performance of their duties as well as maintain good hygiene and grooming while working. Certain positions require specific attire/grooming requirements which are left to the reasonable discretion of the Department and/or are covered previously in this policy.

Social Media/E-mail Communications
If an intern is posting communication on social media, he/she must conduct himself/herself at all times as a City representative. Please be mindful that if an intern is associated with the Police Department in his/her profile, he/she may be perceived as a Police Department representative. Interns must maintain a professional and respectful tone in all communications.

Confidentiality
In the course of their internship, interns may have access to confidential information. Any information and contact interns may encounter that is confidential shall not discussed or disclosed with anyone other than for the purpose of their assignment at the Police Department.

Facility Usage
Interns are prohibited from taking or using Police Department or City of Redondo Beach supplies, materials, equipment or facilities for personal use. City computer and telephone usage for personal reasons will be subject to the discretion of the Departments. Interns are not authorized to drive Department vehicles.

Drugs/Alcohol Use
The City of Redondo Beach is committed to providing a safe and drug/alcohol-free environment for volunteers, the staff and the public. Any intern who reports for duty under the influence of, or whose performance is impaired by, the use of alcohol, prescription or non-prescription drugs will be relieved of his/her volunteer intern duties. The use of illegal substances will not be tolerated.

Anti-Harassment
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Harassment based upon actual or perceived race, religious creed, sex, national origin, ancestry, disability, medical condition, marital status, age or sexual orientation will not be sanctioned or tolerated. Harassment of any person is strictly prohibited, whether directed at an intern or citizen. An intern who experiences harassment should report the incident immediately to the supervisor.

Safety

Interns are expected to use safe work practices and immediately report unsafe conditions that exist in the workplace to their supervisor.

Time Commitment

Internships are primarily offered over the summer months and require a minimum of 20 hours per week for two or more months. Schedules may vary, depending on specific tasks and intern availability. Typically, hours can be scheduled between 8 am and 5 pm, Monday through Fridays. Applicants able to schedule the minimum hours/duration listed for the internship typically gain a more in-depth experience.

Benefits Available to Intern

The internship program is an unpaid internship that does not lead to permanent employment or include employee benefits. However, the position offers participants an excellent experience in working within a 24 hour police facility. It also provides an opportunity for interns to explore career options, gain knowledge and skills that complement their academic studies, build resumes and network with law enforcement professionals.

Cause for Dismissal

Interns who do not adhere to City and Department policies and procedures, or who fail to satisfactorily perform their assignments are subject to dismissal. Departments must not hesitate to immediately release any intern whose actions or behavior may be dangerous to others or a liability to the City. When an intern is dismissed, no reason for the separation should be stated or recorded other than that the intern’s services are no longer needed.