



Hopkins Police Department Volunteer Handbook

PURPOSE AND SCOPE

It is the policy of the Hopkins Police Department to use qualified volunteers for specified tasks and duties in order to create efficiencies for the department and improve outreach services to the community. The intent of volunteers is to supplement and support licensed officers and civilian personnel. Volunteers can be an important part of any organization and have proven to be a valuable asset to law enforcement agencies. Volunteers help to increase department responsiveness, delivery of services, information input, and provide new program opportunities. In addition, volunteers bring new skills and expertise to the police department and prompt new enthusiasm.

DEFINITION OF VOLUNTEER

An individual who performs a service for the police department without promise, expectation or receipt of compensation for services rendered. This may include unpaid chaplains, reserve officers, interns, persons providing administrative support and youth involved in a police department sponsored program or event, amongst others.

VOLUNTEER ELIGIBILITY

Requirements for participation as a Hopkins Police Department Volunteer are:

- A. At least 16 years of age.
- B. A valid driver's license if the position requires vehicle operation.
- C. Liability insurance for any personally owned equipment, and vehicles utilized during volunteer work.
- D. No felony convictions, crimes of a sexual nature, crimes related to assault, crimes related to dishonesty, or any crimes related to impersonating a law enforcement officer.
- E. Convictions of misdemeanor or gross misdemeanor crime(s) within the past 10 years, excluding petty misdemeanor traffic offenses, may disqualify a volunteer.
- F. The applicant must not have any mental illness or chemical dependency condition that may adversely affects the person's ability to serve in the position.
- G. Physical requirements reasonably appropriate to the assignment.
- H. Able to stand, sit, and walk for extended periods.

- I. Ability to bend and lift up to 25lbs.
- J. A personal background history and character suitable for a person representing the department, as validated by a background investigation.

The Chief or a Captain may apply exceptions for eligibility based on organizational needs and the qualification of the individual.

VOLUNTEER JOB DUTIES AND EXPECTATIONS

The primary focus of the Hopkins Police Department Volunteers is to assist with community outreach efforts and community events such as:

- Cops and Kid Programs
- Youth Programs
- Citizens Academies
- Summer Safety Programs
- Celebration of Community
- National Night Out

Volunteers under the direction of the Volunteer Coordinator or their designee or command level staff may also be asked to assist with:

- Office/Clerical Duties
- Assist Patrol (light duty work)
- Police Department Tours

VOLUNTEER COORDINATOR

The function of the Volunteer Coordinator is to provide a central coordinating point for effective volunteer management within the Hopkins Police Department, and to direct and assist staff and volunteer efforts to jointly provide services that are more productive.

The Volunteer Coordinator or designee shall be responsible for the following:

- A. Recruiting, selecting and training qualified volunteers for various positions.
- B. Maintaining records for each volunteer.
- C. Tracking and evaluating the contribution of volunteers.
- D. Maintaining the volunteer guidebook and outlining expectations, policies and responsibilities for all volunteers.
- E. Maintaining a record of volunteer schedules and work hours.
- F. Completion and dissemination as appropriate of all necessary paperwork and information.

- G. Planning periodic recognition events.
- H. Administering discipline when warranted.
- I. Maintaining liaison with other volunteer-utilizing programs in the community and assisting in community-wide efforts to recognize and promote volunteering.

RECRUITMENT

Volunteers will be recruited on a continuous and ongoing basis in accordance 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 police department in serving the public.

To submit an application online for the Hopkins Police Department Volunteer Program visit our website www.hopkinsmn.com. If you would like to request a paper application, or have questions about the program, contact Julia Ross at jross@hopkinsmn.com or Anne Buck at abuck@hopkinsmn.com.

Please note: Application submission will not automatically qualify applicants for a volunteer position.

SCREENING

All prospective volunteers will need to complete an ***Application for Volunteer Position***. The Volunteer Coordinator or designee should conduct a face-to-face interview with the applicant.

A background investigation and/or criminal history check will be completed on each volunteer applicant dependent on department access and shall include, but not necessarily be limited to, the following:

- A. Driving record
- B. Employment
- C. References

A volunteer whose assignment requires the use of, access to or places in the vicinity of criminal histories, investigative files or information portals, shall require submission of prints and clearance through the Bureau of Criminal Apprehension (BCA). This process is required if a volunteer needs access to move about in the police department without personnel escorts.

SELECTION AND PLACEMENT

Service as a volunteer shall begin with an official notice of acceptance or appointment to a volunteer position. An authorized representative of the police department, who will normally be the Volunteer Program Coordinator or department representative, may only give notice in writing. No volunteer

should begin performance of any position until he/she has completed all necessary screening and background investigation paperwork, and has been officially accepted in to the Volunteer Program. At the time of final acceptance, each volunteer should complete all necessary enrollment paperwork, will receive a copy of the Volunteer Guidelines, and will sign a **Volunteer Consent Form** agreement. Volunteers will be placed only in assignments or programs that are consistent with their knowledge, skills, abilities and the needs of the department.

TRAINING

Volunteers will be provided with an **Orientation Overview Program** to acquaint them with the department, personnel, policies and procedures that have a direct impact on their work assignment.

Volunteers will receive position-specific training to ensure they have adequate knowledge and skills to complete tasks required by the position and will receive periodic ongoing training as deemed appropriate by the Volunteer Coordinator.

Depending on the assignment, Training may include:

- A. Volunteer duties
- B. Department policies.
- C. Training specific to the procedure manual for the volunteer position.
- D. Discrimination and harassment training.
- E. CPR/first aid.
- F. CERT/Citizens Emergency Response Training.
- G. Self-defense techniques.

Training will reinforce to volunteers that they should not intentionally represent themselves as, or by omission infer that they are licensed officers or other full-time members of the Hopkins Police Department. They shall always represent themselves as volunteers.

All volunteers shall comply with the rules of conduct and with all orders and directives, either oral or written, issued by the Department. Whenever a rule, regulation or guideline in this manual refers to a licensed officer, it shall also apply to a volunteer unless by its nature it is inapplicable.

All Volunteers will be expected to check-in with the Volunteer Coordinator or their designee for clarification on expectation, duties and/or responsibilities if they are unsure of what is being asked of them at any point in their volunteer experience.

FITNESS FOR DUTY

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

Volunteers shall report to the volunteer coordinator or designee, or a command level staff, any changes in status that may affect their ability to fulfill their duties. This includes, but is not limited to the following:

- A. Driver's license
- B. Medical condition
- C. Arrests
- D. Criminal investigations
- E. All law enforcement contacts

All volunteers shall adhere to the guidelines set forth by the Hopkins Police Department regarding drug and alcohol use.

DRESS CODE

As representatives of the Hopkins Police Department, volunteers are responsible for presenting a professional image to the community. Volunteers shall dress appropriately for the conditions and performance of their duties. Comfortable closed-toe shoes will be required to protect your feet, while working your volunteer shift. Volunteers deemed inappropriately dressed by the department may be removed from their scheduled shift/duties.

Volunteers shall conform to approved dress consistent with their duty assignment. Uniforms authorized for volunteers should be readily distinguishable from those worn by licensed officers. No volunteer shall wear his/her uniform or identifiable parts of that uniform while off-duty.

Volunteers shall be required to return any issued uniform or department property at the termination of service.

SUPERVISION OF VOLUNTEERS

The Volunteer Coordinator will be responsible for all day-to-day management and guidance of the work of the volunteer and should be available to the volunteer for consultation and assistance. The Volunteer Coordinator or their designee will be responsible for direct management of volunteers while on duty at events, assigned to tasks in the office and/or with patrol.

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 (this may be a designee of the Volunteer Coordinator). The following are some considerations to keep in mind while supervising volunteers:

- A. Take the time to introduce volunteers to all PD employees, Elected Officials' and City administration as appropriate.
- B. Ensure volunteers have workspace and necessary office supplies.
- C. Make sure the work is challenging. Do not hesitate to give them an assignment or task that will utilize the talent of these valuable resources.

DATA PRACTICES AND CONFIDENTIALITY

With appropriate security clearance, volunteers are able to move unescorted within the Hopkins Police Department. Volunteers may be exposed to private and confidential information, such as criminal histories or investigative files. Unless otherwise directed by a supervisor, the duties of the position or department policy, all information shared with volunteers shall be considered confidential. Only that information specifically identified and approved by authorized personnel shall be released. Confidential information shall be given only to persons who have a need and a right to know as determined by department policy and supervisory personnel.

The following items must be completed dependent on level of access to department information:

- Interns / Reserves (Full access ID card)
 - CJIS certified
 - Fingerprints
 - Background check
- Level 1 volunteer (Full access ID card)
 - Security awareness certification
 - Fingerprints
 - Criminal history
- Level 2 volunteer (ID card)
 - Occasional Unescorted Access form signed
 - Criminal history

Each volunteer will receive training in data practices and be required to sign a nondisclosure agreement before being given an assignment with the Department. Subsequent unauthorized disclosure of any private or 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 a correspondent 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 proper department personnel.

Confidential information that volunteers are exposed to by working with the Hopkins Police Department may not be shared. This includes, but is not limited, to conversations, pictures, social media, etc. **Violations of this policy will result in immediate termination.**

PROPERTY AND EQUIPMENT

Volunteers will be issued an identification card that must be visible at all times while on-duty. Any fixed and portable equipment issued by the Hopkins Police Department shall be for official and authorized use only. Any property or equipment issued to a volunteer shall remain the property of the department and shall be returned at the termination of service.

Volunteers are to report any lost or stolen: identification cards, uniforms or equipment issued to them as soon as possible. Reports can be made with Volunteer Coordinator or Command level staff only, via phone call, face-face, or email ASAP.

TRANSPORTATION

Volunteers will be responsible for their own transportation to and from the police department. At times, volunteers may ride to and from events with staff from the police department. A volunteer may operate a city owned vehicle with permission if used for city business or city sponsored events.

COMMUNICATION

A personal cell phone should be the source of communication during an event between volunteers and the Hopkins Police Department.

DISCIPLINARY PROCEDURES/TERMINATION

A volunteer may be removed from the volunteer program at the discretion of the Chief of Police, Captains or the Volunteer Coordinator.

Volunteers may resign from volunteer service with this 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. A written notice is preferred.

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 Hopkins Police Department. Exit interviews when possible should be done by command level staff or their appointee.

EVALUATION

An evaluation of the overall volunteer program will be conducted on an annual basis by the Volunteer Coordinator. Regular evaluations 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 job satisfaction on the part of volunteers.

EMERGENCY CALLOUT FOR VOLUNTEER PERSONNEL

The Volunteer Coordinator will develop a plan outlining an emergency callout procedure for volunteer personnel.

SCHEDULING, PUNCTUALITY AND CANCELLATIONS

All requests for volunteer assistance will be sent out well in advance of the scheduled events, and volunteers will be encouraged to email the Volunteer Coordinator of their interest to participate. A verbal request may be made should a volunteer cancel within 24 hours of the event or a last minute request for Hopkins Police Department participation in a community outreach event.

Volunteers are expected to be on time and ready to work at the start of their shift.

If for any reason a volunteer is unable to fulfill his/her volunteer commitment, they should contact the Volunteer Coordinator as soon as possible. If the volunteer cancels 24 hours or more in advance, they may send an email to the Coordinator or agreed upon designated email address; notifications less than 24 hours of scheduled shift should call the Coordinator or their designee. If a situation arises during a volunteer shift that requires the volunteer to leave before the end of the shift, he/she should notify the Volunteer Coordinator, or another paid Hopkins Police Department staff on-site before leaving the premises.

PERSONAL CONDUCT

It is important to remember that the public views The Hopkins Police Department Volunteers as a reflection of the police department; therefore, volunteers are expected to conduct themselves in a professional manner at all times. Volunteers are to be respectful, honest and maintain an orderly manner at all times. Foul language, fighting, interference with other volunteers through “horse play” and other improper conduct will not be tolerated. Volunteers are expected to present a clean and neat general appearance at all times. The department will provide a Hopkins Police Department Volunteer shirt and volunteers are required to wear it when interacting with the general public at scheduled events.

- A. Use of electronic devices while on duty: Volunteers are expected to limit the number of text messages, use of social media and personal phone calls made and received during their shifts.
- B. Interacting with the public is encouraged, be welcoming with your greeting
- C. Limit standing in a huddle visiting with other HPD personal, as this is not conducive to the promotion of conversation with community members.

Notify the Volunteer Coordinator with changes to your personal information: name, address, phone number, email address, emergency contacts, and contacts with law enforcement that result in a citation or arrest.

HARASSMENT

All Volunteers are expected to be considerate and respectful of Hopkins Police Department staff, fellow volunteers, customers, vendors, visitors and all others in the workplace and at public events. Hopkins Police Department does not tolerate any form of harassment. Any volunteer guilty of harassment will be terminated.

Any harassment based on sex is a violation of the law. Sexual harassment includes unwelcome sexual advances, requests of sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made, either explicitly or implicitly, as a term or condition of an individual’s volunteering
- Submission to or rejection of such conduct by an individual is used as the basis of volunteer task decisions affecting the individual
- Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile, or offensive environment

In the event that an act of harassment occurs against a volunteer or a volunteer witnesses an act of harassment toward another person, the volunteer should immediately report the incident in writing to the volunteer coordinator or command level staff. All complaints will be promptly investigated. Upon determination, appropriate disciplinary action, including the possibility of termination, shall be taken.

Purposeful false accusations will not be tolerated. If the investigation show that the allegations are false, the accuser will be disciplined for the false accusations, which may include termination.

FIRST REPORT OF INJURY

All volunteers must promptly report all injuries suffered as a result of volunteer activities at or on behalf of their volunteer duties to the Volunteer Coordinator or command level staff. While all workplace injuries and accidents are required by law to be recorded, any associated businesses or sponsors are not responsible for any accidents that take place as result of volunteering.

ACKNOWLEDGEMENT AND RECEIPT OF GUIDELINES

I acknowledge that I have read and understand the guidelines set forth in the Hopkins Police Department Volunteer Handbook. I understand that these guidelines do not create any binding contractual rights, but rather is a set of guidelines for the implementation of the volunteer expectation and policies. I understand that the Volunteer Coordinator may change these expectations and policies at any time. I also understand not withstanding any of the provisions in this outline, I have entered into my volunteer role with Hopkins Police Department by my own choice and acknowledge that I am in my volunteer position on an at-will-basis. My Volunteer role may be terminated at any time, either by me or by Hopkins Police Department, with or without cause.

I have also reviewed the policy on harassment, which is contained in this volunteer handbook. I understand harassment based on sex is a violation of the law. I acknowledge that the harassment policy requires me to report any incident of harassment to the volunteer coordinator or a Hopkins Police Department command level staff.

Volunteer Name (Printed)

Volunteer Signature (and Parent of Volunteer if under 18 years of age)

Date