



TALLAHASSEE POLICE DEPARTMENT

GENERAL ORDERS

 Proudly Policing Since 1841	SUBJECT Citizen and Policing Program	 Nationally Accredited 1986	
	CHIEF OF POLICE <i>Signature on file</i>		
NUMBER 41	ORIGINAL ISSUE 05/15/2003	CURRENT REVISION 01/19/2017	TOTAL PAGES 15

AUTHORITY/RELATED REFERENCES

COT Administrative Policy 705, Alcohol and Drugs
 General Order 2, Chain of Command – General Management
 General Order 4, Appearance and Uniform Regulations
 General Order 10, Citations and Awards
 General Order 46, Rules of Conduct
 General Order 77, Computer and Data Utilization
 SPO 15, Disabled Parking Enforcement Volunteers

ACCREDITATION REFERENCES

CALEA Chapter 16

KEY WORD INDEX

Application Process Discipline/Separation From Program Objective and Purpose of Program Placement, Training, and Retention Recruitment and Selection Process Unit Supervisor Responsibilities Volunteer Coordinator Responsibilities Volunteer Responsibilities	Procedure III Procedure VIII Procedure I Procedure IV Procedure II Procedure VI Procedure V Procedure VII
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POLICY

In an effort to improve efficiency and improve services to the community, the Department has established a Citizen and Policing Program which utilizes qualified volunteers in support of the Department's mission. Volunteers perform specified tasks and duties which supplement and support the work of Department employees. Members are responsible for adhering to the protocols of this written directive in support of the Citizen and Policing Program.

TALLAHASSEE POLICE DEPARTMENT

DEFINITIONS

Member: Any employee or volunteer of the Department.

Volunteer: A person who performs service for the Department without promise, expectation, or receipt of compensation for services rendered. Volunteers may include, but are not necessarily limited to, unpaid chaplains, interns, and persons providing administrative support.

Volunteer Coordinator: A member (employee or volunteer) who serves as a central coordinating point for effective management of the Citizen and Policing Program.

PROCEDURES

I. OBJECTIVE AND PURPOSE

- A. The objective of the Citizen and Policing Program (CAPP) is to provide the Department with a professional network of skilled volunteers.
 - 1. Volunteers can be an important part of any organization and are proven to be a valuable asset to law enforcement agencies.
 - 2. Volunteers provide a vast pool of talent, skill, and knowledge and annually donate thousands of hours of their time.
 - 3. Volunteers can bring new skills and expertise to the job and prompt new enthusiasm.
 - 4. Volunteers are involved in a wide range of administrative, clerical, and technical duties throughout the Department.
 - 5. Volunteers help to increase police responsiveness, service delivery, and information input, and they provide new program opportunities.
 - 6. The commitment and dedication of volunteers are assets to both the Department and the citizens of the City of Tallahassee.
- B. This written directive establishes the Department's utility and management of the CAPP and provides guidance on the program's management and administration.
- C. Volunteers supplement the efforts of Department employees, but are not sworn officers.

II. RECRUITMENT AND SELECTION PROCESS

A. RECRUITMENT –

1. All members are encouraged to actively participate in the recruitment of qualified volunteers.
2. Volunteers shall be recruited on a continuous and ongoing basis, and in a manner consistent with the Equal Opportunity Policy Statement of the City of Tallahassee.

B. QUALIFICATIONS –

1. A person's primary qualification for participation in the Citizen and Policing Program (CAPP) is an interest in, and an ability to assist the agency in, serving the public.
2. Persons interested in becoming a volunteer are required to complete an application and submit it to the Volunteer Coordinator (VC) or Employee Resources (ER).
3. Persons who apply for a volunteer assignment in order to fulfill a court-mandated community service requirement, or a school requirement of less than forty (40) hours total, will not be accepted into the CAPP.
4. Persons interested in becoming a volunteer must commit to a minimum of 120 hours of volunteer service per year.
5. In order to be selected, a volunteer must meet the following qualifications and submit to a background investigation:
 - a. Be a citizen of the United States,
 - b. Be eighteen (18) years of age or older,
 - c. Have at least a high school diploma or GED,
 - d. Be of good moral character,
 - e. Not have been dishonorably discharged from the United States Armed Forces,
 - f. Not have been convicted or plead no contest to a felony or any offense that would be a felony if committed in Florida,

TALLAHASSEE POLICE DEPARTMENT

- g. Not have used or possessed marijuana in the past three (3) years,
 - h. Not have ever illegally used, possessed, or sold any controlled substance,
 - i. Possess a valid Florida Driver's license,
 - j. Not have excessive traffic violations within the past three (3) years,
 - k. Have on file with the Department a completed, processed application, and
 - l. Be able to perform the essential functions required of assigned duties.
6. The background investigation may include, but is not necessarily limited to:
- a. Employment and/or military history and status,
 - b. State and national criminal history records (FCIC/NCIC),
 - c. Local criminal history records (JIS),
 - d. Department intelligence records,
 - e. Driver's license and driving records checks,
 - f. Controlled substance screening, and
 - g. Truth Verification Examinations (TVE).
7. Notwithstanding the mandate of subsection 5 f above, any criminal history revealed in the background investigation will be reviewed and taken into consideration in the selection decision of the prospective volunteer.
8. The Department reserves the right to deny a person participation in the CAPP if it determined the person's participation in the program will, or will likely:
- a. Bring discredit or harm to the City of Tallahassee, the

TALLAHASSEE POLICE DEPARTMENT

Department, members, or the policing profession, or

- b. Adversely affect the harmony among members in the workplace.

III. APPLICATION PROCESS

- A. A person wanting to become a volunteer with the Department should contact the Volunteer Coordinator (VC) or Employee Resources (ER).
- B. After conducting a brief initial screening (telephone or in-person), the VC will provide the potential volunteer with an application, information sheets, and return envelope.
- C. The potential volunteer must complete the application and return it to the VC or ER for processing.
- D. After receipt of the application, the VC will conduct a personal interview with applicant.
- E. After the personal interview, the VC will make a determination for the applicant to proceed with background processing which will be completed by ER.
- F. If, after the background processing and personal interview are complete, the applicant is selected, notification will be made to the new volunteer by the VC prior to their start of service.
- G. Contemporaneous to the volunteer's start of service, the VC or their designee, is responsible for providing the person with:
 1. An orientation to the Department building and work units,
 2. The Volunteer Handbook, and
 3. Copies of general orders applicable to their volunteer service, such as:
 - a. GO-4 (Appearance and Uniform Regulations),
 - b. GO-41 (Citizen and Policing Program),
 - c. GO-46 (Rules of Conduct), and
 - d. GO-77 (Computer and Data Utilization).

TALLAHASSEE POLICE DEPARTMENT

H. The VC will coordinate with ER to ensure the new volunteer is issued a proximity card (ID card), and completes the volunteer orientation documents, which include:

1. Emergency Contact Information,
2. Confidentiality Agreement, and
3. Volunteer Rules and Regulations Form.

IV. PLACEMENT, TRAINING, AND RETENTION

A. The success of the Citizen and Policing Program (CAPP) is directly related to the supervision of the volunteers.

B. Unit supervisors are responsible for ensuring a planned, specific job is ready and waiting for each volunteer when they arrive at their workstation.

C. PLACEMENT –

1. Volunteers will be placed in assignments based upon the needs of the Department.
2. Volunteers will be placed only in assignments consistent with their knowledge, skills, and abilities.

D. TRAINING –

1. The unit supervisor, or designee, shall provide orientation and policy training specific to the volunteer's assignment (e.g., explanation/demonstration of job tasks, in-person/telephone contact with others as described in General Order 46).
2. Volunteers shall receive periodic training as deemed appropriate by their unit supervisor or Volunteer Coordinator (VC).
3. Volunteer orientation and training, whether provided by Employee Resources, the VC, or the unit supervisor, shall reinforce the mandates of section VII below.

TALLAHASSEE POLICE DEPARTMENT

E. RETENTION –

1. The Department accepts the service of volunteers with the understanding such service may be terminated at any time, for any reason.
2. A volunteer may resign at any time but should provide advance notice whenever possible.
3. All members are encouraged to assist in the creation of meaningful and productive roles for volunteers to serve.
4. Volunteers shall not be placed into any job assignment without first consulting the VC.
5. Volunteers shall be supervised by the sworn or civilian supervisor of the unit to which they are assigned.
6. The affected unit supervisor is responsible for promptly notifying the VC in any of the following situations involving a volunteer:
 - a. Excessive absences,
 - b. No notification in advance of absences,
 - c. Inability to perform their assignment(s) after reasonable training,
 - d. An on-the-job injury or accident,
 - e. Personality conflicts with supervisor or coworkers,
 - f. Any improper conduct, language, or behavior, or
 - g. A request is made for a leave of absence.
7. An affected unit supervisor seeking the transfer or dismissal of a volunteer is required to contact the VC with the request.
8. The VC is responsible for facilitating a remedy for problems associated with a volunteer, to include: informal counseling, reassignment, retraining, or dismissal from the CAPP.

V. VOLUNTEER COORDINATOR RESPONSIBILITIES

- A. The Volunteer Coordinator (VC) is responsible for the overall

TALLAHASSEE POLICE DEPARTMENT

management of the Citizen and Policing Program (CAPP).

B. In conducting prospective volunteer interviews, the VC is responsible for:

1. Ensuring the applicant meets the qualifications of a volunteer as outlined in subsection II B above,
2. Assessing the applicant's commitment to fulfilling the requirements of a CAPP volunteer, and
3. Addressing any questions the applicant may have about being a volunteer or the CAPP.

C. The VC, or designee, is responsible for the following:

1. Reviewing all volunteer applications,
2. Following up with Employee Resources regarding the hiring process,
3. Recruiting, selecting, and scheduling training for qualified volunteers for various positions,
4. Assessing the qualifications of each volunteer for proper placement within the Department,
5. As needed, coordinating with the affected unit chain of command on any special training or equipment required for volunteer placement,
6. Maintaining the Volunteer Handbook, which outlines expectations, policies, and responsibilities for all volunteers,
7. Maintaining a record of volunteer schedules and work hours,
8. Coordinating with the Supply Management Office for ordering any uniforms if required for the volunteer assignment,
9. Completing and disseminating as appropriate all necessary CAPP paperwork and information:
 - a. Personnel and all other records pertaining to active and inactive volunteers, and

TALLAHASSEE POLICE DEPARTMENT

- b. Status of each approved volunteer including assignment location, supervisor, number of hours contributed each month, and cumulative hours since enrollment,
10. Planning and facilitating periodic volunteer recognition events:
- a. To include the following:
 - 1) Informal recognitions, which should occur on a consistent and regular basis,
 - 2) Formal recognitions as described in General Order 10 (Citations and Awards), and
 - 3) An annual luncheon coordinated by the VC and the Chief's Office,
 - b. Recognitions should be for the volunteer's hard work and service to the Department and community, and
 - c. The VC should remember special occasions such as birthdays and, when appropriate, include volunteers in office social gatherings,
11. Submitting quarterly reports to the Chief's Office regarding the number of volunteers, unit assignments, and hours worked,
12. Submitting an annual evaluation of the CAPP to the Chief's Office, regarding:
- a. The number of volunteers, unit assignments, and hours worked for the previous calendar year,
 - b. The overall effectiveness of the CAPP,
 - c. Any shortcomings of the CAPP, and
 - d. Any particular achievements of the CAPP,
13. Conducting bi-annual personnel reviews with each volunteer,
14. Completing a written notice of dismissal to a volunteer upon the request of the volunteer's unit supervisor (whenever possible, the unit supervisor and/or VC shall meet with the volunteer to discuss the dismissal), and

TALLAHASSEE POLICE DEPARTMENT

15. Accepting and reviewing all requests for volunteers routed through the chain of command to the CAPP.

VI. UNIT SUPERVISOR RESPONSIBILITIES

Unit supervisors who utilize volunteers in their work unit play a vital role in the success of the Citizen and Policing Program (CAPP) and are responsible for adhering to the protocols in this section.

- A. A unit supervisor wishing to have a volunteer assigned to their work unit shall make a request by completing a Volunteer Request Form (PD 222) located under the "Forms" tab on TPD-NET and submitting it to the Volunteer Coordinator (VC) for processing.
- B. Unit supervisors shall ensure each volunteer under their supervision is:
 1. Properly trained and qualified to perform assigned tasks,
 2. Adequately supervised,
 3. Readily identifiable as a volunteer (i.e., wearing their proximity/ID card at all times),
 4. Completing tasks within the parameters of their assignment description,
 5. Keeping a record of their attendance, and submitting it to the VC on a weekly basis,
 6. Appropriately attired for the assignment, and
 7. Recognized for their work and thanked often.
- C. Unit supervisors with volunteers assigned to their work unit are responsible for:
 1. Establishing and implementing each volunteer's work schedule,
 2. Assigning each volunteer job duties (unit supervisors may delegate authority regarding a volunteer assignment to one of their sworn or civilian subordinates, but not to another volunteer),
 3. Approving each volunteer's weekly hours and electronically forwarding the information to the VC, and

TALLAHASSEE POLICE DEPARTMENT

4. Promptly notifying the VC about situations as described in subsection IV E 6 above.

VII. VOLUNTEER RESPONSIBILITIES

As members, participants in the Citizen and Policing Program (CAPP) are responsible for many of the policies and procedures applicable to Department employees, most notably the following:

- A. Volunteers, in the course of carrying out their duties, are responsible for complying with the applicable sections of General Order 46, and shall:
 1. Adhere to the written directives applicable to their volunteer assignment, and
 2. Obey orders and directions issued by a Department supervisor.
- B. Volunteers shall not work outside the limits of job responsibilities specified by their unit supervisor or the Volunteer Coordinator (VC).
- C. Volunteers shall report to their supervisor any changes in status which may affect their ability to fulfill their duties. This includes, but is not limited to, the following:
 1. Driver's license suspension or revocation,
 2. Medical condition,
 3. Being arrested, or
 4. Identified as a suspect in a crime or under criminal investigation.
- D. Volunteers shall report for duty in a state of physical and mental readiness to perform their assigned duties.
- E. Volunteers shall work with the unit supervisor in establishing a work schedule, and:
 1. Shall maintain a record of their attendance/volunteer work hours, and
 2. Report their attendance/volunteer work hours to the Supervisor on a weekly basis.

TALLAHASSEE POLICE DEPARTMENT

F. DRESS CODE –

1. While carrying out their duties, volunteers shall adhere to the applicable attire protocols of General Order 4, to include:
 - a. A neat, clean, and orderly appearance, and
 - b. Presenting themselves in a manner which does not bring discredit to the Department, the City of Tallahassee, or the policing profession.
2. Volunteers are required to display their proximity/ID card at all times when performing volunteer services inside or outside the Department building.
3. Uniforms which are authorized for volunteers shall be clearly distinguishable from those worn by sworn officers.
4. No volunteer shall wear their uniform or any identifiable part of the uniform while off duty.
5. Volunteers are not permitted to carry any weapons or firearms while engaged in the performance of their duties (common pocket knives are excluded from this prohibition).

G. INTERACTION WITH OTHERS –

1. Volunteers report directly to one supervisor and the VC; however, in matters directly related to a law enforcement function or situation, volunteers shall accept the direction and guidance of any sworn member.
2. As a representative of the Department, volunteers shall conduct themselves in a manner expected of all members, demonstrating the highest standards of professionalism in order to earn the public trust.
3. Volunteers shall, at all times, be respectful, courteous, and civil to members and the general public.
4. Volunteers are authorized to act as representatives of the Department only within the parameters of their volunteer duties.

TALLAHASSEE POLICE DEPARTMENT

5. Without the express permission from the Chief of Police or designee, volunteers shall not state or otherwise maintain they represent the Department in any matter, to include doing so by:
 - a. Addressing public gatherings,
 - b. Appearing on radio, television, or Internet blogs,
 - c. Preparing any article for publication, or
 - d. Acting as a correspondent to a newspaper, television, radio, periodical, or Internet news source.
6. Without the express permission from the Chief of Police or designee, volunteers shall not release or divulge any information concerning the activities of the Department.
7. Volunteers shall not identify or represent themselves, with or without their proximity/ID card, as a police officer or Department employee.

H. CONFIDENTIALITY –

1. Each volunteer is required to sign a confidentiality agreement as part of being accepted as a volunteer.
2. With appropriate security clearance, volunteers may have access to confidential information such as criminal histories or investigative files.
3. Unless otherwise directed by a supervisor or Department policy, all police information shall be considered confidential.
4. Only information specifically identified and approved by authorized members shall be released.
5. Confidential information shall be given only to persons who have a need and a right to know as determined by Department policy and supervisory members.
6. Volunteers shall not release the following Department information to anyone, orally or in writing, without the express permission of their unit supervisor:
 - a. Personnel information (except their own),

TALLAHASSEE POLICE DEPARTMENT

- b. Investigations (traffic or criminal),
 - c. Reports (traffic or offense),
 - d. Criminal records, or
 - e. Any other Department business deemed confidential in nature.
7. Unauthorized disclosure of confidential information, verbally, in writing, or by any other means, subjects a volunteer to immediate dismissal and possible criminal prosecution.

I. PROPERTY AND EQUIPMENT –

- 1. Volunteers are authorized to utilize Department equipment only as it relates to their assignment and/or as directed by a supervisor.
- 2. Volunteers may be issued Department equipment related to their assignment (e.g., citation booklets for parking patrol volunteers).
- 3. Volunteers are responsible for adhering to the mandates on equipment utilization and surrender as outlined in General Order 46.
- 4. Upon separation from the CAPP, volunteers shall promptly return all assigned Department property, any issued uniforms or clothing, and their proximity/ID card to the appropriate work unit supervisor or the VC.

VIII. DISCIPLINE/SEPARATION FROM CITIZEN & POLICING PROGRAM

- A. A volunteer may be dismissed from the Citizen and Policing Program (CAPP) at the discretion of the Volunteer Coordinator or a sworn supervisor.
 - 1. Dismissal of a volunteer is not subject to due process considerations, and
 - 2. Volunteers have no property interests in their continued volunteer service.
- B. Volunteers are subject to dismissal for non-adherence to Department written directives, violations of local ordinances, state statutes and

TALLAHASSEE POLICE DEPARTMENT

federal laws, and/or failure to satisfactorily perform a requirement of the CAPP or their volunteer assignment.

History: original title (*photographic lineups*) – issued 01/15/1986, retired 11/15/2001. second title (*volunteer program*) – issued 05/15/2003, revised 09/10/2010, and 09/01/2016 (*change of title*).