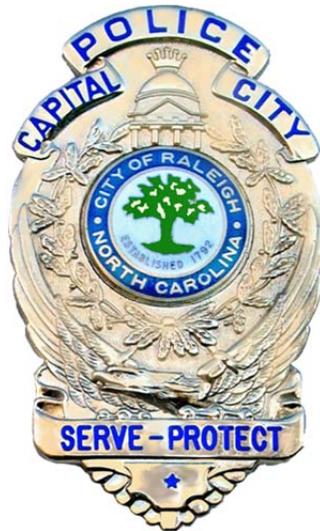


RALEIGH POLICE DEPARTMENT

VOLUNTEER PROGRAM



HANDBOOK

August 12, 2013



Cassandra Deck-Brown
Chief of Police

Dear Volunteer,

On behalf of the Chief of Police Cassandra Deck-Brown, employees of the Raleigh Police Department and citizens of the City of Raleigh, we welcome you to the Raleigh Police Department (RPD) and thank you for becoming a volunteer. We sincerely appreciate your desire to assist us in serving the citizens of Raleigh.

The RPD Mission Statement:

Working with the community, the Raleigh Police Department exists to preserve life, peace and property through conscientious attention to our lawful duties

Our values reflect that we embrace the following ideals:

- Preservation of Life and Safety
- Compassion
- Fairness
- Integrity,
- Commitment
- Accountability
- High-Caliber Service
- Innovative Leadership

We ask you to embrace these principles as well and ensure they apply to your work.

It is absolutely essential for you to maintain confidentiality regarding any and all information you learn through your work at the RPD. Confidential law enforcement information can only be divulged to persons on a “need to know” basis as directed by the RPD staff.

As a Volunteer Coordinator, it is our responsibility to ensure your volunteer work assignment is acceptable to both you and the RPD staff you are assigned to work with. If at anytime your availability for assignment changes, please advise your RPD supervisor and the coordinator immediately. Volunteers can contact a Coordinator at the Volunteer Offices at (919) 996-1118.

Please read the volunteer handbook completely and carefully. As a volunteer, you are responsible for knowing and applying the information contained in the volunteer handbook. Please contact me if you have any questions concerning the information contained in this handbook.

Thank you again for serving the citizens of Raleigh by volunteering to participate in the Raleigh Police Department’s endeavor to make the City of Raleigh a better place to live.

**Most sincerely,
Lt. Bruce Embry,
(919) 996-1118
Volunteer Coordinator**

1. PURPOSE

To familiarize volunteers with the basic expectations and requirements of the Raleigh Police Department

2. DEFINITIONS

- a. Volunteer – A citizen who has applied, passed a background check, completed interviews by designated RPD staff, and has been selected as a RPD volunteer. Such volunteers are non-sworn and non-paid civilians.
- b. Volunteer Coordinator – Designated coordinator who functions as the liaison between the Volunteer Program and the Police Department. This individual provides guidance and oversight to the Volunteers and report directly to Police Administration.
- c. RPD Volunteer Consent Agreement Form – This form is given to volunteers to read and sign, indicating they understand and agree to all requirements relative to RPD volunteer service.

3. STATUS OF VOLUNTEERS

- a. Volunteers will receive no compensation, monetary or otherwise, for their time in the volunteer program. Volunteers are not employees of the Raleigh Police Department and are not entitled to any benefits given to RPD employees.
- b. Volunteers are prohibited from representing themselves in any way as law enforcement officers or as an employee of the RPD, either directly or by inference. Retired law enforcement officers volunteering in the Volunteer Program are prohibited from carrying out any law enforcement duties and from representing themselves as active law enforcement officers while participating in this program.

4. CHAIN OF COMMAND

The Raleigh Police Department is a paramilitary organization with strict rules regarding rank, orders and directives, uniforms and the conduct of employees. As a volunteer representing the RPD it is mandatory that you comply with the RPD rules within this handbook and the RPD policy and procedures including following the chain of command. As a volunteer, you will be assigned to a division of the RPD and an immediate supervisor. You must report directly to your assigned immediate supervisor or the Volunteer Coordinator when your supervisor is unavailable. If neither your supervisor nor the Volunteer Coordinators are available, you may speak with an officer at Police Desk Operations at (919)-996-2073.

5. TRAINING

Initial training of the Volunteer will consist of approximately 28 hours of classroom and practical training. These training sessions are **mandatory** for all volunteers. Other subsequent training may be necessary depending on the volunteer's assignment.

6. SAFETY ISSUES

- a. Volunteer duties and responsibilities are designed to be non-confrontational. The RPD is concerned for the safety of all volunteers and does not want anyone to be uncomfortable in performing his/her duties or responsibilities. However, law enforcement work does carry with it certain risks. Volunteers will be provided training on how to recognize and minimize risks which they may be exposed to.
- b. Volunteers are strictly prohibited from reporting to duty when his/her judgment or physical condition may be impaired by illness or injury or the use of alcohol, medication or other substances.

7. DUTY ASSIGNMENTS

- a. Volunteers are required to work a minimum of fifteen (15) hours per month. Failure to work his/her scheduled assignment for a period of three (3) consecutive months may result in the removal of the volunteer from the program, unless the volunteer has received prior approval to be absent from the Volunteer Coordinator.
- b. The Volunteer Coordinator will attempt to assign volunteers to areas as requested. However, this may not always be possible. Assignments will be made based on needs of the RPD and knowledge, experience, and skills of the volunteer. Once placed in an assignment, volunteers will be given a description of the duties and responsibilities of the position or assignment by the supervisor or his/her designee. On-the-job training will be provided to the volunteer by the RPD staff.
- c. The volunteer may request to change his/her assignment by submitting a written request to the Volunteer Coordinator. A transfer request will only be granted when it is in the best interests of the RPD. The Raleigh Police Department reserves the right to modify or terminate assignments as needed.
- d. When a volunteer is unable to work his/her scheduled date and time, he/she is required to contact another volunteer to work the scheduled date and time. The volunteer must contact his/her assigned supervisor and the Volunteer Coordinator at least one (1) hour prior to the beginning of the scheduled time to report to duty. If the volunteer is unable to find another volunteer to work for

them, the Volunteer Coordinator will attempt to find another volunteer to work the scheduled date and time.

- e. Volunteers must inform the Volunteer Coordinator of any planned vacations or commitments which would make the volunteer unavailable for an extended period of time.

8. TIME SHEET PROCESS FOR RSVP MEMBERS

Volunteers can pick up time RSVP sheets from the Volunteer Office. Timesheets must be completed and turned in on or before the fifth (5th) day of each month. Completed timesheets should be placed in the “In-Box” outside the Volunteer Coordinator Office or mailed to the Volunteer Coordinator at the following address:

**Lt. Bruce Embry, Retired
RPD Volunteer Coordinator C/O
Raleigh Police Department
6716 Six Forks Rd.
Raleigh, North Carolina 27615**

9. HOURS OF WORK

Hours of work vary according to volunteer availability and the needs of the RPD. The following samples are schedules for specific assignments.

- a. Volunteers assigned to the RPD headquarters building at 6716 Six Forks Rd. may work Monday through Friday from 8:30 a.m. to 5 p.m.
- b. RPD volunteers may also be assigned to various special events on weekends and at various times as approved by the Volunteer Coordinator and the Raleigh Police.

Volunteers are required to report on time, in appropriate uniform, and with all necessary equipment in working order. **Refer to Uniform and Dress Requirements noted in Section 11 below.**

Volunteers must report to their supervisor, any changes in status which may affect their ability to fulfill their duties and responsibilities including, but not necessarily limited to the loss or suspension of driver’s license, changes in medical conditions, arrest or a subject in a criminal investigation, etc.

10. PARKING

Parking availability varies by assignment location. Those persons parking in no parking or time limited locations are subject to receiving parking citations as any other citizen.

11. RPD Volunteer Program Uniform and Dress Requirements

RPD volunteers must be well-groomed, look and act professional at all times. Volunteers must wear the following authorized attire when working:

- a. White Short sleeve button down shirt with RPD Volunteer (summer)
 - b. White long sleeve button down shirt with RPD Volunteer (winter)
 - c. Black tie (with long sleeve shirt)
 - d. RPD Identification Card (must be viewable at all times while working)
 - e. Navy Blue colored pants
 - f. Black belt
 - g. Black shoes
 - H. Black jacket
 - I. Badges
 - J. Dress hat
 - K. (optional, Black 511 pants, and a Black Blauer sweater with volunteer patches)
- (a) No pins, patches or other items may be worn on the uniform unless authorized by the Volunteer Coordinator. This does not include the Presidential award for service.
 - (b) The Volunteer Program Coordinator may authorize a volunteer to wear civilian clothing on a particular assignment or at any time when appropriate.
 - (c) RPD volunteers are prohibited from wearing any part of the RPD uniform while not on duty.
 - (d) RPD volunteers may use RPD issued equipment as directed by his/her supervisor and after being trained in the proper use of the equipment. Volunteers are prohibited from using any equipment issued by the RPD for personal use or at anytime other than while performing his/her assigned duties and responsibilities.
 - (e) Any property or equipment issued by the RPD to a volunteer remains the property of the RPD and must be returned to the RPD at the termination of
 - (f) the volunteer's participation in the RPD Volunteer Program.

12. APPEARANCE

All volunteers shall be well groomed and present a professional appearance as they represent the RPD. Volunteers shall maintain appropriate hygiene standards. Hairstyles will be worn in a fashion that is professional and in a style with the keeping of business standards. Extreme hairstyles such as Mohawks, Punk hairstyles, and haircuts with designs engraved into the hair are not permitted.

13. WEAPONS

Volunteers are prohibited from possessing a firearm, edged weapon, chemical weapon, electronic control device and any object or substance which could be classified as a weapon while on duty or representing the Raleigh Police Department.

14. VEHICLE USAGE

- a. No volunteer will use their personal vehicle while performing his/her duties or responsibilities for the Raleigh Police.
- b. Volunteers, who are authorized to use a City of Raleigh vehicle as part of their volunteer duties, must have completed required City of Raleigh drivers training, and passed a driver's license background check. The volunteer is also required to possess a valid N.C. driver's license and a City of Raleigh Drivers permit. All volunteers assigned to an RPD vehicle must be approved by the Volunteer Coordinator or higher authority.

15. CONFIDENTIALITY

If approved by the RPD, a volunteer may be given access to information while performing his/her duties which is and must remain confidential. Volunteers are prohibited from handling criminal evidence or discussing any criminal case with anyone including a victim, witness, complainant, or suspect under any circumstances. All RPD actions, discussions, observations, and all visual, electronic or written documentation encountered by the volunteer will be considered confidential in nature and will not be disclosed to, or discussed with anyone outside of the RPD. Under certain circumstances failure to maintain confidentiality by a volunteer is a criminal offense punishable by law. Any volunteer who discusses confidential information with an unauthorized person and will be immediately removed from the Volunteer Program.

16. CODE OF CONDUCT

- a. All RPD volunteers must be professional, courteous and tactful at all times while performing his/her duties or responsibilities.
- b. RPD Volunteers are required to be knowledgeable of and abide by all regulations, policies and procedures of the Raleigh Police Department which relate, in any way, to his/her duties or responsibilities. Although volunteers are not employees of the RPD, they are expected to follow and abide by all RPD directives, policies and procedures. Copies of RPD relevant policies and procedures are available for reading to all RPD volunteers on line through Pol-Share or in the Volunteers Offices. Any questions or concerns related to RPD policies and procedures are to be addressed to his/her immediate supervisor or a Volunteer Coordinator.
- c. RPD volunteers are prohibited from releasing, presenting or discussing information concerning the Raleigh Police Department to individuals, groups or agencies outside of the RPD unless specific permission has been granted by the designated Press Information Officer of the Raleigh Police Department.
- d. Volunteers must not use profane or insulting language while on duty.
- e. Volunteers shall return all phone calls promptly.

17. DISMISSAL/RESIGNATION

- a. An RPD volunteer may resign at any time. The RPD requests at least a two (2) weeks notice of resignation if possible.
- b. An RPD volunteer may be removed by the Chief of Police or his designee at any time and for any reason and referred back to Community Services.
- c. Volunteers are members of the RPD Volunteer Program which is offered by the RPD. Any dismissal of volunteers is not subject to due process and RPD Volunteers have no legal recourse for continued participation in the program.
- d. Upon leaving the Volunteer Program for any reason, volunteers are required to return all RPD issued uniforms, equipment, and supplies and to complete a confidential survey concerning your experience at the RPD.
- e. Volunteers who resign or are dismissed from the program are legally and morally obligated to maintain the confidentiality of any and all RPD information.

All RPD Volunteers will adhere to and abide by the rules and regulations as set forth in this handbook.

Approved By: _____ signature on file _____
Cassandra Deck-Brown
Chief of Police
Raleigh Police Department

RALEIGH POLICE DEPARTMENT VOLUNTEER PROGRAM AFFIDAVIT

I _____ have completed the Raleigh Police Department's initial training on the Volunteer Program, and I also understand all the rules, regulations and procedures to follow during my involvement with the RPD Volunteer Program.

I have also received a copy of the Volunteer Program Handout governing the Volunteer Program.

I am aware that Volunteers may not carry weapons while working with the Department including those persons possessing a concealed carry permit.

I agree to inform my supervisor immediately should I be charged with a criminal or traffic violation or be involved in any domestic disputes involving a 50-B order.

Should I have any questions or doubts, I will contact the Volunteer Coordinator or a Field Operations Supervisor or a member of the Raleigh Police Department for assistance.

Signature

Date

Witness (Print Name)

Witness

Date

**Raleigh Police Department
6716 Six Forks Rd.
Raleigh, North Carolina 27615**