

RACINE POLICE DEPARTMENT COMMUNITY INFORMATION CENTER



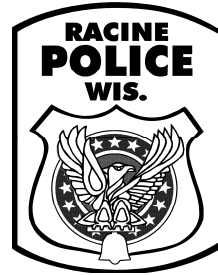
VOLUNTEER MANUAL

POLICIES – PROCEDURES – RULES & REGULATIONS

VOLUNTEER MANUAL

Office of Chief of Police

Chief of Police David H. Spenner



March 15, 2004

Dear Volunteer:

I want to take this moment to thank you for your commitment to help our community by joining the Racine Police Department's Volunteer Program. While we all strive to do the best job that we can, we would not be able to accomplish many of our tasks and duties without dedicated people like you to aid us. The information included in this manual will acquaint you with the department policies and procedures that relate to the Volunteer Program. The manual will outline for you the basic functions of department volunteers, what the department hopes to receive from you, and what the department hopes you will take away from the program.

As you become familiar with the program, please feel free to ask questions, provide feedback, or make suggestions to improve the Volunteer Program. We will work with you to make your involvement with this program as enjoyable and productive as possible.

I truly hope that you find working with the Volunteer Program and the Racine Police Department a rewarding experience.

Sincerely,

David H. Spenner
Chief of Police

WM/wm

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**PURPOSE OF
HANDBOOK**

This Handbook has been prepared to inform you about the Community Information Center's history, philosophy, practices, and policies, as well as the benefits provided to you as a valued volunteer and the conduct expected from you.

No volunteer manual can answer every question, nor would we want to restrict the normal question and interchange among us. It is in our person-to-person conversations that we can better know each other, express our views, and volunteer together in a harmonious relationship.

We hope this manual will help you feel comfortable with us. We depend on you – your success is our success. Please don't hesitate to ask questions. Your volunteer coordinator will gladly answer them. We believe you will enjoy your volunteer work and your fellow volunteers. We also believe you will find The Community Information Center a good place to volunteer.

We ask that you read this Manual carefully and refer to it whenever questions arise.

Policies, benefits and rules, as explained in this Manual, may be changed from time to time as business, volunteer legislation, and economic conditions dictate if and when provisions are changed, a copy will also be placed on our bulletin boards.

**MISSION
STATEMENT**

Our mission is to provide excellence in the delivery of Community Oriented Police Services and, through community participation, improve the quality of life.

**VALUE
STATEMENT**

We believe that:

- 1) The rights and freedoms guaranteed by the constitution are paramount.
- 2) Cultural diversity is a strength for both the community and our organization.
- 3) Our conduct must demonstrate professionalism and integrity.
- 4) Teamwork and flexibility are essential to meet the changing demands placed upon us.
- 5) Impartiality and fairness are fundamental to the enforcement of law.

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**WHAT THE COMMUNITY
INFORMATION CENTER
EXPECTS OF YOU**

Your first responsibility is to know your own duties and how to do them promptly, correctly and pleasantly. Secondly, you are expected to cooperate with management and your fellow volunteers and maintain a good team attitude. How you interact with fellow volunteers and those whom The Community Information Center serves, and how you accept direction can affect the success of your department. In turn, the performance of one department can impact the entire service offered by The Community Information Center. Consequently, whatever your position, it is important to perform every task to the very best of your ability. The result will be better performance for the agency overall and personal satisfaction for you.

You re encouraged to grasp opportunities for personal development that are offered to you. This Manual offers insight on how you can positively perform to the best of your ability to meet and exceed Community Information Center expectations.

We are dedicated to making The Community Information Center an agency where you can approach your volunteer coordinator, or any Community Information Center Officer, to discuss any problem or questions. We expect you to voice your opinions and contribute your suggestions to improve the quality of The Community Information Center. We're all human, so please communicate with each other. Remember, you help create the healthful, pleasant and safe volunteering conditions that The Community Information Center intends for you. Your dignity and that of fellow volunteers, as well as the citizens we serve is important. The Community Information Center needs your help in making each volunteering day enjoyable and rewarding.

**VOLUNTEER
ELIGIBILITY**

We are attempting to identify as many interested people as possible to participate in the staffing of this office. Each potential volunteer will be asked to submit his or her full name and birthdate for the purpose of running a criminal background check. No one will be allowed to serve as a volunteer without providing this information. All volunteers must be 18 years of age or older.

**WHAT YOU CAN EXPECT
FROM THE COMMUNITY
INFORMATION CENTER**

The Community Information Center volunteers have the right to:

1. Expect that their individual rights will be respected and that all volunteers will be treated with courtesy and consideration.
2. The assigned appropriate tasks according to skill, interests, availability, and training when feasible.
3. Be trusted with confidential information that will help carry out assignments.
4. Be given appropriate formal and informal expressions of appreciation and recognition.
5. Receive orientation, training, and supervision for assigned tasks.
6. Receive regular consultation for a review of job performance.

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7. Discuss any problem with officers of the Community Information Center and receive prompt fair adjustments of any complaints that may arise.
8. Expect that personnel records will be kept documenting volunteer experience, positions held, training, evaluation and commendation.
9. Have appropriately designed workspace, including consideration for physical disabilities.

**BACKGROUND
CHECK**

All volunteers will be required to submit to a criminal record and reference check prior to acceptance as a volunteer. Individuals who refuse to comply with the request will not be accepted as a volunteer. A signed consent for release of information must be obtained from the prospective volunteer prior to a request for a background check. This check will also be conducted periodically throughout your volunteer commitment.

**CONFIDENTIAL
INFORMATION**

Our clients entrust The Community Information Center with important information relating to their personal lives. The nature of this relationship requires maintenance of confidentiality. In safeguarding the information received, Community Information Center earns the respect and further trust of our community. As a volunteer you may be privy to information that is confidential in nature. Such information is **NOT** to be shared with your family, friends or acquaintances.

Any violation of confidentiality seriously injures The Community Information Center's reputation and effectiveness. Therefore, please do not discuss Community Information Center business with anyone who does not volunteer for us. Even casual remarks can be misinterpreted and repeated, so develop the personal discipline necessary to maintain confidentiality. If you hear, see or become aware of anyone else breaking this trust, consider what they might do with information they get from you.

All official media statements shall be the responsibility of the Racine Police Department Public Information Officer.

If you are questioned by someone outside the agency or your department and you are concerned about appropriateness of giving them certain information, remember that you are not required to answer, and that we do **NOT** wish you to do so. Instead, as politely as possible, refer the request to your volunteer coordinator.

No one is permitted to remove or make copies of any The Community Information Center records, reports or documents without prior approval. Because of its seriousness, disclosure of confidential information will lead to dismissal.

**VOLUNTEERING
POLICIES**

Whether you are a new or former volunteer returning to The Community Information Center, you may feel a little strange in your new surroundings. This is a normal feeling and is expected. Your fellow volunteers, especially your volunteer

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coordinator/community policing officer want to help you get off to a good start. Feel free to ask for help concerning anything you don't understand.

One of the first things you should do is carefully read this Manual. It is designed to answer many of your questions about the practices and policies of The Community Information Center, what you can expect from The Community Information Center, and what Community Information Center expects from you.

Once the manual has been reviewed you are required to date and sign the acknowledgement form.

**ABSENCE AND
LATENESS**

If you are unable to report for scheduled volunteer duty, or if you will arrive late, contact your volunteer coordinator immediately. Give him or her adequate time to arrange for someone else to cover your position until you arrive.

**ANNIVERSARY
DATE**

The date of your orientation is your official anniversary date.

**ATTENDANCE
SCHEDULING**

The Volunteer Coordinator shall arrange and post the volunteer schedule. There is no need for more than two volunteers at the office at any given time. If you are scheduled to work but are unable to work, please arrange for your own substitute by calling one of the names on the volunteer list. In case of an emergency, call the coordinator for help. This will insure a continual schedule for the office.

DRIVING RECORD

Volunteers whose volunteer work requires operation of a motor vehicle must present and maintain a valid driver's license and an acceptable driving record. You are required to comply with all City of Racine operation of motor vehicle policies. A periodic check of your driving record will be conducted. **Any changes in your driving record must be reported to the volunteer coordinator immediately.**

**EQUAL VOLUNTEERING
OPPORTUNITY**

The Community Information Center provides equal volunteering opportunity for everyone regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or disability that does not prohibit performance of essential job functions. All matters relating to volunteering are based upon ability to perform the job, as well as **dependability** and **reliability**.

HARASSMENT

The Community Information Center intends to provide a volunteer environment that is pleasant, healthful, comfortable, and free from intimidation, hostility or other offenses which might interfere with volunteer performance. Harassment of any sort – verbal, physical, visual – will not be tolerated.

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Harassment can take many forms. It may be, but is not limited to: words, signs, jokes, pranks, intimidation, physical contact, or violence.

Sexual harassment may include unwelcome sexual advances, requests for sexual favors or other verbal or physical contact of a sexual nature. When such conduct creates an intimidating environment it prevents an individual from effectively performing the duties of his or her position. Such conduct is not a condition of volunteering, either implicitly or explicitly.

As a Community Information Center volunteer you are responsible for keeping our volunteer environment free of harassment. Any volunteer who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to the volunteer coordinator or any officer of the Community Information Center.

When The Community Information Center becomes aware that harassment exists, it is obligated by law to take prompt action, whether or not the victim wants the agency to do so.

INTRODUCTORY PERIOD

Your first 6 months of volunteering at The Community Information Center are considered an introductory period. This introductory period will be a time for getting to know your fellow volunteers, your volunteer coordinator and the tasks involved in your volunteer position, as well as becoming familiar with The Community Information Center services. your volunteer coordinator will work closely with you to help you understand the needs and processes of your job.

This introductory period is a tryout time for both you, as a volunteer, and The Community Information Center as an agency. During this introductory period, The Community Information Center will evaluate your suitability for volunteering and you can evaluate the Community Information Center as well. At any time during the first 6 months you may resign without any detriment to your record. If, during this period, your volunteer habits, attitude, attendance or performance do not measure up to our standards, we may release you. If you take approved time off in excess of five volunteer days during the introductory period, the introductory period may be extended by that length of time.

At the end of the introductory period, your volunteer coordinator will discuss your job performance with you. During the course of the discussion, you are encouraged to give your comments and ideas as well.

Please understand that completion of the introductory period does not guarantee continued volunteering for any specified period of time.

JOB DESCRIPTIONS

We will maintain a job description for each volunteer position in The Community Information Center. When your duties and responsibilities are changed, your job description will be updated. If you wish to see your job description, please ask your Volunteer Coordinator. New job descriptions will be added as needed.

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CONDUCT

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone volunteer together efficiently, effectively, and harmoniously. Some people have problems with “rules” and “authority figures,” and past experience may have justified these thoughts and feelings; however, at The Community Information Center, we hold ourselves to a high standard of quality where the rules and authority figures simply assure that quality is maintained.

By volunteering with us, you have the responsibility to The Community Information Center and to your fellow volunteers to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. **When each person is aware that he or she can fully depend upon fellow volunteers to follow the rules of conduct, then our organization will be a better place for everyone to volunteer.**

**UNACCEPTABLE
ACTIVITIES**

Generally speaking, we expect each person to act in a professional and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit as well as the benefit of The community Information Center. If you have any questions concerning any volunteer or safety rule, or any of the unacceptable activities listed, please see your volunteer coordinator for an explanation.

Occurrences of any of the following violations, because of their seriousness, may result in immediate dismissal without warning:

1. Willful violation of any agency rule.
2. Willful violation of The Community Information Center safety practices.
3. Negligence or any careless action which endangers the life or safety of another person.
4. Being intoxicated or under the influence of a controlled substance drug while volunteering.
5. Any possession or sale of controlled substance drugs in any quantity while on agency premises, except medications prescribed by a physician which do not impair volunteer performance.
6. Any possession of a firearm, weapon or explosive on agency property or while on duty.
7. Engaging in criminal conduct or an act of violence, or making a threat of violence toward anyone on agency property, or while on duty.
8. Threatening, intimidating or coercing a fellow volunteer on or off the premises – at any time, for any purpose.
9. Theft of agency property or the property of a fellow volunteer, including documents, from the premises without permission and unauthorized use of agency equipment or property.
10. Insubordination or refusing to obey instructions properly issued by your Volunteer Coordinator.
11. Dishonesty, willful falsification or misrepresentation on your application for volunteering or other volunteer records, alteration of agency records or other agency documents.

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12. Breach of confidentiality of any type.
13. Obscene conduct or indecency on agency property.

**DISCIPLINARY
ACTIONS**

Unacceptable behavior will be dealt with in the following manner:

- **Verbal Warning**
- **Dismissal**

VERBAL WARNINGS

Verbal warnings may be issued by the Volunteer Coordinator or any of The Community Information Center Officers.

Verbal warnings may include, but are not limited to:

1. Adherence to dress code.
2. Habits
3. Attitude
4. Attendance
5. Performance

SMOKING

Smoking is not permitted in the Community Information Center.

DISMISSAL

Volunteers may be dismissed for just cause without warning. The agency has the right to request a volunteer to leave immediately.

Grounds for immediate dismissal may include, but are not limited to:

1. Gross misconduct or insubordination.
2. Being under the influence of alcohol or drugs while performing volunteer assignments.
3. Theft of property or misuse of agency funds, equipment or materials.
4. Lies or falsification of records.
5. Illegal, violent or unsafe acts.
6. Abuse or mistreatment of clients or co-workers.
7. Unwillingness to support and further the mission of the organization.

All pertinent facts will be carefully reviewed, and the volunteer will be given a full opportunity to explain his or her conduct before any decision is reached.

RESIGNATION

While we hope both you and The Community Information Center will mutually benefit from your continued volunteering, we realize that it may become necessary for you to leave the Community Information Center. If you anticipate having to resign your position with the Community Information Center, you are asked to notify your Volunteer Coordinator in writing as far in advance as possible and make arrangements for an exit interview.

EXIT INTERVIEW

The Community Information Center would like to discuss the reason for leaving and any other impressions that you may have about the Community Information Center. If you

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decide to leave, you will be asked to grant us the opportunity of an exit interview. During the exit interview, you can express yourself freely. It is hoped that this exit interview will help us part as friends, as well as provide insights into possible improvements. All information will be kept strictly confidential and will in no way affect any reference information that the Community Information Center will provide another organization about you. (Exit interview is optional).

**EXPENSE
REIMBURSEMENT**

You must have written authorization from the Racine Police Department prior to incurring an expense on behalf of the Community Information Center. To be reimbursed for all authorized expenses, you must submit an expense report voucher accompanied by receipts and approved by your officer or volunteer coordinator.

If you are asked to conduct agency business using your personal vehicle, you will be reimbursed at the rate of \$.30 per mile.

**GRIEVANCES/
COMPLAINTS**

An efficient successful operation and satisfied volunteers go hand in hand. Volunteer grievances are of concern to The Community Information Center regardless of whether the problems are large or small.

In order to provide for prompt and efficient evaluation of a response to grievances/complaints, the Community Information Center has established a formal Grievance Procedure for all volunteers. It will always be the Community Information Center's policy to give full consideration to every volunteer's opinion. There will be no discrimination against or toward anyone for his or her part in presenting grievances.

Under this policy a grievance is defined as any event, condition, rule, or practice which the volunteer believes violates his or her civil rights, treats him or her unfairly, or causes him or her any degree of unpleasantness or unhappiness on the job. A grievance/complaint may also deal with an attitude, a statement, or an opinion held by a volunteer coordinator or a fellow volunteer.

When grievances/complaints cannot be resolved on an informal basis, the volunteer will go to the following people in this order:

- 1) Volunteer Coordinator
- 2) Crime Prevention/Volunteer Liaison Officer
- 3) Lieutenant of Operations

The Lieutenant of Operations is the final arbitrator in the grievance process.

**COMPUTER USE
BY VOLUNTEERS**

Computer use by a volunteer will only be permitted when authorized by an Officer. This will be controlled through the Volunteer Coordinator.

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**COMPUTER SOFTWARE
(Unauthorized Copying)**

The Community Information Center does not condone illegal duplication of software. The copyright law is clear. The copyright holder is given certain exclusive rights to software programs, including the right to make and distribute copies. Title 17 of the U.S. Code states that "it is illegal to make or distribute copies of copyrighted material without authorization" (Section 106). The only exception is the user's right to make a backup copy for archival purposes (Section 117).

The law protects the exclusive rights of the copyright holder and does not give users the right to copy software unless a backup copy is not provided by the manufacturer. Unauthorized duplication of software is a Federal crime.

DRESS CODE

You are expected to dress and groom yourself in accordance with accepted social and business standards, particularly if your job involves dealing with the public.

A neat appearance contributes to the positive impression you make on the citizen. Personal appearance should be a matter of concern for each volunteer. If your volunteer coordinator feels your attire is inappropriate, you may be asked to leave your volunteer place until you are properly attired.

We require that you not wear any clothing or advertisement supporting alcohol, drugs or any type of political campaign or candidate.

PHONES

Please answer the telephones with the proper greeting and in a professional manner. When taking messages please be as accurate as possible. Include the date, time of the call and your name or initials. Messages for the officers who staff the office should be left in their mailbox.

Telephones are restricted to business purposes. However, the number of the station can be given to family/friends. In the event of an emergency when someone needs to contact you, ask them to call 598-4140.

RESTROOMS

The restroom is located near the back door. This is for the use of police department and volunteer personnel only.

**RESTRICTED
AREAS**

In the interest of safety and security, certain portions of the Community Information Center's facilities may be restricted to authorized personnel only. Such area will be clearly marked.

SECURITY

Maintaining the security of Community Information Center buildings and vehicles is every volunteer's responsibility. Develop habits that ensure security as a matter of course. For example:

Always keep cash properly secured. If you are aware that cash is insecurely stored, immediately inform the person responsible.

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Know the location of all alarms and fire extinguishers and familiarize yourself with the proper procedure for using them should the need arise.

When you leave the Community Information Center premises, make sure that all entrances are properly locked and secured.

SUBSTANCE ABUSE

The Community Information Center has no desire to intrude into its volunteers' personal lives. However, both on-the-job and off-the-job involvement with any mood altering substances can have an impact on our agency and on the Community Information Center's ability to achieve its objectives of safety and security. Therefore, you are expected to report to the agency with no mood altering substances in your body. While you may make your own lifestyle choices, the Community Information Center cannot accept the risk that substance use or abuse may create. The possession, sale or use of mood altering substances while volunteering shall be a violation of safe volunteer practices and will be subject to disciplinary action including dismissal.

**VOLUNTEER
COORDINATOR**

The volunteer coordinator is the person who is closest to you. Your day-to-day contact with your volunteer coordinator gives you a chance to receive guidance and counsel regarding your assignments and the progress you make on your job. Your volunteer coordinator can show you how your volunteering fits into the overall picture, teach you how to do things, explain the "hows" and "whys", and encourage you when things look a little tough. Remember, your volunteer coordinator knows most of the answers, and, if not, knows where to get them. He or she is interested in your success, the success of every member of your department, and the overall success of the Community Information Center.

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APPENDIX

SECTION A – REGENCY MALL

1. Photo Identification Card
2. Accessing the Office
3. Closing the Office
4. Accessible Workspace
5. Visibility
6. Handouts

SECTION B – COMMUNITY POLICING

1. Community Policing Locations

SECTION C – EMERGENCY OCCURRENCES

1. Procedure No. 3 Emergency Occurrence

SECTION D – COPY OF FORMS

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**APPENDIX A
REGENCY MALL**

1) PHOTO IDENTIFICATION CARDS

A PHOTO identification will be worn by volunteers while on duty. They will be stored on the rack in the office and **will not be removed** from the office unless otherwise authorized.

***Note:** ID photos are taken at the Racine Police Dept., 800 Center Street, Racine, WI upon appointment. Check with the Volunteer Coordinator or the Crime Prevention Officer on duty.*

2) ACCESSING THE OFFICE

Volunteers should not be in the office during hours that Regency Mall is not open to the public.

A key to the front door of the Community Information Center can be signed out at Kapoor's Jewelry Store. The key will only be released to volunteers who are on written notice with Kapoor's. Identification will be requested. You will sign the key out and you will be expected to return it and sign it back in.

3) CLOSING THE OFFICE

It is important that all volunteers follow the closing procedure listed below before leaving at the end of their shift or the last shift of the day.

- 1) Turn off all computer monitors. (Leave the CPU stations on. This is critical for any updates the PD wishes to make electronically to the system.)
- 2) Turn off all appliances in the break room..
- 3) Check to ensure that the heating and cooling system is on automatic.
- 4) Turn off "CRIME STOPPERS" display lights.
- 5) Turn off warning bells in lobby.
- 6) Turn off all lights.
- 7) Check all doors, make sure they are locked and secure.

4) ACCESSIBLE WORKSPACE

No person who is not a volunteer or who is not on the staff of the Racine Police Dept., Mt. Pleasant Police Dept., or the Racine County Sheriff's Dept. should be allowed access behind the front counter area.

A list of authorized volunteers in the office will be posted. Any person requesting access behind the counter needs to be listed on the volunteer listing or be able to

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prove he or she is a staff member of the listed Police Department(s), Mall Security or Mall Maintenance in order to be granted access.

5) VISIBILITY

Do not leave the office unattended or unsecured at any time. If you leave, you need to lock the office and return the key to Kapoor's. If you have already returned the key, you may lock up from the inside and exit through the back door).

6) HANDOUTS

Printed materials and promotional items are available at no cost to those visiting the Center. Requests for significant quantities for those items should be handled by a police officer.

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**APPENDIX B
COMMUNITY POLICING**

1) RACINE COMMUNITY POLICING LOCATIONS

1522 West Sixth Street	635-7863
1102 Villa Street	635-7902
1750 Mead Street	635-7862
1009 Davis Place	635-2880

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**APPENDIX C
EMERGENCY OCCURRENCES**

PURPOSE:

This procedure is intended to outline the steps to be followed in an Emergency.

GOAL:

- 1) List possible Emergency situations.
- 2) Outline practices to be employed.
- 3) Ensure the safety of the volunteers and the citizens.

Mall Evacuation

When Mall Evacuation is announced over the P.A. system contact the Community Information Center Officer or the Racine Police Dept. and the Volunteer Coordinator. Lock the door and wait for the police in the parking lot by the law enforcement only parking.

Information via Phone

When you are advised by phone or if someone enters the Community Information Center to report incidents such as:

- Shoplifters
- Disturbances
- Unwanted Parties
- Medical emergencies
- Accidents

The following steps should be taken:

- A. Determine the nature of the emergency, i.e., is the crime in progress? Or are people injured? If there is a crime in progress or if there are injuries dial 9-911 immediately. Otherwise, call the non-emergency police number 9-635-7700. Also, call Mall Security at 554-7979 and let them know.
- B. Location of the incident as well as a description of the suspect(s) involved in the crime (such as height, weight, hair and eye color, clothing description, direction of travel, and vehicle description.)
- C. Name, address and phone number of person reporting the incident. This information is important for possible follow up investigations. Refer to Exhibit for recommended information,

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BOMB THREATS

- A. What do you do when you receive a bomb threat at the Community Information Center.
1. By Phone:
 - a) Call the Racine Police Department via 9-911 or 9-635-7700.
 - b) Notify Mall Security also at 554-7979.
 - c) The person receiving the call must fill out the Bomb Threat Report
 - d) Be as exact as you can.
 - e) Do it immediately after notifying the police.
 - f) We need to know about voice, age, sex, speech traits, accents, impediments, etc.
 2. In person or by note:
 - a) Save the note.
 - b) Handle it as little as possible.
 - c) Ask them to stay and talk if in person.
 - d) Get a good description of the person. Remember details and facial features, not just clothing.
- B. After Notifying Police:
1. Notify any police officer assigned to the Community Information Center.
 2. Do not transmit on any 2-way radios.
 3. Turn off any pagers.
 4. Lock the door and wait for the police in the parking lot by the law enforcement only parking.
 5. Stay by the law enforcement only parking until a Community Information Center officer responds, unless directed otherwise by a police officer or firefighters.

MEDICAL EMERGENCY

Determine what the nature of the medical emergency is, i.e., fainting, chest pain, broken arm, etc.

If the victim is not in the office, determine the location of the victim.

If possible, get the victim's name and the name of the person that you are talking to.

Dial 9-911 and give the operator as much information as you can. See the attached worksheet.

If the victim is in the office, get them sitting up or lying down if possible. Do not force them to sit or lie down, but make them as comfortable as possible.

Be as helpful as you can, and give first aid to the level you are trained.

Prepare an incident report for our records.

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MEDICAL TELEPHONE PROCEDURE

This is _____ *your name* _____ at Regency Mall from the Community Information Center.

I have a person requesting the rescue squad for _____. (give as detailed reason as you can, the 911 operator may call this the "nature of the call ...")

The victim / complainant is located _____ (give location).

Stay on the line until the 911 operator tells you to hang up.

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**A P P E N D I X D
FORMS, BICYCLE PICK-UP INFORMATION**

COPY OF BOMB THREAT REPORT

COPY OF INCIDENT FACT DATA WORKSHIP (3 PGS.)

ABANDONED BICYCLE PICKUP PROGRAM – METHOD & PROCEDURE

ABANDONED BIKE INFORMATION FORM

SIGN OUT FORM FOR ABANDONED BIKE PICK UP MATERIALS (SAMPLE FOR REF.)

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BOMB THREAT REPORT

Persons making bomb threats are usually very egotistical. Be sympathetic with them. Keep the caller talking as long as possible.

DO NOT TRANSFER THE CALLER TO ANYONE, but if possible, without the callers knowledge, get another person to listen to the call.

Date and time Call Received:

EXACT WORDS OF THE PERSON CALLING

QUESTIONS TO ASK THE CALLER:

1. When is the bomb going to explode?
2. Where is the bomb now?
3. What kind of bomb is it?
4. What does it look like?
5. Why did you put it there?
6. What did you say your name was?
7. What is your address?

DESCRIPTION OF THE CALLER'S VOICE:

Male: Female: Young: Old:
Tone of Voice: _____ Accent: _____ Any background Noise? ____
Was the voice familiar to you? Who did it sound like?

Your Name _____ Time: _____ Date: _____

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INCIDENT FACT DATA WORKSHEET

This sheet must be filled out with all the applicable information when someone informs a volunteer or a member assigned to the Racine Community Information Center on a Police related or Fire related incident.

COMPLAINANT NUMBER: _____ **TIME OF INCIDENT** _____ *(Military time)*

TYPE OF INCIDENT: _____ (i.e., accident, rescue, assault, etc.)

COMPLAINANT/ VICTIM INFORMATION: *(CIRCLE THE ONE THAT APPLIES)*

LAST NAME: _____ **FIRST:** _____ **MIDDLE INIT.** _____

ADDRESS: _____
(STREET)

CITY: _____ **STATE:** _____ **ZIP CODE:** _____

PHONE NO. (INCL. AREA CODE): _____

DATE OF BIRTH: _____
(Month/Day/Year – use 2 digits; i.e., 10/01/45)

COMPLAINANT/VICTIM INFORMATION (COMPLETE ONLY IF THE VICTIM IS DIFFERENT FROM THE COMPLAINANT OR THERE IS MORE THAN ONE VICTIM OR COMPLAINANT)

LAST NAME: _____ **FIRST NAME:** _____ **MIDDLE INIT.** _____

ADDRESS” _____
(STREET)

CITY: _____ **STATE:** _____ **ZIP CODE:** _____

PHONE NUMBER (Include area code) _____

DATE OF BIRTH _____ *(Month/Day/Year – use 2 digits; i.e., 01/01/45)*

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EMERGENCY FACT DATA WORKSHEET (Continued)

LOCATION OF INCIDENT _____
(be as detailed as possible)

SUSPECT DESCRIPTION: MALE / FEMALE (circle one)

RACE: _____ (i.e., Caucasian, African/American, Hispanic, Asian, Other)

HEIGHT: _____ (approx. if possible)

WEIGHT: _____ (approx. if possible)

HAIR COLOR: _____ **EYE COLOR:** _____

FACIAL HAIR: _____ **HAIR LENGTH** _____

Clothing Description: _____

Direction of Travel: _____

SUSPECT DESCRIPTION: (Use of more than one suspect)

MALE/FEMALE (Circle One)

RACE: _____ (i.e., Caucasian, African/American, Hispanic, Asian, Other)

HEIGHT: _____

WEIGHT: _____

HAIR COLOR: _____ **EYE COLOR:** _____

FACIAL HAIR: _____ **LENGTH OF HAIR** _____

Clothing Description: _____

Direction of Travel: _____

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INCIDENT FACT DATA WORKSHEET (Continued)

VEHICLE DESCRIPTION: (use for hit and run accidents as well as suspect vehicles)

MAKE OF VEHICLE: _____ **YEAR OF VEHICLE** _____

MODEL OF VEHICLE: _____ **COLOR OF VEHICLE** _____

TYPE OF VEHICLE (2 door, 4 door, van, SUV, etc.) _____

LICENSE PLATE: _____
(State and Number)

DAMAGE ON VEHICLE: _____

MISC. INFORMATION: _____

INJURIES: (give a brief description of the injury. Location, length of cut & bruises, etc.)

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ABANDONED BICYCLE PICK UP PROGRAM

PURPOSE:

This procedure is intended to outline the rules for bicycle pick-up as well as obtaining the concurrence of the volunteer to comply with this procedure. This Procedure is intended to supplement Department of Police Procedure #1208 by defining the role of the volunteer.

Volunteer Qualifications & Responsibilities

Qualifications - If you are authorized to use a city vehicle for police department business, you shall:

1. Be a licensed driver.
2. Be at least 21 years old.
3. Not allow persons not authorized or employed by the Racine Police Department to operate or ride in the city vehicle.
4. Immediately report to the police department any accidents and/or injuries.
5. Operate the city vehicle in a safe and proper manner at all times.
6. Report any needed repairs or defects of the city vehicle to the police department garage.
7. Sign out and sign in the city vehicle.
8. Use city vehicles for police department business only, with no personal stops and/or business.
9. Use seat belts at all times.

Driving Record - Volunteers operating a city vehicle must present and maintain a valid driver's license and a driving record that meets the same standard that any other city employee driving a city vehicle must meet. You will be asked to authorize checks of your driving record by the Racine Police Department. Any changes in your driving record must be reported to your Volunteer Coordinator immediately.

Traffic Violations – Volunteers operating a city vehicle are responsible for any fines or forfeitures from traffic violations they are cited for.

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Dispatch Role:

When Dispatch receives a report of an abandoned bicycle, they will initiate a Cad (*Computer Aided Dispatch*) entry (*assign a complaint number*) and document the name, address and phone number of the caller in addition to a description of the bicycle and location for the next regular pick-up day.

Record Bureau:

Records will provide a detailed report of all abandoned bicycle reports received during a specified time period.

Volunteer Responsibilities:

1. Contact the Racine Police Department Records Bureau (635-7740) to determine if there are any abandoned bicycles reported for pick-up.
2. Contact the Racine Police Department Garage (635-7755) to determine if there is a vehicle available to pick up abandoned bicycles. Only City owned vehicles will be used for pick up. Under no circumstances will personal vehicles be used.
3. Volunteers will wear their photo identification card on the exterior of their clothing when picking up bicycles. Photo identification cards for volunteers picking up bicycles may be taken home. Photo identification cards taken home will be noted on the label of the photo identification card board.
4. Gloves will be worn when handling bicycles.

Pick-Up & Delivery:

1. Volunteers will enter the front doors of the Police Department and proceed up the stair to the Record Bureau counter where they will pick up a log of bicycles to be picked up.
2. Volunteers will proceed to the Evidence Room to pick up required equipment in locker #604 (vehicle keys, gloves, etc.). The locker key will be provided to the volunteer prior to their first day of pick-up. They shall sign in and sign out for equipment at that location. See appendix for typical sign out form. If a prior unfinished list is located inside the equipment box, it should be completed prior to new pick-ups.
3. Volunteers will then continue to the garage where they will pick up vehicle keys (U-8) and enough numbered Bicycle Inventory tags to complete one for each bicycle on the list and a few extra to compensate for additional bicycles and/or errors. All numbered Bicycle Inventory tags must be accounted for.
4. Volunteers must contact Radio (7700) by phone to identify themselves, identify the vehicle they will be using, and go into service (10-41). Example: I am (name), a volunteer with the abandoned bicycle program, and I will be 10-41 in (Vehicle ID NO. _____ (i.e., US-8)

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5. When arriving at the complainant's address, park the vehicle at the curbside. Do not park vehicles on the complainant's property.
6. If upon arrival, the volunteer becomes aware of a potential danger, notify the Police Department immediately (635-7700) for assistance. Be aware of suspicious or threatening activity in the area, including people, animals, and environmental conditions. Example: Illegal activity, harassment, verbal threats, dangerous animals, odor of natural gas, wire down, fire, etc.
7. Attempt to initiate contact with the complainant. If contact is made, identify yourself as a volunteer for the bicycle pick-up program and explain that you are there to pick up the abandoned bicycle reported at that location. Have the complainant show you where the bicycle is located.
8. When unable to make contact with the complainant, attempt to locate the bicycle as indicated on your pick-up list. Do not enter any buildings (including the garage) to make the pick up. If the bicycle is located as indicated on the list proceed with the pick-up. If not, do not pick up the bicycle and leave a receipt in a visible location near the front door.
9. If the bicycle is available for pick-up; check for a serial number.
10. Contact the Racine Police Department (635-7700) on your cellular phone and identify yourself. Provide the PBX Operator with the complaint number of your pick-up. Request a check for stolen and provide the serial number of the bicycle. Immediately provide results to the Operator. Example: Bicycle has been picked up (if you intend to pick up; unable to locate the bicycle, or bicycle is stolen).
11. If bicycle is stolen or suspicious, request an officer to evaluate circumstances.
12. If the bicycle is not stolen, issue a receipt to the complainant if present, or place a receipt in a visible location near the front door, and recover the bicycle. Complete a Bicycle Inventory tag and place the bicycle in your vehicle for transport.
13. Return to the Police Department one hour prior to the end of your scheduled shift. Enter the garage from the entrance which is just north of Eighth street and Washington Avenue (3-door) Once in the garage, contact the evidence Room (7735) and inform personnel that you have bicycles to be placed in Cage #1. Tag the bicycles by attaching the hard copy (back copy) of the Bicycle Inventory form. Wait until evidence personnel arrive to open Cage #1 to take bicycles out of the vehicle. After all bicycles are in Cage #1, return the vehicle to its parking space in the garage, replace all unused numbered Bicycle Inventory tags to Cage #1, sign the vehicle in, and advise Radio (7700) that you are out of service (10-42). If there are any bicycle pick-up requests left on your list, clearly mark the remaining pick-ups, and place the list inside the equipment box for follow-up on the next pick-up day. Return all equipment (including unfinished lists) and remaining completed copies of the Bicycle inventory form to the Evidence room and sign in equipment. All

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completed lists should be placed in the Community Information/Crime Prevention mailbox located in the hallway behind the Public Service Counter and volunteers should leave the building through the south side entrance.

14. When volunteers are not available for pick-up duty, they will advise the Bike Pick-Up Program Coordinator.

15. In the event of questions or problems, contact one of the following:

Volunteer Coordinator
Community Information Center Officer
Operations Lieutenant or Sergeant
Shift Commander

Pick-Up Notification:

The Volunteer Coordinator will supply the police dispatch with a list of days and times when pickups will be made. No pickups will be made on holidays. Volunteers may not be available for calls every day of the week. The Volunteer Coordinator will endeavor to have two names on call for every day when pickups can be scheduled. The Volunteer Coordinator will notify dispatch of any changes in the schedule.

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I have read and understand the rules for the Bicycle Pick-Up Program. I understand that failure to follow these rules could result in termination of my volunteer duties.

As a Bicycle Pick-Up Volunteer, I agree to the above rules and conditions.

Volunteer Signature: _____ **Date:** _____

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APPENDIX BICYCLE PICK-UP FORMS:

Abandoned Bike Information Form/Bike Receipt Form

Sign Out Form For Abandoned Bike Pick-Up Materials

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**ABANDONED BIKE INFORMATION FORM
BIKE RECEIPT FORM**

DATE OF PICK-UP: _____ **TIME:** _____ **COMPLAINT #** _____

COMPLAINANT'S NAME:

Last _____ First _____ Middle Initial _____

Address: _____ Phone Number: _____

Date of Birth: _____

Location of pick-up: _____

Bike picked up: Yes / No (circle one)

If bike was not picked up, indicate why. (circle one)

Bike not located

No one home that was supposed to meet volunteer

Others (explain) _____

Name of Volunteer _____

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SIGN OUT FORM FOR ABANDONED BIKE PICK-UP MATERIALS

DATE:	TIME:	NAME:	REMARKS:
	In Out		
	In Out		
	In Out		
	In Out		
	In Out		
	In Out		
	In Out		
	In Out		
	In Out		
	In Out		
	In Out		
	In Out		
	In Out		
	In Out		
	In Out		
	In Out		

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**RECEIPT & ACKNOWLEDGEMENT
THAT I HAVE READ THE COMMUNITY INFORMATION CENTER MANUAL**

This Volunteer Manual is an important document intended to help you become acquainted with the Community Information Center. This Manual will serve as a guide. It is not the final word in all cases. Individual circumstances may call for individual attention.

Please read the following statements and sign below to acknowledge that you understand and accept the policies, rules & regulations of the Community Information Center Volunteer as set forth in this Manual.

- 1) I understand that the policies, rules and benefits described in the Community information Center Volunteer Manual are subject to change at the discretion of the Community Information Center at any time.

- 2) I further understand that my volunteering may be terminated either by myself or the Community Information Center, regardless of the length of my volunteering.

I am aware that during the course of my volunteering certain confidential information may be made available to me. I understand that this information is critical to the Community Information Center and must not be disseminated within or outside of the Community Information Center's premises.

I understand that my signature below indicates that I have read this Community Information Center Volunteer Manual and understand all of its policies, rules and regulations.

Volunteer's Signature: _____

Volunteer Coordinator's Signature: _____.

DATE SIGNED: _____