

RACINE POLICE DEPARTMENT COMMUNITY INTERVENTION SERVICES



VOLUNTEER MANUAL

POLICIES – PROCEDURES – RULES & REGULATIONS

**VOLUNTEER MANUAL
RACINE POLICE DEPARTMENT
COMMUNITY INTERVENTION SERVICES**

Office of Chief of Police

Chief of Police Kurt S. Wahlen



April 11, 2008

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,

Kurt S. Wahlen
Chief of Police

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**PURPOSE OF
HANDBOOK**

This Handbook has been prepared to inform you about Community Intervention Service'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 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 Intervention 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 COMMUNITY
INTERVENTION SERVICES
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, citizens and how you accept direction can affect the success of your services. 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 are 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 the expectations of Community Intervention Services.

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

**VOLUNTEER
ELIGIBILITY**

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 at least 21 years of age.

**WHAT YOU CAN EXPECT
FROM COMMUNITY
INTERVENTION SERVICES**

The Community Intervention Services 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. Receive a clear specific job description;
3. Be assigned appropriate tasks according to skill, interests, availability, and training when feasible;
4. Be trusted with confidential information that will help carry out assignments;
5. Be given appropriate formal and informal expressions of appreciation and recognition;
6. Receive orientation, training, and supervision for assigned tasks;
7. Receive regular consultation for a review of job performance;
8. Discuss any problem with the Volunteer Coordinator or the Community Oriented Policing (C.O.P) Supervisor and receive prompt fair adjustments of any complaints that may arise;

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9. Expect that personnel records will be kept documenting volunteer experience, positions held, training, evaluation and commendation;
10. Have appropriately designed workspace, including consideration for physical disabilities.

**BACKGROUND
CHECK**

All volunteers will be required to submit to criminal record and reference checks 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 Community Intervention Services with important information relating to their personal lives. The nature of this relationship requires maintenance of confidentiality. In safeguarding the information received, Community Intervention Services 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 Community Intervention Services' reputation and effectiveness. Therefore, please do not discuss Community Intervention Services' 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.

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 Community Intervention Services 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 Community Intervention Services, you may feel a little strange in your new surroundings. This is a normal feeling and is expected. Your fellow volunteers, especially your volunteer coordinator, 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 Community

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Intervention Services, what you can expect from Community Intervention Services, and what Community Intervention Services expects from you.

**ANNIVERSARY
DATE**

The date of your first orientation session is your official anniversary date.

**ATTENDANCE
SCHEDULING**

There is a calendar in the office and volunteers will be asked to indicate the hours that they plan on working. There is no need for more than two volunteers at any given time.

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. 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**

Community Intervention Services provides an 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 Intervention Services 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.

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 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.

When Community Intervention Services becomes aware that harassment might exist, it is obligated by law to take prompt and appropriate action, whether or not the victim wants the agency to do so.

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**INTRODUCTORY
PERIOD**

Your first nine months of volunteering at Community Intervention Services are considered an introductory period. This introductory period is 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 Community Intervention 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 try-out time for both you, as a volunteer, and Community Intervention Services. During this introductory period, Community Intervention Services will evaluate your suitability for volunteering and you can evaluate Community Intervention Services as well. At any time you may resign. If, during this period, your volunteer habits, attitude, attendance or performance do not measure up to our standards, we may release you.

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 maintain a job description for each Community Intervention Services volunteer position.

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 Community Intervention Services, 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 Community Intervention Services 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 mature 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 Community Intervention Services. If you have any

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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 Community Intervention Services 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, 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;
8. Threatening, intimidating or coercing a fellow volunteer at any time, for any purpose;
9. Theft of agency property or the property of a fellow volunteer, including taking documents, 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;
12. Breaching 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 C.O.P Supervisor.

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 Racine Police Department or in city vehicles.

DISMISSAL

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

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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 Community Intervention Services will mutually benefit from your continued volunteering, we realize that it may become necessary for you to leave. If you anticipate having to resign your position, you are asked to notify your volunteer coordinator as far in advance as possible and make arrangements for an exit interview.

EXIT INTERVIEW

In instances where a volunteer leaves, Community Intervention Services would like to discuss the reason for leaving and any other impressions that you may have about Community Intervention Services. If you 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 provide insights into possible improvements. All information will be kept strictly confidential and will in no way affect any reference information that Community Intervention Services will provide another organization about you. (Exit interview is optional).

**GRIEVANCES/
COMPLAINTS**

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

In order to provide for prompt and efficient evaluation of a response to grievances/complaints, Community Intervention Services has established a formal grievance procedure for all volunteers. It will always be Community Intervention Services 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 (through talking with the designated volunteer coordinator) the volunteer needs to complete a Grievance

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Form and submit it to the volunteer coordinator. The volunteer coordinator will meet again with the volunteer and provide a written response. If the volunteer is not satisfied, the Grievance Form and written response will be forwarded to the C.O.P. Supervisor. The C.O.P. Supervisor will meet with the volunteer and/or provide a written response.

Citizen complaints about CIS volunteers are referred to the C.O.P. Supervisor.

**COMPUTER USE
BY VOLUNTEERS**

Computer use by a volunteer will only be permitted when authorized by the C.O.P. Supervisor. This will be controlled through the volunteer coordinator.

**COMPUTER SOFTWARE
(Unauthorized Copying)**

Community Intervention Services does not condone illegal duplication of software. The copyright law is clear. The copyright holder is given certain exclusive rights, 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 present yourself in accordance with accepted social and business standards, particularly if your job involves dealing with citizens.

A neat appearance contributes to the positive impression you make on the citizen. A professional appearance is expected of each volunteer. If your volunteer coordinator feels your attire is inappropriate, you may be asked to leave 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.

Telephones are restricted to business purposes. However, the telephone number of Community Intervention Services can be given to family/friends for emergency purposes.

RESTROOMS

The restrooms are located within the building. They are for the use of Police Department and volunteer personnel only.

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**RESTRICTED
AREAS**

In the interest of safety and security, certain portions of Racine Police Department facilities may be restricted to authorized personnel only. Such areas are clearly marked.

SECURITY

Maintaining the security of the Racine Police Department buildings and vehicles is every volunteer's responsibility. Develop habits that ensure security as a matter of course.

Volunteers have access to a key to unmarked (IDA) police vehicles. Keys can not be taken off the premises (except for using a car key while using a police vehicle). Keys can not be duplicated. Keys accidentally taken off the premises must be returned immediately.

Volunteers must know the location of all alarms and fire extinguishers and the proper procedure for using them should the need arise.

SUBSTANCE ABUSE

Community Intervention Services 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 Community Intervention Services 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, Community Intervention Services 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.

**POLICE
STATIONARY**

Department stationary and envelopes can not be used for personal correspondence.

**CIVILITY, COURTESY
AND RESPECT**

Volunteers need to remember that everything they do reflects not only on them but also on the Racine Police Department and the City of Racine. Volunteers are expected to be respectful at all times toward other volunteers, RPD civilian and law enforcement employees and other emergency personnel and citizens.

No volunteer shall use obscene or abusive language or disparage any person because of race, religion, national origin, sex or physical make-up.

Volunteers must remember that Community Intervention Services are voluntary and citizens are not required to receive these services.

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**GIFTS AND
GRATUITIES**

Volunteers may not solicit or accept gifts or gratuities from any person, business or organization.

**PERSONAL
PUBLICITY**

Volunteers may not directly or indirectly seek personal publicity concerning their duties with Community Intervention Services. All requests for information from the media must be referred to the C.O.P. Supervisor.

**ENDORSEMENT
AND REFERRALS**

Volunteers shall not recommend specific professionals or professional organizations (e.g., physicians, therapists, attorneys, etc.) to clients. Volunteers can provide citizens with information about community resources and identify organizations funded by the United Way of Racine County that provide services at no cost or on a sliding fee scale.

**SOLICITATIONS
AND CONTRIBUTIONS**

Volunteers may not solicit contributions or sell products or raffle tickets while working as a CIS volunteer.

**CARE OF
PROPERTY**

Volunteers are responsible for the care of department property assigned to their use or keeping and reporting the loss, damage to or unserviceable condition of such property to the CIS coordinator or the C.O.P. Supervisor.

**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 Community Intervention Services.

SERVICES

Community Intervention Services include, but are not limited to helping to resolve conflicts between family members, neighbors, landlord/tenants and consumers/merchants; providing assistance and support to individuals and families in crisis situations; providing information to individuals about community resources and providing assistance as directed by an officer in calming victims and by-standers at accidents, fires and other situations where people are upset and/or a crowd has gathered.

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All services received by individuals are voluntary. Volunteers do not testify at court hearings or provide written reports or testimony on behalf of clients.

CIS volunteers do not mediate cases when the parties in a dispute are willing to participate in mediation at the Conflict Resolution Program at Neighborhood Watch. Referral materials should be provided to these parties according to RPD policies and procedures.

REFERRALS

Procedures for Opening a Case:

- Obtain an Intake Form, an Activity Sheet, a manila folder and file label.
- Complete the Intake Form as completely as possible.
- Put the label on the manila folder. Enter the year (example 04) in the top left-hand corner of the label. Enter the name and address of the complainant (last name first) below the “year” and the name and address of the respondent just below it.
- Write the last names of the parties on the top of the Activity Sheet. Enter the date, time and the type of contacts made in chronological order and describe what was discussed as accurately and concisely as possible. Enter the address, the problem and your name on the Active Cases List posted on the bulletin board.
- Put the file in your file folder in the file cabinet.

**TEMPORARY
RESTRAINING
ORDERS**

CIS volunteers can not provide conflict resolution services when a Temporary Restraining Order or other “no contact order” is in place. Volunteers can tell people they have to comply with the order but can not intervene in the situation or talk to one party on behalf of the other party. Volunteers can open the case on behalf of one or more of the parties to help them comply with the court order and/or to help them with other issues (e.g., the loss of a relationship, housing, access to social or mental health services, etc.).

**SHIFT
RESPONSIBILITIES**

- Take out a Shift Log and complete the log periodically during the shift. (Do not wait until the end of the shift and try to reconstruct the activities). File the Shift Log at the end of the shift in the appropriate file folder.
- Take the bag/resource binder located on the file cabinet on all ride-alongs and when going to meet with complainants, respondents or concerned citizens.
- Check the phone for messages (unless a coordinator is on duty) and save all messages by skipping messages not intended for you and archiving your messages. Answer the phone and take messages if stationed at the desk. Call the assigned volunteer with any urgent or important messages from clients when the assigned volunteer will not be in the office within twenty-four hours.
- Return the bag/resource binder to the top of the file cabinet when the shift has ended. Do not put the bag on the floor.
- Complete any paper work if a case has been opened or work has been done on behalf of another case.
 - Return keys (if used) to the file cabinet before leaving the office.

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**CONTACTS WITH
REFERRALS/CLIENTS**

Volunteers may not give clients their home address or personal telephone numbers. Phone calls to clients should be made from the CIS office. In extreme situations, a volunteer can call clients from home if *67 are used from a regular phone (non-cell phone).

Volunteers can not use their personal vehicles while providing Community Intervention Services.

**CONFLICT OF
INTEREST**

Volunteers may not provide Community Intervention Services to family members, neighbors, friends or other individuals/families with which they have a close or frequent relationship. Volunteers must report any conflict of interest referrals to a CIS Coordinator so a different volunteer can be assigned.

**MEDIATION
PROCESS**

CIS refers individuals/parties to the Conflict Resolution Program at Neighborhood Watch for mediation whenever they are agreeable to mediation. CIS volunteers only provide mediation when individuals/parties initially refuse to mediate and the volunteer has been working with the parties individually for some time. If the parties then decide they would like to mediate, the CIS volunteer can facilitate the mediation if the parties are unwilling to participate in mediation through the Conflict Resolution Program. (Preference for a CIS mediator generally is because of parties wanting to have the same person with whom they have been working with to facilitate the mediation or they want to have mediation at one of their homes). The procedure for a mediation session follows:

Step One - Each party takes 5-10 minutes to briefly:

- Describe the problem;
- Tell what they want to see resolved;
- Offer solutions on what they could do to help solve the problem.

Step Two - Discussion/negotiation: The mediator facilitates a discussion between the parties.

Step Three - Written Agreement:

- The mediator prepares a written agreement – using the Agreement Form;
- All parties to the agreement and the mediator sign the agreement.

Step Four - Monitor and Follow-up:

- The mediator calls the parties in one or two weeks to see how things are going; Additional calls are made until the conflict appears to be completely resolved.

GUIDELINES

- One person speaks at a time – No Interrupting.
- Listeners must be courteous and respectful.
- Profanity or name-calling is not permitted.

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- Participants can terminate the discussion at any time.

FACILITATOR'S ROLE

CIS Volunteers:

- Listen respectfully and carefully to all parties;
- Facilitate a discussion between the parties;
- Equalize any "power" imbalances while remaining objective;
- Maintain a courteous and respectful environment;
- Maintain a safe environment for a discussion;
- Suggest a variety of options for discussion – when necessary;
- Meet with parties separately – if needed;
- Put any terms of agreement in writing;
- Provide follow-up monitoring;
- Reconvene parties if needed.

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**RECEIPT & ACKNOWLEDGEMENT
THAT I HAVE READ THE COMMUNITY INTERVENTION SERVICES MANUAL**

This Volunteer Manual is an important document intended to help you become acquainted with Community Intervention Services. 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 indicate your receipt and acknowledgment of the Community Intervention Services Volunteer Manual:

- 1) I understand that the policies, rules and benefits described in the Community Intervention Services Volunteer Manual are subject to change at the discretion of the Racine Police Department at any time.

- 2) I further understand that my volunteering may be terminated, either by me or the Community Intervention Services, regardless of the length of my volunteering.

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

I understand that my signature below indicates that I have read and received a copy of the Community Intervention Services Volunteer Manual and that I will return this manual to Community Intervention Services when I am no longer a volunteer.

Volunteer's Signature: _____

Volunteer Coordinator's Signature: _____

DATE SIGNED: _____

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APPENDIX A

PHOTO IDENTIFICATION CARDS

A photo identification card will be worn by volunteers while on duty. They will be stored in the file cabinet in the Community Intervention Services office and must be returned to the cabinet when going off duty.

Note: *ID photos are taken at the Racine Police Dept., 800 Center Street, Racine, WI upon appointment. Check with the volunteer coordinator or the C.O.P. Supervisor.*

APPENDIX B

MEDICAL EMERGENCIES

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 8-911 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 at.

Prepare an incident report for our records.

MEDICAL TELEPHONE PROCEDURE

This is your name from Community Intervention Services.

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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.

APPENDIX C

OPERATING CITY VEHICLES

PURPOSE:

This procedure is intended to outline the rules for operating city vehicles. The volunteer’s signature indicates that the procedure has been read and is understood. This Procedure is intended to supplement Department of Police Procedure #1208 by defining the role of the volunteer.

An unmarked IDA car can be taken out on official CIS business, e.g., to meet with referrals/clients; to check on complaints from clients (noise, loud music, barking dogs, etc.).

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. Have received and passed a driving test by an individual designated by the C.O.P. Supervisor prior to driving a city vehicle;
4. Not allow persons not authorized or employed by the Racine Police Department to operate or ride in the city vehicle;
5. Immediately report to the police department any accidents and/or injuries;
6. Operate the city vehicle according to all traffic laws and in a safe and proper manner at all times. Volunteers are not permitted to use the car’s police emergency lights or siren;
7. Report any needed repairs or defects of the city vehicle to the Police Department garage;

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8. IDA series vehicles can be used by Community Intervention Services volunteers if they are available. To access a vehicle:
 - a) Community Intervention Services volunteers must look for the availability of IDA vehicles in the Racine Police Department's parking lot or on the street in front of the station;
 - b) The volunteer records the ID number of any vehicles that appear to be available and then checks with the Shift Commander to see if one can be used by the volunteer. The Shift Commander will assist the volunteer in finding an available vehicle if it is important that the volunteer have access to a vehicle and the volunteer can not find one.
 - c) The volunteer must call Radio Communications (Ext. 7700) and provide the dispatcher with their name, I.D. number, vehicle number and the reason (10 Code) for using the vehicle. The client's address is provided if the volunteer will be out at a location. (Example: This is Susan Smith from the RPD's Community Intervention Services, ID number P6. I will be in IDA 5 and 10-6 at 0000 Wisconsin Avenue);
 - d) Take the key out of the file cabinet (do not take the key out or return it in the presence of anyone other than another CIS volunteer);
 - e) Take a Shift Log and the CIS binder/bag along;
 - f) Turn the police radio on (channel 6) and listen for any instructions from Radio Communications or information indicating locations/areas the volunteer should avoid, e.g., shooting, chase, etc. All instructions and directions from Radio Communications must be complied with immediately;
 - g) Communicate with Radio Communications by cell phone. The radio can be used in emergency situations. Radio Communications must be called each time a volunteer enters or leaves a home or business;
 - h) Return the vehicle to the north parking lot when finished; turn off the radio and lock the doors. Remove all personal and CIS property. Always go to the city gas pumps to put gas in a car when the gas tank shows 1/4th of a tank of gas or less;
 - i) The volunteer must notify Radio Communications and the Shift Commander when the vehicle is returned and they have finished using it;
 - j) Return the car key to the file cabinet.

9. Use city vehicles for Police Department business only, with no personal stops and/or business;

10. 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 for which they are cited.

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Coordinator of Volunteers Responsibilities

Janet Payne serves as coordinator of Community Intervention Services. Responsibilities are listed below.

Coordinate/Facilitate Application Process

- Maintain volunteer qualifications form; review/update qualifications annually for approval by the C.O.P. Supervisor.
- Review volunteer application form annually and send to the C.O.P. Supervisor.
- Review volunteer applications, meet individually with applicant volunteers and make recommendations to the C.O.P. Supervisor to accept or not accept each potential volunteer as a CIS trainee.
- Forward volunteer trainee's completed application form with a copy of his/her driver's license to the C.O.P Supervisor for a background check.

Coordinate Initial Training

- Review and update the training requirements annually after input from the C.O.P. Supervisor.
- Schedule and coordinate training for volunteer trainees.
- Facilitate each volunteer trainee's signing of the Release of Liability form.
- Monitor and report each trainee's progress to the C.O.P. Supervisor.
- Make a recommendation to the C.O.P. Supervisor about each trainee's satisfactory (or less than satisfactory) completion of the training requirements.

Ongoing CIS Coordination

- Coordinate the scheduling of volunteers.
- Develop and maintain a reporting mechanism with all volunteers to obtain progress reports on assigned cases.
- Update the "Active Cases List" weekly (if changes have occurred); distribute to RPD command staff.
- Report concerns (cases and volunteers) to the C.O.P. Supervisor.
- Review and update policies/procedures annually following a policy and procedure review by the C.O.P. Supervisor.
- Add new policies/procedures between the annual reviews as needed and submit policies and procedures for approval to the C.O.P. Supervisor.
- Develop and maintain a communication mechanism with referral sources to report progress on referrals.

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Volunteer Position Description

A Community Intervention Volunteer assists the Racine Police Department with family and neighborhood disputes and with individuals and families who need information, assistance or support.

Qualifications & Requirements: A Community Intervention Volunteer must:

- Be at least twenty-one years old.
- Have a valid Driver's License.
- Pass a police background check.
- Successfully complete pre-service training.
- Receive and pass a driving test before driving a city vehicle.
- Comply with all Racine Police Department policies and procedures.
- Be willing to meet with individuals/families in their homes and work in all parts of the city.
- Possess strong verbal and written communication skills.
- Possess conflict resolution skills.
- Be knowledgeable about community resources.

Responsibilities

- Provide conflict resolution services to family members, neighbors and other individuals involved in a disagreement.
- Provide assistance and support to individuals and families experiencing problems.
- Provide assistance and support to individuals and families in crisis situations.
- Provide information about community services to residents.
- Provide assistance as directed by a RPD police officer in calming victims and bystanders at accidents, fires and in other situations where people are upset and/or a crowd has gathered.
- Complete Shift Logs and other required records.

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INTAKE FORM

Referral Date: _____

Discharge Date: _____

Referred By: _____

Complaint #: _____

Intervention
Worker: _____

Complainant: _____

Address: _____

Telephone: _____

Other Party: _____

Address: _____

Telephone: _____

Other Party: _____

Address: _____

Telephone: _____

Complaint: _____

Other Party's Response: _____

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REFERRALS FOLLOW-UP REPORT

Date: _____

To: _____ **From:** _____
Community Intervention Services Worker

Complaint #: _____ **Date of Referral:** _____

Current Status:

- ____ Declined Services
- ____ Resolved/Discharged
- ____ Continuing to Monitor
- ____ Other: _____

Complainant Name(s): _____ **Address:** _____

Respondent Name(s): _____ **Address:** _____

Contacts/Activities:

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CONFLICT RESOLUTION AGREEMENT

Date: _____

Complaint #: _____

Complainant(s): _____

Address: _____

Respondent(s) _____

Address: _____

Agreement

Signed:

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VOLUNTEER INFORMATION FORM

NAME: **FIRST** **MIDDLE** **LAST**

Date of Birth: _____

Address: _____

City: _____ **State:** _____ **Zip Code:** _____

Home Phone: _____ **Business Phone:** _____

Driver's License Identification Number: _____

Employer: _____

Present Occupation: _____

If Retired: Former Occupation and Employer: _____

Approximate Time(s) Available For Work: _____

Hours Per Week: _____ **Day(s) Available:** _____

Please list any skills or talents that would be useful in this volunteer capacity, e.g., computer skills, bi-lingual.

Volunteers are exposed to sensitive and confidential information, which divulged, could jeopardize someone's life or freedom and result in civil or criminal liability for the volunteer and the Racine Police Department. The Racine Police Department must be assured that volunteers will maintain confidentiality in all matters.

I understand my acceptance as a volunteer in the Racine Police Department's Community Intervention Program is contingent on the result of a thorough background check, including criminal history, and my continued involvement as a volunteer is based on my compliance with all Racine Police Department regulations and Community Intervention Services policies and procedures.

Signature: _____ **Date:** _____

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VOLUNTEER PRE-SERVICE REQUIRED TRAINING

A Community Intervention Volunteer applicant must successfully complete each of the training requirements unless an individual has received comparable training at another time and the specific requirement is waived. Trainees have a probationary period of at least six months. During that time trainees are accompanied at all times by a non- probationary CIS volunteer or a police officer.

| <u>TRAINING</u> | <u># OF HOURS</u> |
|---|--------------------------|
| • Radio/Dispatch Training | 2 hours |
| • Community Intervention Program Policies and Procedures Training | 40 hours |
| • Communication Skills Training | 4 hours |
| • Conflict Resolution and Mediation Training | 4 hours |
| • Community Resources Training | 8 hours |
| • "Ride-Along" with a RPD Patrol Officer (Phase I Training) | 40 hours |
| • "Ride-Along" with a RPD Patrol Officer (Phase II Training) | 40 hours |

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VOLUNTEER TRAINING LOG

Name: _____

| TRAINING AREA | DATE | TIME(S) | TRAINER | TOTAL HOURS COMPLETED BY AREA |
|--|-------------|----------------|----------------|--------------------------------------|
| Radio/Dispatch (2 Hours) | | | | |
| | | | | |
| Policies and Procedures (40 Hours) | | | | |
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| Communication Skills (4 Hours) | | | | |
| | | | | |
| | | | | |
| | | | | |
| Conflict Resolution & Mediation (4 Hours) | | | | |
| | | | | |
| | | | | |
| | | | | |
| Community Resources (8 Hours) | | | | |
| | | | | |
| | | | | |

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GRIEVANCE FORM

Volunteer: _____

Date of Report: _____

Volunteer Coordinator: _____

Date Received: _____

Please describe the reason(s) for the grievance – including date(s) and time(s).