

SANTA CLARA POLICE DEPARTMENT GENERAL ORDER 16.4

VOLUNTEERS

AMMENDED OCTOBER 2015

16.4.1 Volunteer Activities

Purpose

It is the policy of the Santa Clara Police Department to provide opportunities for citizens who are interested in volunteering to work with the police. Volunteers and Santa Clara Police Department personnel derive mutual benefits from working together. The volunteer has an opportunity to gain a better understanding of police operations, to make positive contacts with the Santa Clara Police employees and to contribute to the community. The police organization is enriched, in turn, as volunteers provide a fresh perspective, complete important projects and augment staff resources. Volunteers, including college interns, shall be used in all Divisions.

Volunteer Program Description

The Volunteer Program is coordinated through the Chief's Office. Volunteers (including citizens and college interns) will be recruited through contacts with local organizations, colleges and through personal contacts. Potential volunteers will be matched with police personnel who need assistance with ongoing duties or one-time projects.

The Civilian Volunteer Program will be separate from the various other volunteer programs, such as the Reserve Program.

- Prospective volunteers must complete a Santa Clara Police Department volunteer application and background form and submit to an oral interview and background investigation before being accepted as a police volunteer.
- College interns follow the same procedure, but must also fulfill time, objective and evaluation requirements as established by their college or university.
- All volunteers will keep a current and accurate record of their volunteer hours.

Utilization of Volunteers in Non-Sworn Capacities

Volunteers, except Reserve Police Officers, will be used in non-sworn capacities and will not perform duties that are require sworn police officer powers. Reserve Police Officers will be used consistent with the guidelines established in [General Order 16.3](#), "Allocation and Distribution of Personnel: Reserve Police Officers."

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Duties

Projects suitable for volunteers and interns are determined by the employee/supervisor requesting completion of the assignment. Examples include, but are not limited to: general clerical work, basic data entry, neighborhood watch, Crime Prevention program assistance, etc.

Volunteers may not use the Police Information Network (PIN) including access to the California Law Enforcement Telecommunications System (CLETS), Department of Motor Vehicles and National Law Enforcement Telecommunications System (NLETS), unless they have been trained and certified to do so. In addition, volunteers may not represent themselves as employees of the Santa Clara Police Department, repeat or discuss any confidential information obtained through their affiliation with the Police Department or handle confidential records that are not public records.

A list of job descriptions will be created, based upon the perceived needs of the Police Department. Every attempt will be made to match individual volunteers with the job that best fits their skills and interest level.

16.4.2 Volunteer Training

Each volunteer should attend our Citizens Police Academy. This academy will provide the volunteer with an overview of the entire Department. Depending upon the job assignment of the volunteer, they may be required to attend further training.

16.4.3 Volunteer Uniforms

Non-sworn volunteers will not be required to wear a standard police uniform. Civilian volunteers will be issued a polo-style shirt in a unique color that will be embroidered with their name and the volunteer logo. Wearing of this shirt will be required of all volunteers who work regularly in and around the Police Department.