



Newport News Police Department - Administrative Manual

ADM-490 - VOLUNTEERS

Amends/Supersedes: ADM-490 (03/03/2016)

Date of Issue: 11/15/2021

I. GENERAL

A. This policy sets forth the guidelines for the coordination and support of the Department's Volunteer Program. This policy does **not** apply to intern positions within the Department.

B. Levels of Volunteers

[45.3.1(b)]

1. Level I volunteers are those positions where community members assist the Department in a limited capacity, such as DUI Checkpoints, parades, special events, and office/clerical support in non-secure police facilities, with non-sensitive information.
2. Level II volunteers are positions where community members assist the Department in a non-restricted capacity, accessing sensitive or confidential information or records. The volunteer will represent the Department with limited supervision or in a secure police facility.
3. Volunteers, except auxiliary police officers, do not have status or authority as sworn officers.
[45.3.1(a)]

II. PROCEDURE

A. Volunteer Positions

1. When commanders identify tasks or assignments that may benefit from the assistance of volunteers, they can submit a request for volunteers on NNPD [Form #326 Request for Volunteer](#) to the Community Programs Coordinator (CPC). The volunteer request will include the following:
[45.3.1(b)]
 - a. Type of duties to be performed by the volunteer;
 - b. Duration of assignment;
 - c. Any equipment involved and skills required;
 - d. The work schedule and minimum number of hours needed;
 - e. The individual who will supervise the volunteer; and
 - f. The Level of the volunteer position (according to section I.B. above) and any additional clearances required.

2. Due to the time required to investigate and approve a Level II volunteer, these positions should be ongoing and not time-sensitive. The commander should review these descriptions and update them as necessary.

3. Long term requests for volunteers

The CPC will process all requests for volunteers that involve ongoing responsibilities once the request for a volunteer's services has been received. These requests will be processed from the pool of existing applicants or through a recruitment process conducted by the CPC.

4. Short term/time-sensitive requests

All requests for Level II volunteers that are time-sensitive should be made in writing to the CPC. The request should include the information on the position descriptors as outlined above in Section II.A.1. An attempt will be made to fill the request utilizing the pool of existing Level II volunteers.

B. Background Investigations

1. Level I volunteers:
 - a. A limited background investigation for Level I volunteers will be the same process as the Citizen Police Academy applicants.
 - b. Graduates of the Citizen Police Academy are approved for Level I volunteer assignments by virtue of completing that program.
 - c. Level I volunteers may be elevated to Level II volunteers upon successful completion of a complete background investigation.
2. Level II volunteer background investigations will be parallel to those of an employee/police officer applicant.
3. The Internal Support Section will conduct a background investigation on the volunteer applicants according to the position level indicated in Section I. B. The Internal Support Section supervisor will review completed background investigations and grant final approval for participation in the Volunteer Program.

C. Assigning Volunteers

1. Volunteers will be assigned to the approved positions by the CPC. Depending on the needs of the Department, volunteers may review a list of available assignments and request that specific assignment when they apply. Assignments are only made to volunteers at the appropriate level.
2. If the specific need for the volunteer ceases, the volunteer's immediate supervisor will notify the CPC that the volunteer is available for other assignments.

D. Supervision of Volunteers

1. Commanders will designate a person to supervise volunteers under their command.
2. The supervisor directly overseeing the volunteer will document that the volunteer received the necessary training to perform the tasks assigned. [45.3.2]
3. Volunteers can attend any in-service given to non-sworn personnel employed by the Police Department if the training applies to their position.
4. No volunteer will wear any uniform or clothing that resembles that of the Police Department's uniform. [45.3.3]
5. Volunteers shall be issued appropriate volunteer identification and shall wear it per [OPS-115 Police Employee Identification](#), Section II. [22.1.8]
6. Volunteer personnel information
 - a. The CPC will maintain a master personnel file on each volunteer. Results of background investigations will be stored separately and securely from the master file.
 - b. All volunteer files will be destroyed three years after separation from the program.

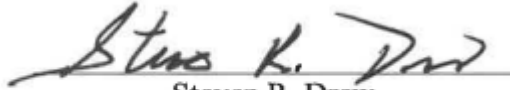
E. Termination of Volunteers.

1. Volunteers will be expected to serve a minimum number of hours, equating to 16 hours per month or 48 hours per quarter.

NOTE: Chaplains are expected to serve a minimum of 6 hours per month.

2. Any volunteer who has been unable to meet the required hours for six months will forfeit eligibility. To be re-instated, a background check will be updated by the Internal Support Section.

3. Any volunteer whose performance is unsatisfactory can be removed from the program. Commanders will notify the CPC, who will initiate the removal process.
4. A volunteer will notify the Community & Youth Outreach Division commander as soon as possible of any legal process, criminal or civil, taken against the volunteer.
5. Volunteers who leave the volunteer program or do not meet the minimum requirements listed must surrender any Department issued equipment and identification to the CPC.



Steven R. Drew
Chief of Police