

SENIOR VOLUNTEER PATROL PROGRAM

PROCEDURES MANUAL

SVP DESCRIPTION

The Senior Volunteer Patrol (SVP) is designed to draw upon the experience of citizens age 50 and over in our community, tapping a tremendous resource, and developing it as an asset to the Sheriff's Department. As such, SVP personnel will provide valuable assistance in areas where previous manpower allocations would not allow full attention.

SVP personnel will perform a multitude of functions for the department, such as:

- Assist Crime Prevention with public presentations.
- Patrol in vehicles clearly marked as part of the SVP.
- Vacation house checks.
- Enforcing disabled parking regulations only
- Fingerprinting.
- Providing citizen assistance (such as information, directions and community resource, etc.).
- Assisting in traffic control.
- Assisting at crime scenes perimeter control.
- Assisting on any emergency or disaster as needed.
- Marking and assisting in abating, unattended or abandoned vehicles.
- Staffing a store front office or front counter of patrol station.
- Other assigned jobs or services as needed.
- Vehicle transport

By completing important tasks such as these, the SVP Volunteers become an important part of the Sheriff's Department team as we try to decrease crime and increase the overall quality of life in our community.

RULES AND REGULATIONS

Listed below are the rules and regulations pertaining to the SVP personnel. All Volunteers are to understand that these are listed as a **GUIDE** to their activities while on duty and are not all-inclusive. All Volunteers should use sound judgment at all times while on duty and should ask questions when unsure of what to do.

A. ASSIGNED DUTY

1. All Volunteers are to be available to work a minimum of six hours per week. The SVP Administrator or designee will assign these hours.
2. Volunteers will give a minimum of 24 hours notice if unable to report for assigned duty. Sudden illness or emergency will waive this requirement. Volunteers are requested to give as much notice as possible in case of absence and are to find a replacement Volunteer whenever possible.
3. Repeated failure to appear for assigned duties will be cause for review of Volunteer status and possible dismissal.
4. All SVP patrol duties will require two Volunteers in the vehicle. Volunteers will not patrol alone for any reason.
5. Volunteers will complete a full six-hour tour of duty unless prior arrangements have been made with the SVP Administrator.
6. Volunteers will wear their issued uniform and ID card must be carried at all times while on duty. Exceptions will be made with the permission of the Watch Commander or SVP Administrator.
7. Volunteers will NEVER wear their uniforms or ID badges while off duty. The ID badge will be removed at the end of each shift and the shirt will be removed or covered with a cover shirt or jacket.

B. PERSONAL CONDUCT

All SVP personnel must realize the importance of their position, as well as the effect that their actions may have on the Sheriff's Department and the community.

1. No more than 45 minutes should be taken for coffee breaks or meals during the six-hour shift.
2. Common courtesy and respect will be exercised at all times while on duty.
3. No member of the SVP unit shall report for duty while under the influence of

alcohol or drugs. The odor of alcohol shall be considered presumptive evidence that the Volunteer is under the influence.

4. The use of prescription medications that cause drowsiness or hamper the senses of the Volunteer will not be used while on patrol.
5. No smoking in any patrol vehicle, building, or while performing any SVP activity.

C. PERSONAL SAFETY

As indicated previously in these procedures, guidelines cannot be established to fit all situations. All Volunteers are required to use sound judgment at all times during the performance of their duties. Listed below are basic operating procedures designed to provide guidance to the Volunteer.

1. **DO NOT** take any enforcement action, regardless of the circumstances. Call for a deputy to handle the situation.
2. **DO NOT** enter an open residence during a vacation house check. Call for a deputy to assist.
3. **NEVER** enter a hazardous situation. Back away from the scene and call for a deputy.
4. **NO** form of weapon will ever be carried by a Volunteer while on duty or while acting in any capacity in the SVP program.

D. USE OF SVP PATROL VEHICLES

Volunteers must remember that the most prominent function of the SVP unit will be during those times when the patrol vehicle is in operation. By being out in public in a clearly marked patrol vehicle, the Volunteer must remember that he or she is under constant public scrutiny. His or her actions are representative of the Sheriff's Department and the community as a whole.

1. Vehicles will be locked at all times when left unattended.
2. Members shall not use the SVP unit for any purpose other than those directly related to the SVP program.
3. Members shall have a valid California driver's license in their possession at all times when driving the SVP vehicle. Members should have personal auto insurance.
4. No unauthorized person shall be allowed to drive the SVP vehicle at any time.
5. Any traffic accident involving the SVP vehicle shall be reported immediately to the communication center and the on-duty patrol Sergeant.

6. Volunteers are responsible for making sure that the SVP vehicle is gassed and cleaned at the end of each shift.
7. Volunteers will report any needed repairs on the proper form at the end of their shift. Any serious defects, such as brakes, will be reported to the patrol Sergeant and the Volunteer Administrator immediately.
8. Personal vehicles will **NEVER** be used for patrol duties.
9. Volunteers will obey **ALL** traffic laws including parking regulations, and shall operate the vehicle in a safe manner at all times.
10. When driving a black and white patrol vehicle SVP members will apply the "out of service sign" prior to leaving the parking lot. Patrol cars will **NEVER** be driven without the "out of service sign". At the end of shift, the Volunteers will remove the signs and return them to the SVP office.

E. UNIFORMS AND EQUIPMENT

A. UNIFORM DESIGN

1. **Uniform shirt/blouse**
The uniform shirt/blouse will be white, short or long sleeved, with two pockets.
A Sheriff's Volunteer patch will be affixed to each sleeve. A badge will be affixed on the front left side.
2. **Uniform trouser**
The uniform trouser will be dark blue with standard belt loops. It will be creased and straight and will fit to the body.
3. **Uniform shoes and belt**
The shoes will be black with plain toe and low top. Boots are ok. Belts will be 1 ½ inch black basket weave.
4. **Uniform jacket and high visibility vest**
The jacket will be dark blue (to match the pants) with Sheriff's Department Volunteer patch badge or metal badge affixed on the front left side. The high visibility vest is to be worn for traffic control.
5. **Uniform patches**
San Diego County Sheriff's Department Volunteer patches will be properly attached with no frayed edges.

6. **Uniform name tag**
The name tag will be metal and silver in color. The first initial and last name of the Volunteer will be printed in black. The name tag will be worn centered over the right pocket. For each 1000 hours of service a star will be worn under the name.
7. **Uniform rainwear**
Rain gear will be issued by individual stations on an as need basis.
8. **Identification card**
A standard identification card will be issued to each member of the SVP on the first day of the academy. The card will clearly state "Volunteer" and will be carried by each member at all times while on duty.

RADIO COMMUNICATIONS

- A. The FCC, a federal agency, governs Sheriff's Department radio frequencies. They are monitored at all times and it is important that the Volunteer understands the proper use and operation of the police radio.
 1. Use of the Sheriff's radio, both mobile and portable, **SHOULD BE LIMITED TO ESSENTIAL COMMUNICATIONS ONLY.**
 2. Special attention must be paid to be sure that you are on the correct frequency and that air traffic is clear before you use the radio.
 3. Use of the portable radios:
 - a. Radios are to be used for assigned duties only.
 - b. Radio belt holders must be used when carrying portable radios.
 - c. All radios must be checked out at the beginning of each shift.
 - d. Radios are not to be taken home for any reason. If you accidentally take a radio home, you must return it to the station immediately.
 - e. Precautions should be taken not to drop the radio or to hold it by the antenna.
 4. Any loss, malfunction or damage to the radio should be reported to the patrol sergeant and the SVP Administrator immediately.

SHERIFF'S DEPARTMENT ORGANIZATION

The Sheriff's Department is a large varied organization comprising some 4300 employees. Together, we provide law enforcement services for the second largest county in the state of California. The Sheriff's Department is roughly divided into five major bureaus:

LAW ENFORCEMENT SERVICES BUREAU: Comprised of Sheriff's Stations and substations, spread throughout the county, from Fallbrook to Imperial Beach and east to Borrego, the Communication Center, Emergency Services, Special Investigations and Central Investigations.

DETENTION SERVICES BUREAU: Comprised of the county detention facilities.

COURT SERVICES BUREAU: Comprised of all county courthouses, and prisoner transportation.

MANGEMENT SERVICES BUREAU: Includes Records and ID, Budget and Payroll, Data Services, Financial Services and Cal-ID.

HUMAN RESOURCE SERVICES BUREAU: Includes Professional Standards Division, Personnel, and Training.

Sheriff William Gore, an elected official, heads the Sheriff's Department. Under him are Undersheriff Mike Barnett, four Assistant Sheriffs and six Commanders. Captains and Lieutenants, with Sergeants supervising the deputies, oversee individual units and facilities.

ORGANIZATIONAL STRUCTURE – CHAIN OF COMMAND

A. Sheriff's Station Captain

The station Captain is responsible for the overall operation of the SVP. He/she will act in the best interests of the city involved, the Sheriff's Department and the citizen Volunteers in all decisions regarding the program.

B. Volunteer Coordinator

The Volunteer coordinator is responsible for all administrative personnel functions dealing with the SVP members.

C. SVP Administrator

A Volunteer responsible for the day to day administration of the program. Assigns patrol schedule and is responsible for discipline, orientation assignments and participates in interviewing new Volunteers. Reports to the station commander or his designee. Responsible for monthly statistical reports and equipment issued to the patrol. May designate some of the responsibilities to other patrol members as needed.

D. SVP Volunteer

A member of the community at least 50 years of age. Must have a valid California driver's license and auto insurance. The Volunteer must be in good health, and pass all parts of the background examination and orientation program. The Volunteer reports to the SVP administrator.

******THE VOLUNTEER PATROL PROGRAM IS DESIGNED TO BE COMPLETELY NON-CONFRONTATIONAL. HOWEVER, THERE IS SOME POTENTIAL FOR DANGER AS A SVP MEMBER. YOU MAY ENCOUNTER A HOSTILE DRIVER WHILE WRITING A DISABLED PARKING CITATION OR INTERRUPT A BURGLARY IN PROGRESS WHILE MAKE A VACATION HOME SECURITY CHECK. THIS PROCEDURE MANUAL, ALONG WITH AN IN-DEPTH TRAINING PROGRAM, INCLUDING CLASSROOM INSTRUCTION, RIDE-A-LONGS WITH VOLUNTEER PATROL AND ROLE PLAYING SCENARIOS, WILL GREATLY REDUCE THE RISKS INVOLVED IN THESE AND OTHER ACTIVITIES.**

ALL VOLUNTEERS SERVE AT THE PLEASURE AND DISCRETION OF THE SHERIFF AND MY BE DISMISSED FROM THE PROGRAM AT ANY TIME.

SENIOR VOLUNTEER PATROL PURPOSE AND FUNCTION

PURPOSE:

The Senior Volunteer Patrol is dedicated to the recruitment, orientation, and retention of talented Volunteers who are encouraged to develop their skills in a work environment that fosters their participation in meaningful community safety and security programs.

Senior Volunteer Patrol personnel will strive to enhance community safety and security through programs of Crime Prevention and Education, with active citizen involvement in these efforts.

RESPONSIBILITIES:

SVP members have various responsibilities and duties; however, their main function is to perform non-hazardous duties which were previously handled by sworn personnel. The purpose of this is to free deputies to perform the more serious duties that they have the training to do, thus helping the department to achieve its goals of serving the community.

Listed below are some duties that SVP personnel will be asked to perform:

- Patrol the city as extra eyes and ears
- Provide citizens assistance (directing traffic, information, community resource)
- Vacation house checks
- Fingerprinting
- Traffic Control
- Assist with Neighborhood Watch
- Enforce Disabled Parking regulations
- You Are Not Alone program
- Making and assisting in abating unattended or abandoned vehicles
- Vehicle Transport

REQUIRED MEETINGS:

All SVP members will be required to attend the scheduled training meeting, which takes place once a month. The only exceptions for not attending are emergencies or previously approved absences.



SICK LEAVE NOTIFICATION:

Volunteers will give 24 hours notice if they are unable to report for assigned shifts unless sudden illness occurs. It is true that SVP members donate their time; however, just as with paid staff, it is important to know in advance if scheduled personnel will not be reporting for duty. If advance notice is not given in time to schedule a replacement, certain responsibilities will go unattended and our service to the community will suffer. Remember, we are a team and must work together to be as effective as possible.

RIDE-ALONG:

An important part of the SVP training is the ride-along with a Volunteer Patrol Unit. The purpose of the ride-along is two fold. First, the ride-along gives you a chance to experience and understand the different types of calls a senior volunteer handles, and the proper action required.

Second, the ride-along is to acquaint you with the police radio, patrol techniques, and the feeling of being in a marked unit, always under public scrutiny.



VOLUNTEER CODE OF ETHICS

To work a specific number of hours each month on a schedule acceptable to the department.

To become thoroughly familiar with the department's policies and procedures, both written and verbal, set forth by the department as they affect Volunteers.

To protect the confidentiality of all information relating to the department.


To be prompt and reliable in reporting for scheduled work and to provide the department with an accurate record of hours by signing in or out when beginning and ending a duty assignment.

To notify your station Volunteer Administrator if unable to work as scheduled. This notice must be given as early as possible to permit reassignment of another Volunteer, if necessary.

To attend orientation and training sessions as scheduled.

To respect and accept the department's right to dismiss any Volunteer for such reasons as poor performance, poor attendance, and unwillingness to accept direction, etc.

To notify your station Volunteer Administrator in writing, at least two weeks in advance, or resignation or request for leave of absence from the Volunteer patrol program.



To exercise caution when acting on the department's behalf in any situation.

DEPUTY / SVP RELATIONS

For many in the SVP, being in close personal contact with deputies on a day-to-day basis will be a new experience. To someone new coming into their environment, even new deputies, there is a certain period of testing and proving of oneself before they are accepted into the group as part of the team. Undoubtedly, this will happen to some of you, but don't get discouraged.

In the field of law enforcement, teamwork is very important. You rely heavily on your teammates for your personal safety, just as they rely on you. Deputies are both trained and expected to take charge of situations, for the SVP member, this is very important to remember. Always be polite and respectful and do not question their actions in a critical manner. Most deputies will be more than happy to explain things to you after the fact, if you show a genuine desire to learn.

If you do your job in a professional manner, you will quickly earn their respect and friendship and become a very important part of the team.

SVP LIMITATIONS

Remember, **YOU ARE NOT A DEPUTY SHERIFF!** You will not take any type of enforcement action with the exception of disabled parking citations. **NEVER** place yourself in a dangerous situation or get involved in anything that could become confrontational. If you accidentally become involved in a dangerous or confrontational situation, immediately back away and notify the communications center. SVP members **WILL NEVER CARRY ANY TYPE OF WEAPON** while on duty, even if you have a concealed weapons permit. You are not to make or attempt to make traffic stops, you are not to make or attempt to make arrests. You have no more powers of arrest than any other citizen. If you come across a dangerous situation or observe a crime in progress, move to a safe location if it is safe to do so. **DO NOT RESPOND TO ANY RADIO CALL OR ATTEMPT TO COVER A DEPUTY WHO CALLS FOR ASSISTANCE.** If, during a vacation check, you discover an open door or window, do not enter under any circumstances (this subject will be covered during training).

The success or failure of the Senior Volunteer Patrol will depend on you and your actions. It is impossible to cover all situations that you may encounter; however, you are to always use good judgment and common sense while performing your SVP duties.