

Denver Police Department Volunteers In Police Service Policy Manual



Partnering to deliver public safety support services to the
sworn and civilian employees of the Denver Police
Department since 2004



Volunteers In Police Service Program

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Mission Statement

The Volunteers In Police Service Program is committed to developing a spirit of cooperation and partnership within the community to enhance the Denver Police Department’s ability to serve the city of Denver.

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Welcome!

Congratulations on being chosen to be a part of the Volunteers In Police Service Program! We are excited to have you on our team and are thrilled that you want to share your skills and abilities with the Denver Police Department. We cannot thank you enough.

Structure of the Denver Police Department

The Denver Police Department is a quasi-military organization that is overseen by the Executive Director of Safety’s office and run by the Chief of Police. The current Chief of Police is Ron Thomas and he was appointed to the position by the Mayor.

While on assignment, volunteers will notice that each member of the Denver Police Department is ranked and each rank has an identifiable symbol that is worn on uniforms to distinguish them. To help clarify the different positions, here is a list identifying the symbols:

The **Chief of Police** wears 4 stars on their uniform collar.
The Chief of Police is Ron Thomas.



The **Deputy Chief** wears 3 stars on their collar.
The Deputy Chief is Aaron Sanchez and may be referred to as “Chief.”



The **Division Chiefs** wear 2 stars on their collar.
The Division Chiefs may also be referred to as “Chief”, they are assigned as follows:



Division Chief of Administration and Support.....Magen Dodge
Division Chief of Operations.....Rick Kyle

Commanders wear one star on the collar of his/her uniform.
There are currently 14 Commanders and all should be addressed as “Commander.” In addition to the Commanders, the Crime Lab and Crisis Services Divisions are under the direction of a civilian.




Commanders run the following Districts or Divisions:

| | | | |
|--------------------------------|-----------------|--------------------|------------------|
| Major Crimes..... | Matthew Clark | DIA | Mark Chuck |
| Diversity, Equity and Support | Michelle Folmar | District One..... | Aaron Rebeterano |
| Operational Innovation | Jacob Herrera | District Two..... | Carlos Aragon |
| Cyber Bureau..... | Steve Addison | District Three.... | Joel Bell |
| Special Operations..... | Mike O’Donnell | District Four..... | Brad Qualley |
| Strategic Investigations..... | Paul Jimenez | District Five..... | Marion Penn |
| Conduct Review..... | Hans Levens | District Six..... | Kimberly Bowser |
| Accountability and Development | Steve Addison | | |




Ranking System of the Denver Police Department

Other rankings that make up members of the Command Staff include:

- **Lieutenants** wear one bar on the collar of his/her uniform — 

Lieutenants may also have their ranks listed on their police badges

Underneath Command Staff there is the Supervisory Staff. Supervisors do not wear items on the collars of their uniforms. Instead, their identifying symbols can be found on their sleeves.

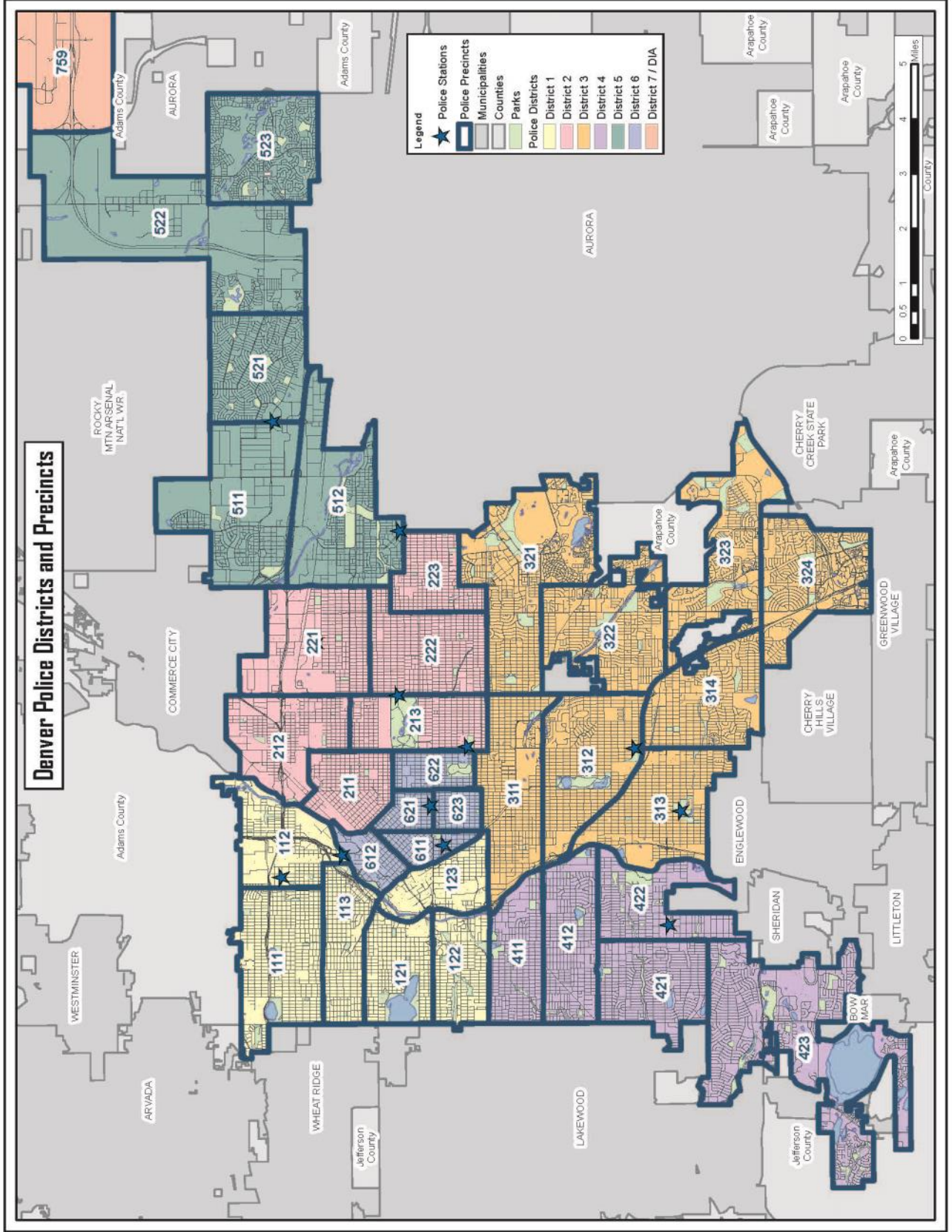
- **Sergeants** wear three chevrons on their upper sleeves — 

- **Corporals** wear two chevrons on their upper sleeves — 

Underneath the Supervisory Staff is the bulk of the Police Department, which is made up of Detectives, Technicians, and Patrol Officers.

- **Detectives** work on investigations and tend to work more at a desk so they wear plain clothes. They are appointed to their position by the Chief of Police.
- **Technician** is a position that requires additional training and specialized skills. Examples of a Technician include Public Information Officers or Mayoral Security Officers. These positions are appointed by the Chief of Police.
- **Patrol Officers** are the officers the public tends to interact with. They are based out of different stations and patrol the communities of Denver. While any ranked officer is able to respond to a call for help, Patrol Officers are usually the ones who are seen on scene.

Civilians also make up a large amount of staff at the Denver Police Department. They have been brought in to support the professional needs of the Department. Civilians may hold positions that are equivalent to any ranking officer except those at the Chief levels. Civilian employees are not addressed with a title.



Purpose

This manual describes the Denver Police Department's position on the organization and operation of its volunteer program and provides information about its management, administration and policy.

Policy

Volunteers are an important part of our organization and have proven to be a valuable asset to law enforcement agencies. Volunteers help to increase police responsiveness and service delivery, as well as providing useful information and new program opportunities. In addition, volunteers bring new skills and expertise to the department and promote enthusiasm within the agency.

The Volunteers in Police Service Program also assists the Denver Police Department in increasing transparency to the public. VIPS serve as positive police ambassadors within the community. It is the policy of the Denver Police Department to use qualified volunteers for specified tasks and duties that can create efficiencies for the department and improve services to the community.

Volunteers are intended to *supplement and support*, rather than take the place of sworn officers and professional staff employees.

Definition

Volunteer: Any person who performs a service for the Denver Police Department without promise, expectation, or receipt of compensation for services rendered. This includes volunteers working in COP Shop assignments, Police Chaplains, and PAVE Participants.

Administration

1. The Denver Police Department has established the Volunteers in Police Service (VIPS) Program, within the Community Engagement Bureau, and has tasked that unit with the administration of all volunteers except: Denver Police Reserve Officers and the Explorer Post program. These programs may be assigned to the VIPS Program in the future at the discretion of the Chief of Police.

The VIPS Program Administrator reports to the Director of the Community Engagement Bureau, who reports to the Division Chief of Operations.

2. The VIPS Program Administrator, is responsible for the following:
 - a. Recruit potential volunteers through avenues such as volunteer fairs, community events, targeted recruitment, and Social Media.
 - b. Oversee the application process, including background checks, reference checks, and conducting interviews.

- c. Execute orientation for all new volunteers, providing oral and visual explanation to ensure understanding of organizational goals and volunteer responsibilities.
 - d. Actively match the most suitable volunteers with open opportunities, ensuring job satisfaction from both requesting DPD Officers and volunteers.
 - e. Manage and maintain volunteer records, including contact information, security information, skills, and expiration dates.
 - f. Maintain the volunteer policy manual, which outlines expectations, policies, and responsibilities for all volunteers.
 - g. Complete and disseminate, as appropriate, all necessary paperwork and information.
 - h. Plan and implement recognition events.
 - i. Administration of rule compliance.
 - j. Transfer volunteers between assignments, end volunteer assignments, and remove volunteers from the VIPS Program.
 - k. Maintain the Internship Program and ensure all interns are following protocol put in place by the City and County of Denver and the school's program.
 - l. Maintain the VIPS website, newsletter, and Social Media pages.
 - m. Maintain the approved parking list.
 - n. Maintain and oversee all DPD COP Shops.
 - o. Maintain and oversee the Police Chaplains.
3. The VIPS Program Administrator is the final authority, as delegated by the Chief of Police, and has the final responsibility for all volunteers. A volunteer's assignment supervisor is responsible for day-to-day direction and assigned work; all policy questions and volunteer issues, however, shall be directed through the VIPS Office, regardless of the volunteer's assignment.
 4. Should a volunteer have complaints about the VIPS Program Administrator, they should be directed them to the Director of the Community Engagement Bureau.
 5. The Volunteers in Police Service Program has eight separate programs under its supervision:
 - A. General Volunteers
 - B. COP Shops
 - C. Interns
 - D. Police Museum
 - E. Chaplains
 - F. PAVE
 - G. Retiree Peer Support
 - E. Teen Volunteer Program

Recruitment

1. Volunteers shall be recruited on a continuous and ongoing basis consistent with the

Denver Police Department's policy on equal opportunity and nondiscrimination, even though volunteers are not employees. Areas of recruitment may include but are not limited to, the Internet, volunteer fairs, schools, and community groups. The two main qualifications in the application process are interest in and the ability to assist the Denver Police Department and serve the public.

2. Although recruitment is a responsibility of the VIPs Program, areas of the department with specific requirements are encouraged to attempt to locate qualified volunteers to meet those needs, and to forward those applicants to the VIPs office for screening, selection, and basic training.

All volunteers must successfully complete the VIPs application process prior to working in any division of DPD.

Screening

1. All volunteers must complete the VIPs Application Form, Authorization For Release of Information (for a background check), Clearance Check and ID Request form, and must submit a copy of a current government issued ID. Applications will not be processed until all required documents have been delivered in a completed form.
2. A documented background investigation shall be completed on each volunteer applicant and shall include, but not be limited to the following:
 - a. Traffic and criminal records
 - b. Personal references - minimum of 3; may not duplicate any employment references
 - c. Employment history to include 5 years prior to the application date
 - d. Social Media check
3. At the completion of the different stages, each application is evaluated for disqualifiers. While there are firm disqualifiers, applicants are reviewed on a case-by-case basis and the decision to accept them into the program is based off of findings from all stages. There is no appeal for disqualification from the VIP program.

Automatic disqualifiers include:

- a. Conviction of a felony or any offense that would qualify as a felony under Colorado Revised Statutes
- b. Sale of any illegal drug or substance, or prescription medication illegally
- c. Illegal use of narcotics
- d. Arrests for any crime or charges with a major traffic offense (DUI, DWAI, Suspension of License, or Driving without Insurance) during the past five years.
- e. Omitted or falsified information during any part of the application process

Applicants may also be disqualified, after review, at the discretion of the VIPs Program Administrator, for the following reasons:

- a. A physical or mental inability to perform the required duties of a volunteer
 - b. Excessive traffic violations
 - c. Drug or alcohol misuse or abuse
 - d. Unlawful sexual conduct
 - e. Any discharge from the US Military that is other than honorable
 - f. Any conduct that would jeopardize public opinion of the VIPs program or embarrass the Police Department
4. At least one VIPs Staff member and a designee shall conduct an interview (via virtual conference or in person) with all applicants who have passed the background investigation. Police personnel from the anticipated assignment are welcome to attend the interview.

The result of this interview shall be Pass or Fail based on answers to questions, the applicant's behavior during the interview, personality fit for the program, tardiness, and other similar items.

After each interview, the interviewers will discuss the applicant and as a group, make a final decision taking into account the entire application process.

Applicants will be notified if they fail any aspect of the application process.

Orientation Process and Placement

1. Once notified of acceptance into the VIPs Program, the volunteer will be scheduled for orientation, fingerprinting, and the issuance of the official DPD VIPs Identification Card.

Only VIPs Identification Cards issued through the VIPs office are acceptable forms of identification for volunteers. ID cards must be worn at all time while volunteering. No other forms of ID may be worn as a substitute. Additional DPD issued cards may be worn depending on the assignment and must be requested and approved in writing by the VIPs Office.

If a volunteer is not wearing the official DPD issued ID card on duty and is wearing another form of ID, they may be escorted out of the location they are volunteering and could be dismissed from the program.

Every two years, a new background check will be completed with volunteer approval. If anything of concern is found (i.e. unreported tickets, DUI's, felony convictions) the Program Administrator will make a determination of fitness for duty based on the VIPs Program disqualifiers found on page 8.

If an ID card is lost or stolen, the volunteer must file a police report with the Denver Police Department within 3 days if stolen and 5 days if lost. The volunteer must also

inform the VIPS Program Administrator immediately and provide them with a copy of the report when available. If a card is lost or stolen and these steps are not taken, the volunteer may be dismissed from the program.

2. All volunteers are required to attend a VIPS orientation at which they receive a copy of the Volunteer Policy Manual. The VIPS Program Administrator, or a designee will also go over a PowerPoint presentation to ensure understanding of organizational goals and volunteer responsibilities.
3. All volunteers are required to sign the following agreements. These signed agreements shall be maintained by the VIPS Office in the volunteer's folder.
 - a. Gender or Sexual Orientation and Racial, National Origin Discrimination and Intimidation Policy
 - b. Confidentiality Agreement
 - c. Policy Acknowledgement
 - d. Drug Agreement
 - e. Liability Waiver
 - f. Volunteer Agreement
4. All volunteers are required to complete CJIS Security Awareness Training within 30 days of orientation and annually per requirements. This is an online training course with a test at the end. Volunteers will be emailed instructions for completion by the CCIC Coordinator. The training can be completed on the volunteers' personal computer or in the VIPS Office. Time spent in training does count as volunteer hours.
5. Once all application procedures are complete, volunteers will be able to start volunteering. Volunteers cannot begin before completion of the entire application process. Those who begin volunteering before finishing the application process may be removed from the program.
6. Volunteer opportunities open to all VIPS will be advertised via email, on all social media outlets, and on the volunteer impact page. Some assignments require specific training, background, or personality at which time the VIPS Administrator might conduct targeted recruitment.
7. Volunteers shall be placed only in assignments or programs that are consistent with knowledge, skills, abilities, and the needs of the department. DPD supervisors requesting volunteers are encouraged to interview volunteers prior to offering the volunteer position to ensure the right fit for the position, as well as to communicate expectations of volunteers. Some assignments may require additional screening to ensure the best fit for the position.
8. All scheduling and notification of an inability to meet volunteer obligations will be

communicated directly with the DPD requesting supervisors, including the Program Administrator whenever possible.

9. Volunteers must meet the requirements and expectations of the volunteer assignment where they are placed and can be removed at the request of the supervisor.

Training

1. Volunteers shall be provided with an orientation to acquaint them with the department, personnel, policies and procedures that are relevant to them as a volunteer. This orientation is required in order to be volunteering.
2. Volunteers shall receive position-specific training by the assignment supervisor, or designee, to ensure they have adequate knowledge and skills to complete the tasks required in the position. Some additional training or screening may be required for certain positions.
3. Volunteers shall receive periodic ongoing training as required or as deemed necessary by the supervisor or the VIPS Program Administrator. All training will be arranged and tracked in the VIPS Office.
4. Volunteers are encouraged to take part in additional trainings that increase volunteer knowledge and improve their ability to serve DPD. Examples include the Community Police Academy and CERT Training. These trainings can be counted as volunteer hours, with the approval of the Program Administrator.

Fitness for Duty

1. No volunteer shall report to work or be on duty when their judgment or physical condition has been impaired by alcohol, drugs (including marijuana and medical marijuana), medication, other substances, illness or injury. Doing so will result in immediate dismissal from the VIPS Program.
2. When signing up for a volunteer assignment, volunteers are committing to timely participation; they must notify the VIPS Office if they are not able to make it to the assignment 24 hours prior to the assignment start wherever possible. Volunteer requesters depend on volunteers and a “no-call-no-show” is grounds for dismissal.
3. Out of concern for others in the work place, we ask all volunteers who are sick to stay home. If a volunteer stays home, they should inform the assignment supervisor directly, and let the Program Administrator know whenever possible.
4. Volunteers shall report to the VIPS Program Administrator any changes in status that may affect ability to fulfill duties. This includes, but is not limited to, the following: arrests, criminal investigations, and medical conditions directly affecting duties.

5. Volunteers must notify the VIPS Program Administrator in writing of any contact with law enforcement outside of their volunteer duties. This would not include a warning or parking ticket, but would include a driving citation. The notification of such action may result in the volunteer's dismissal from the VIPS Program, dependent on the enforcement action. Any determination of fitness for duty resulting from enforcement action shall be made at the discretion of the VIPS Program Administrator based on the disqualifiers. Failure to disclose enforcement action within 30 days of the incident will result in removal from the program.

Dress Code

1. Upon completion of orientation, volunteers will be provided one DPD Volunteer Polo Shirt. Additional shirts can be purchased at certain times during the year. Volunteers are encouraged to wear the designated VIPS polo whenever on-duty and interacting with the public. This includes working at District Stations, COP Shops, and Community Outreach Events. If a volunteer has a regular volunteer assignment or are participating in training scenarios, casual or business casual attire is acceptable.
2. When working in an office setting such as DPD Headquarters, Crime Lab, or District Station Coldcase follow-up, volunteers should wear business casual attire. This may include: a dress shirt, blouse, collared style shirt, normal business-type trousers, skirts or dresses and polished business or dress type shoes.
3. Volunteers shall maintain a neat appearance as volunteers represent the Denver Police Department to the public. All attire should be clean, wrinkle free, in good repair and appropriate for the activities performed. Clothing should fit properly and not appear too tight or too loose. Best judgment should be used at all times; when unsure if attire is acceptable, check with the VIPS Office.

Hair should be neatly kept and well groomed with a professional appearance. Facial hair should be neatly maintained, trimmed or clean shaven for professional appearance.

Dress and skirt hems shall not be shorter than fingertip length. Spaghetti strap, halter style or backless shirts are not permitted. No underwear should be visible.

Gaging of ears is not permitted. Tattoos that are racist, sexist, offensive, obscene or excessive in coverage are prohibited.

4. When volunteering in an environment requiring high visibility for safety or functionality volunteers must wear the assigned safety vest given to them. Examples of this include but are not limited to: flyer distributions, neighborhood outreach, and traffic control. Requirement of the vest will be communicated when specific assignment instructions

are given.

5. Any clothing, uniform, or identification of any nature shall be readily distinguishable from that worn by sworn officers. Volunteers are prohibited from wearing the Denver Police Badge (regardless of accompanying text around the badge). The only approved insignia shall be determined by the Denver Police Volunteers in Police Service Program with approval from the Chief of Police. All other specialized identification requests shall be forwarded to the VIPS Program Administrator for approval.
6. Volunteers may wear any DPD issued lapel pins or other lapel pins received at a DPD function on vests and/or lanyards.

Confidentiality

1. With appropriate security clearance, volunteers may have access to confidential information such as criminal histories or investigative files. Unless otherwise directed by a supervisor or departmental policy, all police information shall be considered confidential.
2. Only that information specifically identified and approved to be released by authorized personnel shall be released. Confidential information shall be given only to persons who have a need and a right to know as determined by departmental policy and supervisory personnel.
3. Each volunteer shall sign a Confidentiality Agreement. Subsequent disclosure of any confidential information, during a volunteer's service or thereafter, verbally, in writing, or by any other means, will be grounds for immediate dismissal from the VIPS Program and may be subject to criminal prosecution.
4. Volunteers shall not address public gatherings, appear on radio or television, prepare any article for publication, act as correspondents to a newspaper or other periodical, release or divulge any information concerning the activities of the agency, or maintain that they represent the agency in such matters without permission from the Chief of Police through established procedure. For permission, please contact the VIPS Office.
5. Some assignments may require additional security measures to be taken due to the nature of the assignment.

Property and Equipment

1. All volunteers shall be issued an official volunteer identification card and a vest. All volunteers are required to wear their DPD Volunteers In Police Service ID Badge on assignment. This badge is to be worn in a visible manner at all times while at a police

function or any time in a police facility.

The Volunteer ID badge will allow entry into DPD Headquarters and District Stations without an escort and without going through the security detectors.

If necessary for the volunteer appointment, ID badges will be chipped and activated for different locations specific to the assignment.

All ID badges are property of DPD and must be returned upon separation from the VIPS Program.

2. Any fixed and portable equipment issued by the agency shall be for official and authorized use only. Failure to use departmental property in the manner specified will be grounds for immediate dismissal from the VIPS Program and could result in the filing of criminal charges.
3. Any property or equipment, including the official identification card, shall remain the property of the agency and shall be returned at the termination of service. Failure to return departmental property may result in the filing of criminal charges.
4. Volunteers shall be allowed access to departmental computers and the computer network if necessary in connection with the performance of assignments. All volunteers who have access to a computer must have signed and agreed to the Computer Use Agreement as provided by the Technology Services and Support (TSS).

The computer and the Internet are to be used for work purposes only. All Internet use is governed by the Computer Use Agreement.

If a supervisor needs a volunteer to have a city issued email address, please make a request directly from the VIPS Office.

Driving

1. All volunteers who drive for their assignment are required to take a city issued driving course. This course must be taken every three years. You may not drive your personal vehicle while on assignment due to liability issues. If needed, volunteers can use an unmarked police vehicle.
2. Should a volunteer get into an accident, please notify a police supervisor immediately. The VIPS Program Administrator will respond with a patrol officer from the area of the accident to complete an accident report and investigation. If at fault, the volunteer will be issued a citation.

Parking

1. Parking at DPD Headquarters is very limited and will be reserved for volunteers who work at DPD Headquarters on a weekly basis. If a volunteer without a weekly Headquarters assignment would like to park in the garage when visiting, they may ask the VIPS Office for availability of a temporary parking permit.
2. All approved parking volunteers will be required to put a placard on their dashboard. If it is not displayed or if the volunteer does not park in the designated area, DPD is not responsible for any costs incurred if the car is towed or if a ticket is given.
3. The approved parking list will be maintained in the VIPS Office and will be audited to ensure an accurate parking list. If asked to return a parking permit, a volunteer must do so within 30 days.

Ride-Alongs

1. Volunteers earn one ride-along per year through the VIPS Office. Ride-along request forms need to be turned in to the Volunteers In Police Service Office who will direct them to the appropriate division. Volunteers will be contacted directly by the division to finalize details. All rules and regulations are stated on the ride-along request form. Ride-alongs do not count as volunteer time unless required for the volunteer assignment.
2. If other units or police officers offer additional ride-alongs volunteers are welcome to participate. The ride-along request form must be submitted to the supervisor of the unit of the ride along, ensuring a copy of the request form is given to the Program Administrator at all times. If volunteers are required to do ride-alongs for their assignment, the Program Administrator must still be informed to maintain a record of all volunteer ride-alongs.
3. Volunteers are not permitted more than one ride-along within the same unit. The intent of the ride-along is to expand the volunteer's knowledge of the Denver Police Department, therefore participating in ride-alongs with a variety of units is expected.

For example, if the Victim's Advocate Unit requires volunteers to do 2 ride-alongs per year, one ride-along can be with District 1 and one can be with District 6. The volunteer cannot do two ride-alongs with District 6.

Loitering

1. Volunteers are not permitted to spend time at DPD Property outside of their scheduled volunteer assignments. Should volunteers loiter (definition: stand or wait around idly or without apparent purpose) at DPD Property, they will be asked to leave and if loitering

continues, further disciplinary action may be taken. Exceptions to this include invitations to DPD sanctioned special events, Commander's Meetings, or the occasional drop in to the VIPS Office or other DPD Facilities.

Volunteer Behavior

1. While colorful language might be heard in working areas, profanity by volunteers is frowned upon.
2. Volunteers are expected to keep their public and private lives unsullied. This means not engaging in any activity that would cause embarrassment to the Police Department.
3. All volunteers shall comply with the rules of conduct and with all orders and directives, either oral or written, issued by the department. Should department issued rules be violated, volunteers may be placed on probation or dismissed.
4. Smoking is not permitted in any police facility, including police vehicles. Volunteers may only smoke in designated areas. These areas will vary depending on assignment locations, please direct any questions to the assignment supervisor.
5. While each volunteer assignment is exciting, volunteers are not permitted to bring family and friends with them. This is a liability issue and will not be tolerated.

Media Requests

1. All press inquiries will be directed to the Public Information Officer on duty at 720-913-6030. It is a violation of Police Policy and your confidentiality to speak with the Press about anything regarding work at the police department.

Social Media:

1. Volunteers are free to express themselves as private citizens on social media sites to the degree that their speech and expression does not impair working relationships of this department for which loyalty and confidentiality are important, impede the performance of duties, impair harmony among fellow volunteers or DPD Personnel, adversely impact the disciplinary process, or negatively affect the public perception of the department, or any other city agency.
2. As public representatives, volunteers are cautioned that speech, on- or off-duty, made pursuant to their official duties is not protected speech under the First Amendment and may form the basis for discipline, if deemed detrimental to the department. Volunteers should assume that their speech and expression, and related activity on social media sites will reflect upon their official capacity and this department.

Cautionary Note: For safety and security reasons, volunteers are advised to use caution when disclosing their connection to this department. As such, volunteers should use caution when:

- Displaying department logos, uniforms, or similar identifying items on personal web pages.
- Posting personal photographs or providing similar means of personal recognition that may cause them to be identified as a Police Department Volunteer.

Volunteer Authority

1. Volunteers may not represent themselves as, or by omission imply that they are sworn officers or other employees of the department.
2. Volunteers can never use their position to influence or gain anything. There will be no tolerance for a violation of this rule.

Volunteer Safety

1. Volunteer safety is very important and we do not want volunteers to be uncomfortable with any aspect of the job. However, police work does have dangers associated with it. There should be no anticipation of any real danger, but there is no way to avoid all dangers in the work place. It is the primary responsibility of every volunteer to be aware and mitigate any perceived dangers. Some volunteer assignments do require worn safety equipment, and that will be communicated prior to arrival at the assignment.
2. If there is an emergency, individuals listed on the Emergency Contact form will be contacted.
2. Volunteers are not covered by Worker's Compensation but are covered by Liability Insurance should something happen.
4. Volunteers are not allowed to have or carry any type of weapon while on DPD property. Weapons include, but are not limited to: mace, guns, knives (of any sort), bats, and stun guns. This applies even if the volunteers has a concealed carry permit.

Logging Hours

1. All volunteers must log volunteer time on the Better Impact Online System, which can be accessed using a designated volunteer identification number and a password from any computer with Internet access.
2. The site address is www.MyVolunteerPage.com. Volunteers are responsible for logging their own time unless a special exception with written approval is made by the VIPS Program Administrator.
3. It is crucial for volunteers to log hours in Better Impact as this is the only tracking system for volunteer hours. Hours not logged in the system, even if completed, will not count towards the annual required amount.

4. All hours must be logged into the system by January 5th in order to count towards the annual total. Hours logged on January 6th or beyond will not count even if completed in the previous year.
5. Volunteer time is defined as the time from when a volunteer arrives at their assignment until the time that the volunteer leaves the assignment.

Volunteer Time Does Not Include:

- a. **Travel time to and from the assignment.**
 - b. Volunteer assignments that are not advertised or approved by the VIPS office.
 - c. Showing up at an assignment without approval from the VIPS office.
 - d. Going on ride-alongs, unless they are required for a volunteer assignment.
 - e. Attending any DPD sponsored event in a guest capacity.
6. While volunteers are encouraged to increase their knowledge of the Denver Police Department and law enforcement through various trainings, volunteers are limited to reporting 10 volunteer hour per year for PoliceOne Courses.

Volunteer Appreciation

1. The Denver Police Department values the contributions of volunteers very highly and actively seeks ways to show volunteers this appreciation. Some of these opportunities include accolades in the form of volunteer spotlights, shout outs, and thank you's in the monthly volunteer newsletter as well as on Social Media.
2. The Department has the below awards and recognitions, which are presented at the Annual Appreciation Event:
 - Volunteer of the Quarter - In recognition of outstanding contributions to the Denver Police Department and for continued commitment, dedication, leadership, and exceptional volunteer service.
 - Rookie of the Year - In recognition of exceptional work ethic and contribution to the team in the first year of service.
 - Volunteer of the Year - Presented to the volunteer with a distinguished commitment to excellence, in support of the values of the Denver Police Department.
 - Di Holmes Honorary Award - In recognition of wholehearted dedication to your community, selfless acts of service for others & faithful contributions to the ideals and purposes of the Denver Police Department.

Termination of Volunteer Involvement

1. A volunteer may be dismissed from the Denver Police VIPS Program at the discretion of the VIPS Program Administrator at any time. Volunteers do not have a legal right to

participate in volunteer activities, and thus there is no recourse or appeal process. The VIPs Program Administrator is not required to justify the reasoning of the dismissal. Volunteers dismissed from the program are not allowed to reapply to be a volunteer.

2. All rule violations shall be reported to the VIPs Program Administrator for review and will be handled at the Program Administrator's discretion.
3. Volunteers shall be required to return any issued equipment and identification badge within 30 days of the termination of service. Failure to return all items may result in criminal prosecution. Lapel pins and the VIPs Lanyard are the only items volunteers may keep following termination.

Evaluation

1. An overall evaluation of the volunteer program shall be conducted on an annual basis in the form of an annual report. This evaluation may include but it not limited to, total hours logged, amount of new trainings given, how many new volunteers were added, volunteer turnover and a variety of other items.
2. The VIPs Program staff shall audit each volunteer to ensure that they meet the minimum requirements, has completed all required training, and is still actively volunteering. If the audit reveals an issue with a volunteer file, the issue will be evaluated and an action will be taken. This action can range from obtaining updated information from the volunteer to dismissal. Each case will be reviewed and evaluated individually. To assist with the audit, the following will be considered:

“Active Volunteer” means any volunteer who has given at least thirty (30) hours of volunteer time January 1st to December 31st.

- a. Only volunteer time entered in the official volunteer hour log system will be considered as service.
- b. Volunteer must have completed all required training, as specified by the VIPs Program Administrator.
- c. Volunteers must also pass a criminal background check every 2 years.

If volunteers join the program later in the year, they do not have the same requirement of hours:

- a. If the volunteer joined the program between September 1st and October 31st of the current year, at least ten (10) hours of service is required for that year.
- b. Volunteers who join the program on or after November 1st of the current year do not have a minimum requirement of hours for that year.

Any volunteer who does not meet the minimum requirements will be dismissed from the VIPs Program and will be notified during the first two weeks of January. Any volunteers

Rule Changes

1. This policy is not intended to be all-inclusive. Rules pertaining to volunteers may be changed at any time and will be implemented immediately. Any and all changes to the VIPS policy have been considered and approved by the VIPS Program Administrator, with authority delegated by the Chief of Police.
2. All updated policies will be emailed out to all volunteers and hard copies are available for mailing if requested. Should there be any questions about the VIPS policy, please contact the VIPS Office directly.