



Volunteer Services

Dear Volunteer Applicant,

We are very excited of your interest in the Albuquerque Police Department's Volunteer Services.

To be considered as a volunteer with the Albuquerque Police Department, you must successfully complete the selection process. Listed below are the steps in the selection process and the sequence in which they are administered. At times, this sequence may be changed for the convenience of the department. Any and all components of the selection process can be changed by the Police Department without prior notice. The entire process takes from one to two months.

If you do not meet the minimum requirements you will be dropped from the process. If you wish to re-apply for Volunteer Services you must complete each and every step of the application process.

To begin the process, please review the Volunteer Services Handbook. Then fill out and return the Volunteer Interest Survey, Volunteer Application Form, and the A.P.D. Background Investigation Waiver and Liability Release Form.

If you have any questions regarding the selection process, please do not hesitate to contact me at 768-2131 and/or e-mail bdennison@cabq.gov

Sincerely,

Briane L. Dennison

Officer Briane L. Dennison, Chaplain
Volunteer Services Coordinator
Albuquerque Police Department



Volunteer Services

MISSION STATEMENT AND GUIDING PRINCIPLES

It is the mission of the Volunteers of the Albuquerque Police Department to:

- Assist the Albuquerque Police Department in improving the quality of life in our community.

The following four Guiding Principles will help us measure the appropriateness of our decisions:

- Provide a great work environment by working effectively with each other.
- Apply the highest standards of excellence to providing support to those requesting assistance.
- Contribute positively to our Department and our community.
- Recognize that the spirit of service is essential to fulfilling our mission.



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APPLICATION PROCESS

Candidates for the Albuquerque Police Department's Volunteer Services shall participate in the following process:

1. An application is submitted to the A.P.D. Volunteer Services office, located at 5408 2nd St. NW, Albuquerque, NM 87107.
2. Arrangements are made for a background check by the Department.
3. An interview is held with the Volunteer Services Coordinator to explain the mission of Volunteer Services, individual volunteer responsibilities, and to emphasize this is an avenue of service and not recruitment to any particular life-style.
4. Following approval by the Volunteer Services Coordinator, the applicant is recommended to the Chief of Police for membership to the Albuquerque Police Department's Volunteer Services.
5. After receiving final approval, the new Volunteer shall begin assignment at a unit that is mutually agreed upon by the new Volunteer, the unit of assignment, and the Volunteer Services Coordinator.
6. Meet with the supervisor of proposed unit of assignment.
7. A candidate is considered probationary from the time of application until final approval and a six month assignment to Volunteer Services. During the probationary period the Volunteer may attend the A.P.D. Citizen Police Academy.



Volunteer Services

VOLUNTEER SERVICES HANDBOOK

“Police and Citizens Together”

(P.A.C.T.)

Revised 09/24/13



Volunteer Services

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Volunteer Services

Dear Volunteer:

Welcome to the Albuquerque Police Department's Volunteer Services. As a volunteer, you provide a service to the Department and to our City that is invaluable.

Even though volunteers are not commissioned with sworn officer status, the duties that you will perform as part of the Department's support staff are crucial to the day-to-day operation of the Department. Sworn officers formerly handled some of the administrative tasks with which you will be involved. By assisting with these tasks, you are releasing officers to handle higher priority calls for service, to serve in a pro-active capacity in the community and to handle their investigative responsibilities. We sincerely appreciate your willingness to become part of the Volunteer Services team.

1. The Volunteer Services Mission

To utilize community volunteers to assist the Albuquerque Police Department in improving the quality of life in our community.

b. Introduction

As a volunteer within the Department, it is important to be aware of the Department's image when you are in contact with the public. As a Department representative, you are asked to make a commitment to give your best service to the Department and to the community. Sworn personnel, civilian staff members, and police volunteers all must work together to uphold the high standards of the police profession. By doing so, our Department will continue to maintain its reputation of competence, credibility, and trust in the community.

Please read through the following pages and familiarize yourself with the Albuquerque Police Department's Volunteer Services. This informative guide explains program rules, expectations, and will serve as a reference while you a volunteer.



Volunteer Services

b. Eligibility

1. Volunteers must be 18 years of age.
 2. Volunteers must be willing to sign an Authorization for Release of Information form. This form authorizes the Albuquerque Police Department to do a background investigation, which consists of a driver's license check and a record check. It also states all references and former supervisors may be contacted.
 3. Volunteers must provide their own transportation to their assigned workstation.
- b. Although a commitment is not binding, volunteers are asked to make at least a six (6) month commitment to the Department and be willing to volunteer a minimum of four (4) hours per week.

DESCRIPTION OF ACTIVITIES AND DUTIES PERFORMED

- Answer phones and take messages
- Computer file management
- Filing
- Other administrative tasks as may be required by the supervisor

Note: All volunteer positions at this time are Monday through Friday, 8:00 a.m. – 5 p.m. There are no positions available on weekends or nights.

b. APPLICATION PROCESS

Supervisors interested in volunteer services will complete a Job Description Questionnaire and return it to APD Volunteer Services at 5408 2nd St. NW., Albuquerque, NM. 87107.



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b. Recruiting

Volunteers will be recruited from the Citizen's Police Academy, from neighborhood associations, from Senior Centers, through ads in the Prime Time publication; flyers placed at sub-stations and shopping malls, referrals from the department of Senior affairs, APD website, etc. Anyone interested in volunteering will be required to fill out a packet consisting of an Application form, and a Volunteer Interest form and the APD Background Investigation Waiver and Liability and Release Form. Upon completion, return the packet to APD Volunteer Services at 5408 2nd St. NW., Albuquerque, NM. 87107.

Applications and Job Description requests will be matched and when possible. Volunteers will be placed at locations and works sites best suited for the volunteer and the Department. APD Volunteer Services will maintain a continuing list of volunteers available and Job Description requests.

b. Screening

All volunteers will be screened by the Volunteer Services Coordinator or his designee. Screening includes:

- Background Check
- Personal reference check
- Current or former employers/supervisors may be contacted.

Upon completion, favorable volunteers will be assigned.

b. R.S.V.P

Volunteers 55 years of age and older can register through the Albuquerque Department of Senior Affairs with the Retired Senior Volunteer Program (R.S.V.P.). Benefits of registering with R.S.V.P. are as follows:

- R.S.V.P. members are covered during volunteer hours by free personal liability, excess automobile liability, and accident insurance.



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- R.S.V.P. members can request partial reimbursement for meal and mileage expenses.

a. Volunteer Mileage

In you so choose, you can keep a record of the miles you drive to and from your volunteer assignment for the Albuquerque Police Department. At the end of the calendar year, those miles can be used as a deduction on your Federal Income Tax Return. Contact your accountant for rules governing tax deductions.

b. Safety Regulations

- **DO NOT** under any circumstances, take any enforcement action. Call a sworn officer!
- No form of weapon will ever be carried or employed.
- NEVER enter a hazardous situation. Call a sworn officer!
- Many of you have attended and/or completed the Albuquerque Citizen's Police Academy. **Attendance or completion of this course does not grant any special privileges, nor give you sworn status!**

c. Citizen's Police Academy

The Albuquerque Police Department offers a Citizen's Police Academy each spring and fall. The eight (8) week course meets two (2) times each week from 1800 to 2100. The class is open to any citizen 18 years of age or older and the purpose of the class is to help citizens become familiar with the Department, its philosophy, function, policies, organizational structure and goals. Offered to participant, as apart of the class, is the opportunity to go on a ride-a-long with a uniformed officer and the opportunity to visit the police shooting range and fire a weapon. Doing a ride-a-long and visiting the shooting range are not a mandatory part of the class. If you or some you know is interested in attending the class, contact the Albuquerque Police Department Academy at 343-5000.



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b. VOLUNTEER SERVICES COORDINATOR

The Volunteer Services Coordinator is responsible for recruiting, interviewing, selecting and submitting the paperwork for background checks for prospective volunteers. He serves as your contact with the Department. If any problems, questions, or concerns arise, please feel free to contact the Volunteer Services Coordinator at 768-2131.

The Volunteer Services office is located at the Gerald Cline (Valley) Sub-station, 5408 2nd St. NW., Albuquerque, NM 87107.

b. General Rules and Regulations

- **DO NOT**, under any circumstances, take any enforcement action.
Volunteers are not commissioned with sworn officer status.
- Volunteers will keep their assigned schedule unless previous arrangements have been made with immediate supervisors.
- Volunteers will respect the function of the Department's paid staff and contribute fully to maintaining a smooth working relationship between paid staff and volunteers.
- Volunteers will carry out assignments and will seek the assistance of the Volunteer Services Coordinator or immediate supervisor when necessary. Volunteers will consult their supervisor before assuming any new responsibilities affecting the Department.
- Volunteers will respect and accept the Department's right to dismiss any volunteer for such reasons as poor performance, poor attendance, unwillingness to accept direction, and inability to interact in a positive manner with the staff.
- Volunteers will notify their supervisor and the Volunteer Services Coordinator two weeks in advance of resignation, or to request a leave of absence greater than one month.
- Volunteers will be aware they are representing the Albuquerque Police Department and shall treat the official business of the Department as confidential.
- Volunteers will not report for duty or be on duty while under the influence of alcohol or drugs.



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- Volunteers will turn in their identification badge to the Volunteer Services Coordinator upon completion of their tenure.
- b. Reasons for Immediate Dismissal
- Falsifying statements on the Volunteer Services application or during the interview process.
 - Misusing your Volunteer Services Identification Badge
 - Reporting for work while under the influence of alcohol or drugs.
 - Releasing confidential information to the public.
 - Committing a misdemeanor or felony at anytime during Volunteer Services tenure.
- b. What you can expect from us

As a volunteer, you have a right to expect that people you work with will:

TREAT YOU WITH RESPECT. A good volunteer is, in every sense, the equal of a paid employee. You deserve to be treated with respect and consideration, both for the work you are doing and as an individual with your own needs, interests and personality.

LET YOU KNOW HOW YOU ARE DOING. Everyone needs feedback; without it, we work in an information vacuum. You can rely on your supervisor to give you the guidance you need to do your work well.

GIVE YOU SOUND GUIDANCE AND DIRECTIONS. Either your supervisor, or an employee assigned by the supervisor, should be available to answer questions regarding tasks for which you are responsible. If the directions are confusing, or unclear, you should feel free to ask for clarification.

SHOW APPRECIATION. There are a few satisfactions greater than a job well done. We'll let you know as often as we can, in as many ways as possible, how much we appreciate your willingness to donate you time to the department.



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PROVIDE YOU WITH A PLACE TO WORK. If at all possible, you will be assigned a designated place in which to work. Office space is often limited, but your supervisor will try his/her best to set aside an area, which you can feel is yours when you are volunteering.

A PLACE TO PARK. When volunteering downtown at 400 Roma, NW., there will be parking provided. The Volunteer Services Coordinator tell you exactly where you should park when you are at your assignment. All other Albuquerque Police Department facilities have free parking for both visitors and employees.

WHAT WE EXPECT IN RETURN

At the same time, the people you work with during your Volunteer Services assignments have the right to expect that you will:

BE DEPENDABLE. When you agree to become an APD Volunteer, your supervisor and your co-workers will rely on you to be at your assigned place of work according to your schedule. If changes need to be made in your volunteer hours, please let your supervisor and the Volunteer Services Coordinator know.

OBSERVE CONFIDENTIALITY. Can you talk to your friends and family about what you're doing as an APD Volunteer? Of course, but you must be aware that the laws of confidentiality apply to volunteers as well as paid employees. The citizens of Albuquerque have a right to privacy. Any and all information pertaining to police records or other clearance level material is to be kept strictly confidential. Anyone in violation of this provision will be immediately terminated as a volunteer.

USE COMMON SENSE. Keep your work-related conversations general. Never reveal inside information that might harm an innocent person, jeopardize an investigation, or be used for personal gain.

BE HONEST. It goes without saying that our volunteers are expected to be trustworthy in every respect. There's another kind of honesty we encourage also. The kind that can make your Volunteer Services experience more satisfying and help us all do our jobs better. If you have a problem, concern, or question about



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your assignment, let us know. If you spot an area that could use improvement, let us know. We welcome your suggestions, ideas and creative input.

b. Time Sheets

You are asked to fill out a time sheet. This should be done weekly and signed both by you and your supervisor. Send them through the inter-office mail at the to the

Albuquerque Police Department Volunteer Services, Gerald Cline Sub-station, 5408 2nd St. NW., Albuquerque, NM. 87107.

e. Smoking

The City's Smoking Policy is intended to protect non-smoking employees and members of the public from exposure to smoke fumes. Smoking is prohibited in all public and office areas, except those specifically designated for that purpose.

f. Volunteer Identification

The Volunteer Services Coordinator will issue you an identification badge. All volunteers are required to display their Volunteer Services identification badge while on duty. The volunteer badge is not to be used for general identification purposes, such as check cashing privileges, to gain favorable treatment, or gratuities. You are **required** to return your ID badge to the Volunteer Services Coordinator when you decide to no longer volunteer for the Department. No unauthorized duplication of the Volunteer Services Identification Badge shall be authorized unless approved by the Chief of Police and/or the Volunteer Services Coordinator.

g. Dress Code

Purpose/Policy Statement

To ensure with appropriate dress and cleanliness APD Volunteers project a positive and professional image to the community and department personnel.



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Volunteers are expected to dress in a dignified, clean, and professional manner that projects an image of confidence and trust. It is important that the volunteer maintains an awareness of perception in regard to their dress and presentation.

To provide ready identification of volunteers for customer care and security purposes.

Procedure

1. All volunteers must wear the APD Volunteer identification badge with their picture showing.

2. The volunteer uniform is:

- Volunteer polo shirt
- Khaki pants or skirt
- Comfortable shoes

The Volunteer Services Coordinator may waive wearing uniforms at various facilities or for certain services.

LOCATIONS WHERE VOLUNTEERS MAY BE PLACED.

John A. Price Law Enforcement Center	400 Roma NW
Old Town Substation	Plaza Don Luis in Old Town
Shawn McWhethy Memorial Substation	6404 Los Vocanos NW
Gerald Cline Memorial Substation	5408 2 nd St. NW
Albuquerque Police Academy	5412 2 nd St. NW
Phil Chacon Memorial Substation	800 Louisiana SE
John Carrillo Memorial Substation	8201 Osuna NE
Jeff Russell Memorial Substation	12800 Lomas Blvd NE
Cottonwood Substation	Cottonwood Mall
Coronado Substation	Coronado Mall
Triangle Substation	2901 Central NE
La Cueva Community Substation	7520 Corona NE



Volunteer Services

RANK STRUCTURE OF THE ALBUQUERQUE POLICE DEPARTMENT

Chief of Police

3 Deputy Chiefs of Police

11 Area Commanders

31 Lieutenants

100 Sergeants

1000 Patrolmen/Detectives

a. Responsibilities of the Supervisor

Providing training is a significant way of showing citizen volunteers they are valuable and their contribution to the Department is appreciated. Training and supervision are important responsibilities of the paid staff if volunteer interest is to be maintained. One person should be assigned to the task of supervising each

volunteer and that person should be available to the volunteer if any questions or concerns should arise. The following is a list of supervisor responsibilities:

1. Encourage positive attitudes among paid staff since their help and enthusiasm are essential.
2. Provide adequate training to the volunteer to enable him/her to perform the task outlined in the Volunteer Job Description.
3. Keep the lines of communication open by providing regular opportunities for information exchange.
4. Involve the volunteer in meetings whenever appropriate.
5. Keep accurate records of volunteer hours and achievements.



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6. Insure the volunteer has good working space, adequate light, materials, etc.
7. Require volunteers to wear proper identification.
8. Seek ways to insure job satisfaction for the volunteer and understand the volunteer's interest and needs.
9. Show your appreciation! Make the volunteer feel like part of your team!

b. Albuquerque Police Department Mission and Values Statement

MISSION

We, the professional men and women of the Albuquerque Police Department, strive to improve the quality of life in our city by protecting life and property, maintaining order, and reducing crime through education and prevention. In cooperation with the citizens, we are dedicated to upholding the Constitution and laws of the State of New Mexico and the United States and the laws of the City of Albuquerque.

VALUES

INTEGRITY

We maintain the trust of the community by being honest, compassionate and consistent in our beliefs and actions. We hold ourselves responsible to the highest standard of personal and professional ethical conduct.

RESPECT

We respect the sanctity of life, the dignity of all people, and use only the force necessary to accomplish our lawful duty.



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PRIDE

We take pride in our Department and its historical heritage. We are dedicated to professionalism, service and moral courage.

FAIRNESS

We treat everyone as we want to be treated by being objective, courteous and equitable.



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**VOLUNTEER
APPLICATION FORMS
(Pages 19-24)**

Please Fill Out Forms and Return to:

**APD Volunteer Services
5408 2nd St. NW
Albuquerque, NM 87107**

Or

**Fax to:
APD Volunteer Services
768-2134**



Volunteer Services

APD VOLUNTEER INTEREST SURVEY

Name: _____ Date: _____

Please check your preference:

Receptionist	Yes	No
Filing	Yes	No
Answering Phones	Yes	No
Data Entry	Yes	No
Record Keeping	Yes	No
Compiling Statistics	Yes	No
Inventory	Yes	No
Research	Yes	No

If you have any special interest, please note it here:

In what area of the Police Department would you most like to volunteer?

How many days would you like to volunteer? _____

What hours would you like to volunteer? _____

Email Address: _____



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POLICE AND CITIZENS TOGETHER
VOLUNTEER APPLICATION

Name: Last First Middle

Address: Number Street City State Zip

Date of Birth: Social Security Number: - - - - -

New Mexico Driver's License Number: Expiration Date:

Is this License currently valid: Yes No

Sex: Height: Weight: Hair: Eyes:

Place of Birth:

Special Health Concerns/Disabilities or Limitations. Please identify:

Home Phone Number: Work Phone Number: Cell:

Email Address:

Please list and explain any other names you have used:

List any languages, other than English, which you speak fluently:



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List any special skills, training, interests or hobbies that you have that may be useful to the Police Dept.

Educational background: High School Diploma/GED: Yes: _____ No: _____

College: Name of School: _____ Dates attended: _____
Degree: _____

Volunteer Experience:

Days available for volunteer work (No weekends): **M** **T** **W** **Th** **F**

Preferred hours per day (8 a.m. – 5 p.m. only): _____ to _____

Work Experience (most recent first):

EMPLOYER COMPLETE ADDRESS SUPERVISOR DUTIESFROM/TO

- 1. _____
- 2. _____
- 3. _____

How did you hear about the volunteer program?

The volunteer uniform is:

- Volunteer polo shirt
- Khaki pants or skirt
- Comfortable shoes

Will you be able to purchase these uniform items? _____ Yes _____ No



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Have you ever used or tried any narcotic drugs (includes marijuana) without a doctor's prescription?

Yes, I have: _____ No, I have not: _____

Have you ever been arrested and/or convicted of a felony or misdemeanor? Yes: _____
No: _____

Have you been convicted of a sex offense against any person at any time as defined by the Megan's Law of any jurisdiction or any sex crime similar to the crimes listed as sex offenses under the New Mexico Sex Offender Registration and Notification Act? Yes: _____ No: _____

List former State(s) or Country of Residence of Arrest since 1970:

Is there anything in your past which might disqualify you from functioning as a volunteer for the Albuquerque Police Department? Yes: _____ No: _____

If yes, describe briefly: _____

List two personal references, other than family:

NAME	CITY/STATE/ZIP	PHONE	RELATIONSHIP
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1. _____

2. _____

In case of emergency, please contact:

Name: _____ Phone: _____

Relationship to volunteer:

Do you have medical insurance? Yes: _____ No: _____

Name of company: _____ Policy No. _____



Volunteer Services

Volunteer Chaplain Applicants Only

RELIGIOUS AFFILIATION INFORMATION

Congregation/Religious Organization you are now serving as Clergy:

Name _____ Church/Org. Phone _____

Address _____ FAX _____

(City, State, and Zip code)

Date Ordained/Licensed as Clergy _____ By _____

Denomination/Religion holding your credentials _____

Are you willing to be on-call for 24 hours? Yes _____ No _____

As a volunteer for a position with the Albuquerque Police Department, I am willing to furnish information for use in determining my qualifications. In this connection, I authorize release of any and all information that you may have concerning me, including information of a confidential or privileged nature.

I hereby release you, your organization, or others from liability or damage which may result from furnishing the information required.

I understand that for security reasons a basic clearance check will be conducted and I will be fingerprinted. Further background information will be requested only if a specific volunteer assignment calls for a full security check. This may include a polygraph.

I understand that falsifying statements on this application or during the interview process is cause for my immediate dismissal from the volunteer program.

I agree to immediately notify the Albuquerque Police Department's Chaplain Commander upon my arrest for a felony or any other offense.

I hereby consent to a background investigation.

Signature: _____ Date: _____



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**APD BACKGROUND INVESTIGATION
WAIVER AND LIABILITY RELEASE FORM**

In consideration of the Agency, Albuquerque Police Department, processing my application for employment, I, _____, hereby irrevocably agrees to the following:

1. I understand that a thorough and complete background investigation will be conducted to determine my fitness and desirability as a candidate for employment.
2. I understand that a background investigation is conducted by gathering and recording information about my past conduct and associations from any and all sources that the Agency, in its sole discretion, may deem appropriate, including: criminal or other governmental files and records, past and present employers, and any other source of information available.
3. I hereby release from liability and agree to hold harmless; under any and all possible causes of legal action, including negligence, the City of Albuquerque, Bernalillo County, the Albuquerque Police Department Identification Unit, the Agency and any of its officers, agents or employees for any negligent or wrongful statements, acts, omissions made or recorded in the course of my background investigation.
4. I hereby release from liability and agree to hold harmless under any possible cause of legal action, including negligence, any person or entity which furnishes information or opinions to the Agency as a part of my background investigation.
5. I authorize any person or entity contacted by the Agency during the course of my background investigation to furnish any information or opinions such person or entity may have regarding myself, my conduct or associations, regardless of any statutory or other privilege I may have.
6. I understand the need for confidentiality of sources and information in my background investigation and I expressly agree that I will never attempt to obtain access to any part of the background investigation designated as confidential by the Agency.

This release applies to any cause of action of any nature that might accrue to me.

Signature of Applicant

Date of Birth

Social Security

Street Address:

Date

City/Town

State

Zip