



C. O. P. S.

CITIZENS in OMAHA POLICE SERVICE

INTERN AND VOLUNTEER PROGRAM IN THE

OMAHA POLICE DEPARTMENT

CITY OF OMAHA, NEBRASKA

INTERN and/or VOLUNTEER HANDBOOK

June 19, 2012

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OMAHA POLICE DEPARTMENT
C. O. P. S.
CITIZENS IN OMAHA POLICE SERVICE
INTERN AND/OR VOLUNTEER
HANDBOOK



WELCOME

The Omaha Police Department would like to welcome you as an Intern and/or Volunteer in the C. O. P. S. (Citizens in Omaha Police Service) Program and offer our best wishes as you begin your work with us.

The information in this handbook is intended to answer some of your questions. It should help you get to know the department, understand the importance of your work, and serve as a guide during your volunteer work.

Your intern or volunteer work will get a good “hands on” look at the way a police department operates and we are confident that your experience with us will be interesting.

Welcome...

MISSION STATEMENT

The mission of the Omaha Police Department is to ensure the safety of all citizens and their property. It is our concern that all citizens be safe in their homes, businesses, on the streets of our community and that they, as individuals, feel free to live, work and play without fear of becoming victims. Prevention of crime and community responsiveness shall be the hallmark of the Department.

POLICING VALUES

1. The police division will involve the community in all policing activities that directly affect the quality of community life.
2. The police division will maintain crime prevention as its primary goal, while vigorously pursuing those who commit serious crimes.
3. The police division will ensure that its policing strategies will preserve and advance democratic values.
4. The police division will structure service delivery in a manner as to reinforce the strengths of the city's neighborhoods.
5. The police division will encourage public input regarding the development of policies that directly affect the quality of neighborhood life.
6. The police division will manage its resources carefully and effectively.
7. The police division will seek the input of employees into matters that affect job satisfaction and effectiveness.
8. The police division will maintain the highest levels of integrity and professionalism in all its members and activities.
9. The police division will seek to provide stability, continuity and consistency in all divisional operations.

GOALS

The goals of the Omaha Police Department and the C. O. P. S. program is to:

- Enforce federal, state and city laws that pertain to the Department
- Provide a safe environment within the City of Omaha by educating, assisting, and protecting the public
- Provide appropriate response and assistance in emergencies
- Promote inter-agency coordination and cooperation in matters of public assistance and community concerns
- Initiate and assist in investigations of criminal activity
- Provide assistance to the criminal justice community through effective, organized, and timely support services
- Encourage, develop and provide innovative educational and enforcement programs and procedures using efficient administration of available resources
- Encourage the public's involvement in our efforts through the solicitation of comments and ideas, measurement of public opinion, and participation in educational crime prevention and voluntary compliance programs
- Develop the potential of all employees, interns and volunteers through continued training opportunities and improved work environments
- Continuously evaluate the effectiveness of our efforts

THE INTERNSHIP PROGRAM

The Omaha Police Department has involved interns for many years. In 1980, in conjunction with the University of Omaha Criminal Justice Department, the internship program was re-organized and has developed and expanded to its current status. OPD places between 8-10 interns each school semester, Fall, Spring, and Summer with different units in the Department. The University of Nebraska at Omaha and Creighton provide the majority of interns. However, various other Universities and Colleges have also provided interns.



THE VOLUNTEER PROGRAM

The volunteer program has developed from each unit handling its own recruiting and staffing to the present program. In 1995, the City of Omaha was awarded the COPS-MORE grant from the federal government. The purpose of the grant was to return sworn officers, which were fulfilling administrative positions that volunteers could handle, to the streets and police work. This gave the Department an opportunity to expand the support services for its employees and the community. The grant also gave the people in the community a better opportunity for involvement and provides more services for the Police Department.



EVALUATIONS

Your assignment as an intern in the Police Department will be evaluated at mid-semester and again at the end of the semester by your Unit Supervisor.

Volunteers are required to complete an exit evaluation.

SCHEDULES

Most units work Monday through Friday 0700 hours to 2100 hours. Usually interns and/or volunteers will work during those times unless other arrangements are made with your supervisor.

DRESS CODE

Interns and Volunteers, with a few exceptions, are expected to wear attire suitable to be worn in an office. Men should wear a shirt or sweater and dress pants. Women should wear a shirt or sweater with a skirt or dress pants. The public will see you as a representative of the Omaha Police Department while you are with us. If you have any questions about proper dress, ask your supervisor. General good personal hygiene will be practiced while working in the Department.

ATTENDANCE

In the event you must miss a scheduled work time, contact your supervisor or leave a message on their voice mail. If you can not reach your supervisor, call the Coordinator of Volunteers at 444-3598. Leave a message on voice mail if the Coordinator of Volunteers is not available.

RECOGNITION

Every year the Omaha Police Department conducts a Volunteer's Recognition & Awards ceremony during the month of November. OPD recognizes our outstanding volunteers at this time and special awards are presented, as well as certificates for time in service with OPD.



ENDING VOLUNTEER SERVICE



We believe your position is as important as all the other jobs in the Department and feel it should be treated as such. Volunteers, please give us two weeks notice that you are leaving so we are able to find and train someone to replace you. When you leave, you will have an exit interview with the Coordinator of Volunteers. At that time, **all police equipment and property, including but not limited to, identification pass, parking permit, keys, citation book and camera must be returned.**

OMAHA POLICE DEPARTMENT APPRECIATION

Thank you for the time you have committed to our C. O. P. S. Intern and/or Volunteer Program. As an intern and/or volunteer, you play a very important role in the law enforcement process. We hope that it will meet your expectations. Please let the Coordinator of Volunteers or your supervisor know if you have any concerns, questions, or suggestions.

Thanks...

VOLUNTEER RIGHTS AND RESPONSIBILITIES

Rights

- A job description should be provided, but an opportunity for individual design could be negotiated.
- Sufficient ongoing training should be made available, and volunteers should be given a voice in planning that training.
- Volunteers should be fully aware of who their supervisor is and be provided with strong, ongoing, and honest supervision.
- Volunteers should feel that their skills are needed and wanted in the organization.
- Records will be maintained and references will be provided to other Omaha Police Department Units when needed.
- Volunteer accomplishments should be recognized in both formal and informal ways.
- Volunteers should be made to feel that they, along with paid staff, are part of the team.
- A variety of opportunities for involvement should be offered to volunteers as their experience and capabilities warrant. Lateral mobility should be provided where appropriate.
- Volunteers should be given the assurance that any special skills they possess will be fully considered in their placement.
- Volunteers should have the right to be involved in decision and policy-making that affects them.
- Volunteers should be able to expect honesty from their supervisors.
- Volunteers have the right to offer and receive feedback and suggestions from their supervisors on a one-to-one basis.
- Volunteers should be included in as many staff activities as possible and are entitled to know as much as possible about the organization for whom they are working.
- Clear and specific directions should be given to volunteers at all times.
- Volunteers have the right to know the length of time commitment expected of them.
- If a volunteer is terminated, he or she has the right to be told promptly. They are to be informed honestly of the reason for the termination and to be given an exit interview.

Responsibilities

Volunteers agree to:

- Consider volunteering a serious commitment
- Be supportive of the organization they are part of and represent it in an appropriate and responsible way
- Observe the same rules and policies of the organization as paid staff or use constructive channels for change
- Maintain confidentiality in all issues pertaining to clients
- Offer feedback and suggestions to staff personnel
- Take part in training, which is required or pertinent to their job
- Be on time for work and follow through on any commitments
- Follow their job description and accept supervision
- Inform the paid staff of any skills he or she feels should be known for the placement process before taking a volunteer assignment

CHAIN OF COMMAND

The Omaha Police Department is a military structured organization. The rank structure of the uniformed sworn officer is as follows:

- **Chief of Police**
- **Deputy Chiefs**
- **Captains**
- **Lieutenants**
- **Sergeants**
- **Officers**

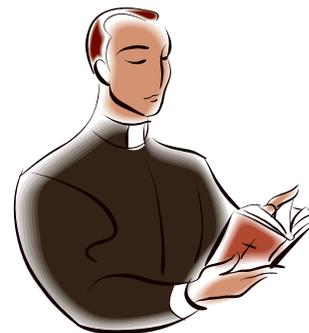


Other support staff members shall always follow the chain of command within a volunteer's designated work area. If you have a civilian supervisor, please report to them first with any problems or concerns you may be experiencing. If they are unable to answer your questions and you have an uniformed officer or another civilian supervisor over your immediate supervisor, you may go to the next highest supervisor with your concerns. Always advise your immediate supervisor that you wish to talk to the next highest supervisor. Hopefully that will alleviate any concerns you may be having.

GUIDELINES FOR VOLUNTEERS

What Law Enforcement Expects of the Volunteers:

- Enthusiasm
- Dedication
- Reliability
- Confidentiality
- Punctuality
- Patience
- Loyalty
- Businesslike attitude
- Imagination and creativity
- Tact
- Sense of humor
- Initiative
- Concern for the community
- Sensitivity to other's needs
- Positive attitude
- Friendliness



What the Volunteer Can Expect of Law Enforcement:

- Consideration
- Patience
- Appreciation and acknowledgment
- Courtesy
- Sincerity
- Clear instructions
- Cooperative attitude
- Feedback provided on progress
- Interns/volunteers treated as professional assistants
- Friendly and welcoming attitude
- Acceptance of creative ideas and suggestions
- Offers, as well as accepts, constructive criticism in a private setting
- Policies and procedures of law enforcement and/or specific agencies explained



CONFIDENTIALITY

Any service performed for the Omaha Police Department is considered confidential. You may speak in generalities about what you do for our organization but not in specifics. If you are aware of any criminal or intelligence information, none of it can be discussed. What you see and hear at the Department must remain here when you leave for the day. Any breach of confidentiality could result in termination of your intern or volunteer services.

APPLICATION AND ACCOMPANYING PAPERWORK

Prior to your acceptance as a volunteer or intern, you were required to complete a Volunteer Application or an Intern Application, a Volunteer/Intern Agreement and a Volunteer/Intern Statement of Confidentiality and Waiver forms. You may acquire copies of these forms in the Coordinator of Volunteers office.

TIME SHEET INSTRUCTIONS

INSTRUCTIONS FOR INTERN AND/OR VOLUNTEER DAILY TIME SHEET (OPD FORM 112C)

Following are step-by-step instructions for Interns and/or Volunteers to complete the Daily Time Sheet in order to minimize errors and provide the information needed for time keeping and Coordinator of Volunteers' records and filing.

1. **NAME** - Print the intern or volunteer's name as it appears on the application and roster
2. **MONTH** - The month that is being reported. Use the month name: January, February etc. Abbreviations are acceptable. Please make legible.
3. **SERIAL NO.** - Insert the volunteer's serial number or if intern, insert "Intern"
4. **UNIT** - Use the unit name: Telephone Response Squad, Crime Victim Assistance, Burglary etc.
5. **DATE** - Insert the day worked
1. **TIME IN** – Insert, using military time, when work begins for the day: 0830, 1045, 1400 etc.
2. **TIME OUT** – Insert, using military time, when work ends for the day
3. **TOTAL TIME** - A total of hours worked on each line for the day
4. **NO. of CITATIONS WRITTEN** - Insert the number of citations written for the day. (HANDICAP PARKING PATROL ONLY)
5. **TOTALS FOR THE MONTH** - A total of hours worked and number of citations written for the month
6. **UNIT SUPERVISOR** - The unit supervisor needs to sign this form verifying the hours



NOTE: If an intern or volunteer is working over a 4-hour shift, flexible discretion should be given with regards to lunch breaks.

ALL DAILY TIME SHEETS ARE DUE AT THE END OF EACH MONTH. DAILY TIME SHEETS ARE COLLECTED BY THE UNIT SUPERVISOR AND FORWARDED TO THE COORDINATOR OF VOLUNTEERS OFFICE BY THE 10TH OF THE FOLLOWING MONTH. DAILY TIME SHEETS ARE KEPT ON FILE AS A PUBLIC RECORD.

INTERN AND/OR VOLUNTEER PROGRAM EXIT EVALUATION

The Omaha Police Department is committed to developing partnerships within our community. At the end of your assignment with OPD, an exit interview with the Coordinator of Volunteers will be conducted. From this evaluation, OPD can continue that commitment.

The C. O. P. S. Volunteer Exit Evaluation form used is on the following pages and is completed and submitted to the Coordinator of Volunteers by the volunteer. Likewise, the Internship Program Evaluation form is on the following pages and is to be completed and submitted to the Coordinator of Volunteers by the intern.

The Intern Evaluation Form used for evaluation of an intern for the university or college is on the following pages. This form will be used for the mid-semester and end of semester evaluation of the intern.

Best Wishes...



OMAHA POLICE DEPARTMENT
C.O.P.S.
(CITIZENS in OMAHA POLICE SERVICE)
VOLUNTEER EXIT EVALUATION



DATE: _____

In the interest of program development, we ask your assistance in helping us to define ways in which we can improve the C. O. P. S. Program.

How long did you volunteer with us? _____

Did your position provide you with a feeling of accomplishment?

Yes No Explain: _____

Did the department adequately prepare you for the duties of your position?

Yes No Explain: _____

Did you feel a part of a team? Yes No Explain: _____

Do you feel the Police Department valued your contribution? Yes No

Explain: _____



OMAHA POLICE DEPARTMENT



INTERNSHIP PROGRAM EVALUATION

TO BE COMPLETED FOR EXIT INTERVIEW WITH COORDINATOR OF VOLUNTEERS

Check One: ___ Fall ___ Winter ___ Spring ___ Summer Year: _____

Name: _____ Supervisor: _____

Assignment: _____ Bureau/Unit: _____

Please evaluate the Omaha Police Department Internship Program in the specified areas given the following scale and make any additional comments in the space provided:

- 1. Strongly Agree
 - 3. Neutral
 - 5. Strongly Disagree
- 2. Agree
 - 4. Disagree
 - 6. No Basis for Evaluation

My college training made me feel prepared for the internship. 1 2 3 4 5 6
Comments:

This internship fulfilled my expectations. 1 2 3 4 5 6
Comments:

The work performed during the internship was worthwhile. 1 2 3 4 5 6
Comments:

The work performed during the internship was challenging. 1 2 3 4 5 6
Comments:

My supervisor was easily accessible to me when I needed him/her. 1 2 3 4 5 6
Comments:

My supervisor made me feel like a professional during the internship. 1 2 3 4 5 6
Comments:

I developed skills that will be helpful in the future. 1 2 3 4 5 6

Comments:

I feel that my ability to professionally interact with others have increased. 1 2 3 4 5 6

Comments:

I feel the knowledge gained through this internship could not have been learned in a comparable time period in the classroom. 1 2 3 4 5 6

Comments:

I would say that the benefits of this internship outweigh the costs (time, money, etc.). 1 2 3 4 5 6

Comments:

This internship has been a positive educational experience. 1 2 3 4 5 6

Comments:

I would recommend this internship program to another student. 1 2 3 4 5 6

Comments:

What I liked MOST about the internship:

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

What I liked LEAST about the internship:

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

Please make any additional comments about the internship program and any suggestions for improvement:

D. _____ Quality of written work (documentation, reports, meeting notes, etc.)

Comments _____

E. _____ Professionalism (with peers, supervisors, other volunteers/interns, others)

Comments _____

F. _____ Integration of educational knowledge with practical application of the internship

Comments _____

G. _____ Attitude and initiative

Comments _____

H. _____ Ability to make decisions and judgments when problems arise

Comments _____

Completed Internship: **Satisfactorily** **Unsatisfactorily**

If you were to write a job recommendation for this student, what strengths would you mention?

In what areas could this student improve?

Signature of Supervisor/Serial No. _____ Date _____

OPD FORM 112G (03/97)