

HOQUIAM POLICE DEPARTMENT



**SENIOR VOLUNTEER
CRIME WATCH
PROGRAM**



**POLICY & PROCEDURE
MANUAL**

Effective November 27, 2007

HOQUIAM VOLUNTEER CRIME WATCH PROGRAM

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HOQUIAM VOLUNTEER CRIME WATCH PROGRAM

MISSION STATEMENT

Through community partnerships and problem solving, we take a unified stance against crime, violence, disorder and disregard for the law. With the budgetary support and cooperation of the citizens we serve, we help Hoquiam to be strong and self sufficient – because a strong community is a safe community.

CRIME WATCH is a volunteer-invested component of the department's unified stance against crime and disorder, providing non-enforcement assistance to citizens and visible public security within the community.

VOLUNTEER EXPECTATIONS

The department requires all members to subscribe to its ethical standard of conduct and to act in a reasonable, considerate and professional manner to fellow members and the public at all times. The department has adopted a Mission and Value Statement, as written by the department members. It is each volunteer's responsibility to read, understand, and uphold his or her role within the context of the department's Mission Statement and Agency Values/ Vision.

CRIME WATCH VALUES AND VISION STATEMENT

We, the members of the **CRIME WATCH**, fill a variety of roles, as we provide **CRIME WATCH** and related non-enforcement services to our communities. We recognize that trust and support are not automatically granted, but must be earned.

To achieve and maintain superior service we proudly commit ourselves to exercise and display the following values:

P.R.I.D.E.

PROFESSIONAL:

As professionals, we constantly strive to work with the community to solve problems and to be responsive to community needs and concerns. We commit ourselves to always act in a professional manner, bringing credit to our profession, our agency and ourselves. We work toward fulfilling the beliefs and ideals of ethical conduct for law enforcement personnel and are proud of our service to the community.

RESOURCEFUL:



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We show pride in our community by resourcefully assisting citizens with solving community problems by using the laws of the State of Washington and the Hoquiam Municipal Code, combined with creative and innovative methods. This resourcefulness extends to involving community members to assist in reaching the goals of the department and the community.

INTTEGRITY:

We pride ourselves on our integrity, being honest and truthful, and consistent in our beliefs and actions. We hold ourselves to the highest standards of moral and ethical conduct and strive to be role models for the community. We also pride ourselves in being open and subject to review of how we conduct our business. We thoroughly investigate complaints against our employees and our procedures. We make appropriate corrections and take proper action when we are wrong, and we also defend our employees and procedures when found to be correct.

DEPENDABILITY:

We pride ourselves on our dependability – to be there for the citizens of Hoquiam in their time of need, general complaint, or just as a helping hand. We place great value on human life and human dignity; therefore we give first priority to situations that threaten human life.

EXCELLENCE:

We pride ourselves in our goal of excellence. In our pursuit of excellence, we will respect and protect the rights of all citizens and hold ourselves to the highest standards of excellence within the law enforcement profession.

DEFINITION / STATUS

Members of **HPD CRIME WATCH** will be registered with the City of Hoquiam as Volunteers. Any U.S. Citizen who is at least 50 years old may apply to be a member of **CRIME WATCH**, provided they are of good moral character, free of felony conviction and crimes of moral turpitude, and successfully complete the application, background, and training process. Volunteers should be from the Hoquiam address area or have close direct ties to the community. A volunteer is a non-salaried individual who offers his/her services for a limited time, acting in a specific capacity willingly by one's own accord. In accordance to the provisions of this program, a volunteer has no salary, benefits or labor relation rights of a city employee and serves "at the will" of the chief of police. A volunteer can be placed in or removed from volunteer duties by the chief of police with or without cause.



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STRUCTURE

HPD CRIME WATCH operates under the control of The Hoquiam Police Department. All members of the **CRIME WATCH** are of equal rank. No hierarchy exists between individual members. As a group, we have the responsibility to suggest ideas to improve the operation of **CRIME WATCH**.

The coordinator or designee, as elected or appointed by the members with concurrence of the chief of police, shall preside over all **CRIME WATCH** meetings and be responsible for the administration of all business.

The coordinator or designee shall act as principle liaison between **HPD CRIME WATCH** and the Hoquiam Police Department. The coordinator or his/her designee shall appoint any committees as necessary.

COORDINATORS

The day-to-day operations of **CRIME WATCH** shall be organized and run by the coordinator or designee, who will have a specific area of responsibility and will be supported by all members. The designee will assist the primary coordinator in carrying out his or her duties when necessary, or act as the primary coordinator in his or her absence. The coordinator shall report to the chief of police or designee (sworn officer).

SECRETARY: The coordinator or designee shall be responsible for the maintenance of records, recording of minutes and preparing the monthly statistical reports for the department and the city of Hoquiam. The coordinator or his/her designee shall also ensure that time cards, logs and other forms are properly filled out and filed correctly, and that the office is stocked with the necessary forms and supplies. The coordinator or designee shall also track monthly **CRIME WATCH** vehicle mileage.

SCHEDULER: The coordinator or designee will be the person primarily responsible for ensuring that patrol or volunteer slots are filled in advance and will work with other **CRIME WATCH** members to schedule the necessary personnel needed to staff recruiting booths, special events and assignments. Duty assignments shall include, but are not limited to: crime prevention, residential and commercial security patrol, public education, home security



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inspections, community relations, clerical support, vehicle and equipment maintenance, special building and grounds maintenance or improvement projects, animal control assistance and other special details. Other duties may be added without revision to this section.

PERSONNEL: The coordinator or his/her designee will handle member complaints and grievances that do not involve allegations of wrong doing likely to result in criminal charges, or termination or suspension from **CRIME WATCH**. The coordinator or designee will also act in conjunction with the chief of police or designee to suggest and/ or implement solutions to personnel issues or problems.

INSURANCE: Labor and Industries volunteer worker Insurance coverage for **CRIME WATCH** volunteers will be provided by the City of Hoquiam. This coverage will be in effect only during the time the **CRIME WATCH** volunteer is engaged in an authorized department function.

RADIOS: The department will be responsible for the maintenance and repair of the unit and hand-held radios. An inspection will be conducted on the assigned **CRIME WATCH** equipment on a monthly basis. This information will then be forwarded to the coordinator or designee before the conclusion of the first week of each month.

VEHICLE: The department will be responsible for maintenance, regular fuel and repair of the **CRIME WATCH** vehicles. Cleaning will be the responsibility of the **CRIME WATCH** volunteers.

**RECRUITMENT/
TRAINING:** The coordinator or designee will be responsible for coordinating and implementing recruitment efforts, including assisting the chief of police or designee with the scheduling and coordinating of **CRIME WATCH** ride-along and necessary training classes.

CALL- OUTS: The coordinator or designee will be responsible for coordinating all call-outs; traffic control, crime scene, fingerprinting, etc. The coordinator or his/her designee shall ensure that **CRIME WATCH** personnel have needed equipment to perform their duties and maintain a current call-out list of qualified members to assist the department upon request.



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- EVENTS:** The coordinator or his/her designee will be responsible for coordinating and organizing all special events and assignments. The coordinator or his/her designee will work in conjunction with the department to organize and prepare for special assignments and events, such as participating in various civic activities, banquets, recruiting booths, public appearances, parades, etc.
- AWARDS:** The coordinator or designee will be responsible for organizing and implementing a volunteer awards program.
- REPORTS:** The coordinator or designee will gather updates from all **CRIME WATCH** members for inclusion in the Quarterly Report. The coordinator or designee shall then edit, publish and distribute the report to all **CRIME WATCH** members and the chief of police for distribution to the City Council, the media and other officials.
- MEDIA:** The coordinator or designee shall be responsible for interacting with the local media dealing with recruitment, advertising, and special profile events at the direction of the department. The coordinator or designee in this position shall not provide the media with news releases related to law enforcement cases related to criminal or non-criminal investigations. *All media releases or comments on behalf of the department must be approved in advance by the chief of police or designee*

Several areas of responsibility overlap each other. The use of task specific coordinators is designed to maximize the number of personnel working on a specific project. This system allows for the necessary duties to be performed without overwhelming a coordinator or designee. Committees and other special details may be assigned as needed by the coordinator and/or chief of police or designee.

For example, if a recruitment booth was needed at a certain civic function, the coordinator or designee would be in charge of getting the booth and needed materials together and organized. The coordinator or his/her designee would have a designated secondary person to assist if necessary.

RELATIONSHIPS / CHAIN OF COMMAND

The chief of police is the final authority on all matters regarding operational policy, procedure and personnel.



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The department will provide training and guidance to the program. A liaison officer will be assigned to coordinate and manage the program and to act as a liaison between **CRIME WATCH** coordinator and the chief of police.

All members of **CRIME WATCH**, including coordinator or designee, are of equal rank. No hierarchy exists between individual members. The **CRIME WATCH** program, acting in its official capacity, has the ability to make suggestions regarding policy and procedure. Individual **CRIME WATCH** members and coordinator/ designee do not.

The chain of command will be adhered to in all matters and operations regarding the program as follows:

- a. **CRIME WATCH** member;
- b. **CRIME WATCH** Coordinator or designee;
- c. Liaison Officer;
- d. Chief of Police

PERSONNEL / CONDUCT

CRIME WATCH members will behave in a professional manner at all times. They are to exercise common sense and good judgment when participating in the program. *They must avoid physical confrontation whenever possible. Physical arrest must be avoided, as volunteers have no police powers and shall not act in any sort of law enforcement capacity. Remember, our purpose is to observe and report.*

CRIME WATCH members will be responsible for their own acts and they shall not shift this burden to others. They will execute and complete any and all duties to which they have been assigned.

NO WEAPONS ARE AUTHORIZED for use or possession by any member of the program. Any member of the program that is found in possession of any weapon may be terminated immediately from the program. A pocket knife may be carried for utility purposes and shall not be used or considered to be a weapon.

No member of the **CRIME WATCH** will consume alcoholic beverages within a period of eight hours prior to reporting to duty. At no time shall a **CRIME WATCH** member drink an alcoholic beverage when on duty or in uniform.



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No department member is allowed to smoke or use tobacco products within a department vehicle, inside the police station/ city building, or smoke within 25 feet of any public entrance. **CRIME WATCH** members may otherwise smoke or use tobacco products, so long as it is not within the view of the public.

Prescribed medications that cause drowsiness or in any way hamper the member's safe performance of duty will not be used while in a duty status or in uniform.

Volunteers shall not use or divulge any information or records derived from any law enforcement source without prior approval from the department.

Public Relations- Volunteers must maintain proper relations with the public while performing their duties. Volunteers may not make statements to the press regarding **CRIME WATCH** activities without prior approval from the department. All inquiries from the press will be referred to a law enforcement officer or shift supervisor at the scene of the incident (or on-duty).

Chain of Command - Members shall respect and follow the Chain of Command as it applies within the organization and to the Hoquiam Police Department in general.

Report of Arrests - Any member who is arrested, detained or investigated for any crime or law enforcement related incident (or any situation which could cause public embarrassment to the department) shall submit ALL information relating to the details of the incident in writing to the chief of police. This shall be done within 24 hours of the incident or as soon as practically possible.

Damage or Loss of Property - Members shall not maliciously damage any equipment or property. Volunteers shall immediately report any damage or loss of city equipment to the shift supervisor on duty, followed in writing to the coordinator and chief of police.

Individual member responsibilities include, but are not limited to, the following:

- a. Proper execution of all assigned duties;
- b. Promoting positive community relations;
- c. Maintenance of discipline;
- d. Adherence to rules, regulations, and policies of the department and this manual;



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- e. Reporting through the chain of command any development that may affect the department and its operations, or may impact the general public;
- f. Proper care, control, and use of any departmental resources, equipment, materials or supplies.

GOOD STANDING REQUIREMENTS

- a. Volunteer a minimum of 8 hours of service to the **CRIME WATCH** per month unless on approved leave;
- b. Adhere to the **CRIME WATCH** Manual;
- c. Follow training guidelines- a volunteer who misses three consecutive meetings or training sessions without prior permission may be declared inactive. All applicable or required classroom or field training must be completed before specific duties or programs can be assigned;
- d. Conduct self in a professional manner with positive reflection on the department;
- e. Perform duties within scope of responsibilities as assigned and authorized.

ORDERS / LAWFULNESS / INSUBORDINATION

An order is an instruction, written or verbal, issued by a sworn officer or relayed through someone else from a sworn officer.

All orders, when issued by a sworn officer or liaison officer, are presumed to be lawful. All members of the program shall obey all lawful orders promptly and willingly.

The failure or deliberate refusal of any member to obey an order given by a sworn officer or liaison officer shall be deemed insubordination. Flouting the authority of any sworn officer or liaison officer by wanton disrespect, by disputing his or her order, or refusing to obey an order is also insubordination.

All members of the program shall refrain from public criticism or comment on orders they have received.



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A member whom has been given an order and subsequently given a second and potentially conflicting order, shall call this fact to the attention of the person giving the second order. The sworn officer or liaison officer giving the second order has the authority and responsibility to direct the sequence in which the orders shall be accomplished or otherwise resolve the conflict in the orders given.

DISCIPLINARY PROCEDURES & SEPERATION FROM SERVICE

The Hoquiam Police Department has developed this manual to outline the program operations as well as the expectations of its volunteers. These expectations are reasonable and explained to each volunteer through the issuance of this manual.

All related general orders, departmental policies, procedures or rules and regulations of the Hoquiam Police Department shall be presumed known and familiar to the **CRIME WATCH** member within 30 working days after issuance.

Any member of the program may be disciplined ranging from suspension through dismissal depending upon the gravity of the offense for any volunteer based on the following reasons, including but not limited to:

- a. Any violation of this Operations Manual;
- b. Any violation of any law related to law enforcement or the enforcement of those laws;
- c. Misconduct, including verbally or otherwise abusing, harassing, or sexually harassing any member of the department or any member of the community, or that which is harmful to the good order of the program or public standing of the department. Abusive or obscene language is not allowed while on duty.

At the discretion of the liaison officer or chief of police, a complete internal investigation will be conducted by the department (or outside agency on behalf of the department) regarding an alleged violation. The sole authority for dismissal from the program is the chief of police. Members of the program are volunteers who serve at the will of the chief of police. Members can be dismissed with or without cause at any time.

LEAVE OF ABSENCE

Any member of the program may request a leave of absence for a period of time (not to



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exceed six (6) months), provided that he or she is in good standing at the time of the request. The request is to be submitted in writing to the coordinator who will forward it with his recommendation to the chief of police via the liaison officer.

Upon being granted a leave of absence from the program, the member will be required to return all items of property issued by the department until such time as the member resumes his/her participation.

REINSTATEMENT

Reinstatement at the conclusion of an approved leave of absence or voluntary resignation may be granted by the chief of police in accordance with the following provisions:

- a. Successful update of background checks when appropriate;
- b. Update of missed required training;
- c. Other provisions as required by the chief of police for reinstatement from leave.

TRAINING

Initial training will be provided by the department, to include an overview of department policies, procedures and the goals of the program. Update or refresher training will be provided by the department as needed.

New members will receive the following training:

- a. A total of four (4) hours working with a current **CRIME WATCH** volunteer;
- b. A minimum twelve (12) hours of classroom or field training;
- c. Certification of First Aid /CPR training class;
- d. Completion of a defensive driving course.

PATROL



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While on duty or representing the program, members will be properly attired in department issued uniforms;

Members shall not to engage in activities while on duty that exceed their authority as volunteers in the **CRIME WATCH** program;

Members are to obey all laws and department policies at all times;

Members who operate a department or personal vehicle will be in possession of a valid Washington State Driver's License;

Members who use personal vehicles for program operations must have proof of current vehicle insurance. Members will not use personal vehicles for program operations without the prior approval of the chief of police or designee;

Members on patrol are to note any suspicious circumstances and report them to the department via radio or cell phone. While on patrol, members will advise the E911 dispatcher of any emergency situations requiring an immediate law, fire or aid response on CENLAW 2. Non urgent or routine matters should be called in to E911 Dispatch via cell phone or can be referred to an on-duty officer via the HPD channel, TAC3;

CRIME WATCH members will only transport citizens in the event of a wrecked or disabled vehicle, or when the member feels that that citizen remaining at his or her current location jeopardizes the safety of the citizen, or as requested by the shift officer or supervisor. If possible, the **CRIME WATCH** member will notify and have an officer respond to the location before making any citizen transports;

If the situation dictates immediate transportation, the volunteer may transport the citizen to a business or residence of the citizens choosing within the immediate vicinity of Hoquiam only. Prior to transport, the **CRIME WATCH** member will advise the E911 dispatcher (on CENLAW 2) of the sex, number of persons being transported, destination, and starting vehicle mileage;

Upon reaching the destination, the **CRIME WATCH** member will advise the E911 dispatcher (on CENLAW 2) of their arrival location/ address and the ending vehicle mileage;

Two **CRIME WATCH** members are required for any regular patrol assignment. At least two members must be in the patrol vehicle at all times. **CRIME WATCH** members (with the permission of the chief of police or designee) may complete special details or assignments with less than two members in the vehicle;



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Members unable to report for their scheduled shift will notify the **CRIME WATCH** coordinator or designee and their scheduled partner(s) so that other arrangements can be made to avoid the loss of the scheduled patrol shift.

VEHICLES

Safety belts will be worn at all times while the vehicle is in motion.

Patrol vehicles will be locked at all times when not in use.

Patrol vehicles shall not be operated off paved roadways unless directed for special assignment or function.

No one shall be allowed to smoke or use tobacco products inside a city vehicle.

All rules of the road will be adhered to at all times. At no time will a volunteer commit an intentional traffic infraction in an effort to observe or report any criminal offense.

Patrol vehicles will not be used for any purpose other than normally assigned duties, such as patrol, unless the department grants permission for a different use. The vehicle shall remain inside the city limits unless on a specific detail, task or assignment (other than to obtain fuel).

The volunteer riding as the passenger is expected to operate the police radio as needed.

No statements relating to an accident shall be made in the presence of persons involved in the accident, witnesses, the news media, or other citizens. The information should be given to the on-scene supervisor and/ or assigned officer investigating the accident.

Members will not operate the emergency lights of the patrol unit while responding to or from a call or traffic collision scene. The emergency lights will only be activated while the patrol unit is stationary and only when a caution warning is necessary for public safety (such as to warn traffic approaching an accident scene or when directing traffic).

DOCUMENTS DEFINED / REPORTS / LEGAL DOCUMENTS

All documents are deemed to be official records, accurate in detail, and the sole property of the department. Documents are defined as any form, report, memo or



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citation and computer files, whether they are completed or not. A document does not have to be on official letterhead or carry an official title to be an official record.

*No documents, reports, paperwork or data (written or electronic) shall be removed from the **CRIME WATCH** office or police station without the prior permission of the chief of police or designee.*

Volunteers are expressly prohibited from maintaining a personal home file based on information obtained during their work with the program.

The designated coordinator or designee shall maintain a complete and current roster of the members. The roster shall include the name, address and telephone numbers (home, work and cellular, and the Email address) and status of each volunteer.

Members conducting a **CRIME WATCH** patrol shall maintain a patrol log. Members will document their service time on the time cards provided in the **CRIME WATCH** office. The time card will be used to record and compute necessary information.

All volunteer hours spent in service to the **CRIME WATCH** program will be logged on the city provided time sheet. All time sheets are due in to the coordinator and department administrative assistant by no later than the last working day of each month.

CONFIDENTIALITY

ANY INFORMATION HEARD OR SEEN AT THE HOQUIAM POLICE STATION OR WHILE ON PATROL WILL BE CONSIDERED CONFIDENTIAL AND SHALL NOT BE DIVULGED OR DISCUSSED WITHOUT PRIOR APPROVAL OF THE CHIEF OF POLICE OR DESIGNEE. FAILURE TO MAINTAIN CONFIDENTIALITY AT ALL TIMES WILL RESULT IN IMMEDIATE DISMISSAL.

ATTIRE

Volunteers who are on duty must wear the approved volunteer uniform, unless other arrangements are approved by department. All members are responsible for the proper care and maintenance of uniform and assigned equipment. Uniforms shall remain clean, pressed, and provide a professional appearance.

The following items are purchased and issued by the department for each member:

1. Navy uniform pants;



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2. White “volunteer” uniform shirt with department shoulder patches;
3. Name tag;
4. Black uniform or dress belt;
5. A **CRIME WATCH** baseball cap;
6. Uniform jacket;
7. Traffic visibility vest.

The following items are required and will be purchased or supplied by each individual member:

1. Black uniform boots or black shoes;
2. Black socks;
3. White tee-shirt.

Volunteers working solely in the office shall also wear their uniforms; unless other attire is allowed by the chief of police or designee. If the uniform is not worn, the articles of clothing should be in good taste and condition, and appropriate for the office setting. Tank tops, beachwear, or similar garments, or clothing that is in ill repair, obscene or distasteful in nature is prohibited.

The department cannot be held responsible for loss or damage to personal equipment or attire.

IDENTIFICATION CARD

The identification card is the sole property of the department and shall be returned to the chief of police or designee upon his request, or upon the resignation or dismissal of the volunteer from the program. The identification card is valid until replaced or returned to the department. Identification cards shall be in possession during volunteer service and worn in plain view when conducting business in civilian attire on behalf of the organization or when in any city facility when not in full uniform.

No volunteer shall present his or her police identification card to gain special favor,



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gratuity, service or consideration in any situation or capacity. This includes gifts, merchandise, free meals or beverages, or anything else of value. Volunteers also are not allowed to use the police department identification card for special consideration in law enforcement situations (such as to get out of a ticket when stopped for a traffic violation while off-duty). Misuse of identification or affiliation with the police department may result in immediate dismissal.

MONTHLY TIME ACCOUNTING

Volunteers are required to complete their monthly time sheet prior to the last working day of each new month. The time sheet will account for all time donated to the **CRIME WATCH** program. The final time sheets shall be filed with the coordinator and then forwarded to the department's administrative assistant. All hours logged will be submitted to the city finance department for payment of Labor & Industries volunteer insurance coverage.

BULLETIN BOARDS AND TELEPHONES

All materials posted on a departmental bulletin board must have the approval of the **chief** of police or designee. Posted material may not be removed from a departmental bulletin board without approval of the coordinator. Calls made from the police station or on a department issued cellular phone shall be official calls only.

RIDE ALONG PROGRAM

Volunteers in good standing may ride along on regular patrol with a HPD officer in accordance with department policy. Volunteers must complete and present the required waivers to the patrol shift supervisor prior to the date of the ride along. Volunteers riding along will be appropriately dress in **CRIME WATCH UNIFORM**.

Citizens who have submitted an application to join the **CRIME WATCH** may be scheduled for a ride-a-long on a regular **CRIME WATCH** shift.

OFF-DUTY ENCOUNTERS WITH LAW ENFORCEMENT OFFICERS

When volunteers encounter a law enforcement officer who appears to be off duty or in civilian attire, they should not contact or recognize the officer until the officer recognizes the volunteer. This is to protect officers or detectives working in an undercover



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capacity.

At no time will a **CRIME WATCH** volunteer purport, imply or suggest that they are a sworn police officer to any person, including the public or to other law enforcement officers (who are on or off-duty).

COMPLAINTS BY THE PUBLIC

Complaints about **CRIME WATCH** operations or members shall be thoroughly and accurately investigated. Any person may file a complaint. Persons may either identify themselves or remain anonymous. A member who receives a complaint from the public must advise the coordinator and chief of police or designee of the complaint.

PUBLIC PRESENTATIONS

The chief of police or designee may authorize **CRIME WATCH** members to make public presentations or give interviews when the presentation is regarding the scope or aspects of the volunteer program or when addressing specific operations of the program. Members making public appearances shall refrain from releasing information, reports, photographs or other material regarding operation of the department or program, which is not public information or was not approved in advance by the chief of police or designee.

A **CRIME WATCH** member shall not attend meetings officially representing the program without first securing permission from the chief of police or designee.

All public presentation appearances should be made in the **CRIME WATCH** uniform. A public appearance may be made in other attire specific to the presentation with prior approval. Said attire shall be based on the type of presentation "i.e. Halloween, Safety, etc" audience and the reason for the appearance.



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Volunteer Acknowledgement

I, _____ have received a copy of the **HOQUIAM CRIME WATCH PROGRAM** Manual dated (November 27, 2007). I have read and reviewed the contents of the manual and have had an opportunity to clarify any language or sections with a supervisor if I had a question or concern. I agree to abide by the rules and regulations as outlined in this manual.

(Signature)

(Date)

PRINT NAME: _____

WITNESS SIGNATURE: _____