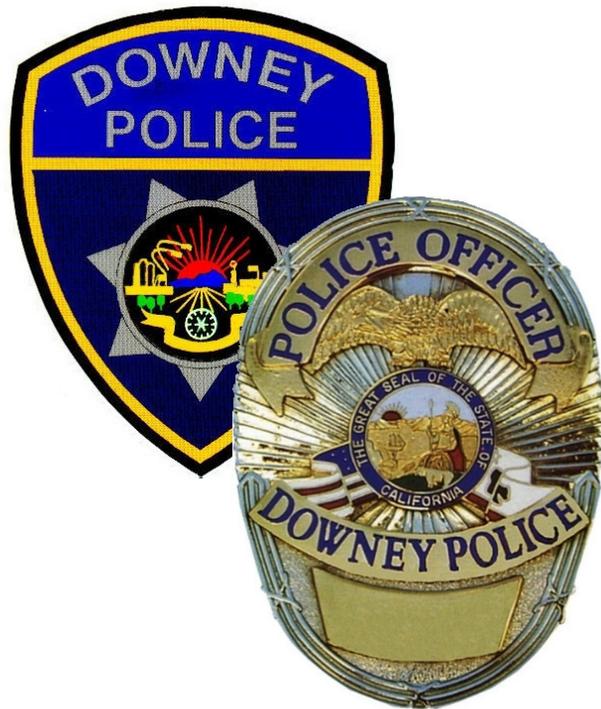


**DOWNEY POLICE DEPARTMENT**

# **Volunteer Field Training Manual**



**Our Community – Our Commitment**

## **INTRODUCTION**

### **OBJECTIVES AND PURPOSE OF THE FIELD TRAINING AND EVALUATION PROGRAM**

The overall quality and efficiency of a police department closely relates to the training received by its personnel. The Field Training and Evaluation Program is an integral portion of that training. This manual is designed to assist you during the Field Training Officer (FTO) Program. It should be read thoroughly to fully familiarize yourself with the information and knowledge contained within the manual.

The primary objective of the FTO Program is to produce a volunteer who can work in a safe, skillful, and professional manner. As a trainee, you will be exposed to a variety of other volunteers, City employees and field situations. You will work with different FTO's, each providing individual methods of handling calls for service, and have exposure to shift work with the events and conditions unique to each shift. The Program is designed to ensure that each trainee attains a high level of skill and professional behavior.

Good luck in your training endeavor.

## **EXPECTATIONS**

Downey Police Department Civilian Volunteers are expected to perform a variety of assignments in the station and in the field. Some of these include, but are not limited to; driving city vehicles, neighborhood patrols, conducting traffic control, foot patrol, assisting patrol officers, assisting at special events, assisting the public at the front desk reception area or in the Records Bureau, data entry, statistical reports and data compilation, and other miscellaneous tasks in and around the police station.

Civilian Volunteers are intended to be a highly visible representative of the Downey Police Department and available to the community to provide general assistance in a safe environment. While conducting neighborhood patrols, Civilian Volunteers are expected to observe and report suspected crimes from a safe distance. Volunteers should make every effort to avoid a confrontation during crimes in progress and call for assistance immediately. The safety of our Civilian Volunteers and all Downey Police employees is of paramount importance.

## **OPERATION OF THE FTO PROGRAM**

The FTO program consists of structured training. The trainee will be introduced to various City departments and personnel as well as City facilities.

During these training sessions, the trainees will be evaluated on their progress by means of the standardized evaluation guidelines used to evaluate the trainee's work performance and abilities. A trainee may have the training extended at any time if their performance is not at acceptable levels, and it appears that additional training will provide the necessary results. Conversely, a trainee showing no signs of significant improvement may be re-evaluated for the Program if it appears that additional training will not provide an acceptable level of performance. During the FTO Program, evaluations are given on a weekly basis.

## **DUTIES AND RESPONSIBILITIES OF THE TRAINEE**

The duties and responsibilities of the trainee are to learn by exposure and participation in field situations while being trained by the FTO. While going through the training phases, you are the junior partner to the FTO. It is obvious that the volunteer trainee is not as fully trained and prepared to handle the various situations as his/her FTO; for this reason, the FTO is in charge. The trainee must remember to follow all instructions and/or directions of the FTO, unless, of course, they are illegal or in direct violation of a supervisor's order or department policy. In that situation, supervisory assistance should be sought. As the training continues, the trainee will assume more job responsibility and handling of individual tasks and problem solving techniques.

The training officer is there to answer your questions and train you. If the FTO does not know the answer to a question, it will be researched and the FTO will return to you with an answer. Make the FTO aware of any problem areas you may have so that the FTO may assist you in these areas.

The trainee must follow the chain of command in all of his/her dealings with the Department. The trainee should keep his/her immediate supervisor informed of any problems he/she is encountering. The trainee should be familiar with the organization of the department and with the role, relationship, and individual responsibilities of each unit.

In addition to the responsibilities already mentioned, the trainee must remember that he/she is responsible to carry out all the functions of a volunteer. The trainee must be concerned with doing a proper job and maintaining a good appearance. Conduct both on and off duty must be exemplary.

The following are some guidelines for you to use during the Field Training and Evaluation Program as well as your police volunteer career:

### **1. ATTENDANCE**

- a. You should avoid unnecessary absences.

- b. You should always report to work or your work assignment on time. Be ready to start at the designated time. This means you are dressed, with all necessary equipment and a vehicle at the designated time.
- c. Your training time is extremely valuable and should not be missed.

## **2. CONDUCT**

- a. You should always conduct yourself in a professional manner, both on and off duty. Any activity you engage in not only reflects on you but the entire department.
- b. Engaging in potentially dangerous horseplay or situations that could result in injury or property damage will not be tolerated.
- c. When driving, you should abide by all traffic regulations.
- d. Unauthorized possession, loss, damage, or use of City property or property of others is not allowed.

## **3. APPEARANCE**

- a. You should always maintain good uniform appearance and personal grooming habits. A clean, neat appearance conveys a professional competent image. A sloppy, disheveled appearance will often project a non-professional, uncaring attitude.

## **4. PERFORMANCE**

- a. You should always apply yourself to your job duties or assignments to perform at the best of your ability to complete each task in an efficient, timely manner. If you have any questions, do not hesitate to ask for advice.

The following, which affect performance, are not allowed:

- (1) Sleeping on duty.
- (2) Careless workmanship, resulting in spoilage, damage or waste of materials.
- (3) Incompetence, inefficiency, or delay in performing and/or carrying out work assignments.
- (4) Concealing or attempting to conceal defective work.
- (5) Wrongful or unlawful exercise of authority on the part of any police volunteer for malicious purposes or personal gain.

- (6) Knowingly making false or malicious statements with intent to harm the official standing of the department or any member of the Department. Disparaging or discriminatory comments concerning other people is not allowed.
- (7) Falsification of records or misleading statements or entries in any documentation.
- (8) Requesting any rewards, fees, gifts, or any gratuity from any person or business for service incident to the performance of your duties.
- (9) Solicitations, speeches, or distribution of campaign literature, (except as authorized by law), or any political activities or petition process.
- (10) Violation of any Department policy, procedure, or order.

**5. SAFETY**

You are to observe all posted rules, signs, and written or oral safety instructions while on duty and/or within any City facilities.

**6. DISSEMINATION OF INFORMATION**

Volunteers shall treat the official business of the Department as confidential. Information regarding official business shall be disseminated only to those for whom it is intended, in accordance with established Departmental procedures. Volunteers may remove or copy official records or reports only in accordance with established Departmental procedures. Employees shall not divulge the identity of persons giving confidential information.

**7. INTOXICATION**

a. Alcohol and drug use.

- (1) Volunteers shall not consume intoxicating beverages or drugs while in uniform or on duty.
- (2) Volunteers shall not appear for duty, or be on duty, while under the influence of intoxicants to any degree whatsoever, or with an odor of intoxicants on their breath.

## FIELD TRAINING PROGRAM

### STANDARDIZED EVALUATION GUIDELINES

The following definitions are to be used when rating a trainee's performance in each of the performance categories. It is through the use of guidelines that program standardization and rating consistency is achieved.

#### PERFORMANCE

1. **DRIVING SKILL: NORMAL CONDITIONS** – Evaluates the trainee's skill in the operation of department vehicles under normal and routine driving conditions.

Unacceptable – Frequently violates traffic laws. Involved in chargeable accidents. Fails to maintain control of vehicle or displays poor manipulative skills in vehicle operation. Drives too fast or too slow for conditions.

Acceptable – Obeys all traffic laws. Maintains control of the vehicle while being alert to activity outside of the vehicle. Drives defensively.

Superior – Sets an example for lawful, courteous driving. Maintains complete control of the vehicle while operating radio, checking hot sheet, etc.

2. **ORIENTATION/RESPONSE TIME: USE OF MAP** – Evaluates the trainee's awareness of surroundings, ability to find locations, and ability to arrive at destination within an acceptable amount of time.

Unacceptable – Unaware of location on patrol. Does not properly use map book. Unable to relate location to destination. Gets lost. Spends too much time getting to destination.

Acceptable – Is aware of location while on patrol. Properly uses map book. Can relate location to destination. Arrives within reasonable amount of time using the most practical route to reach destination.

Superior – Remembers locations from previous visits and seldom needs map book. Is aware of shortcuts and utilizes them to save time. High level of orientation to the beat and the community.

3. **FIELD PERFORMANCE: NON-STRESS CONDITIONS** – Evaluates the trainee's ability to perform routine, non-stress police activities.

Unacceptable – Becomes confused and disoriented when confronted with routine, non-stress tasks. Does not or cannot complete tasks. Unable to determine the appropriate course of action or avoids taking action.

Acceptable – Properly assesses aspects of routine situations, determines appropriate action, and takes same.

Superior - Properly assesses aspects of routine situations, including the more unusual and/or complex ones. Quickly determines appropriate course of action and takes same.

**4. FIELD PERFORMANCE – STRESS CONDITIONS** – Evaluates the trainee’s ability to perform in moderate to high stress conditions.

Unacceptable – Becomes emotional, panic stricken, unable to function. Holds back, loses temper, or displays cowardice. Over/under reacts.

Acceptable – Maintains calm and self-control in most situations. Determines proper course of action and takes it. Does not allow a situation to further deteriorate.

Superior – Maintains calm and self-control in even the most extreme situations. Quickly restores control of the situation and takes command. Determines best course of action and takes it.

**5. SAFETY – GENERAL** – Evaluate the trainee’s ability to perform volunteer tasks without injuring self or others and without exposing self or others to unreasonable danger or risk.

Unacceptable – Fails to follow acceptable safety procedures. Fails to exercise safety precautions including but not limited to:

- a. Fails to use illumination when necessary or uses it improperly
- b. Fails to properly maintain personal safety equipment
- c. Does not anticipate potentially dangerous situations
- d. Stands too close to passing vehicular traffic
- e. Stands in front of door when making contact with occupants
- f. Fails to cover other volunteers or maintain awareness of their activities

Acceptable – Follows acceptable safety procedures. Understands and applies them.

Superior – Always works safely. Foresees dangerous situations and prepares for them. Keeps partner informed and determines best position for self and partner. Is not overconfident. Serves as an safety model for others.

**6. CONTROL OF CONFLICT – VOICE COMMANDS** – Evaluates the trainee’s ability to gain and maintain control of situations through verbal command and instruction.

Unacceptable – Speaks too softly or timidly, speaks too loudly, confuses or angers listener by what is said and/or how it is said. Speaks when inappropriate. Unable to use a confident/commanding tone of voice.

Acceptable – Speaks with authority in a calm, clear voice. Proper selection of words and knowledge of how and when to use them. Commands usually result in compliance.

Superior – Completely controls situations with voice tone, word selection, inflection, and command bearing. Restores order in even the most trying situation through voice and language usage,

- 7. PROBLEM SOLVING/DECISION MAKING** – Evaluates the trainee’s performance in terms of ability to perceive problems accurately, form valid conclusions, arrive at sound judgments, and make proper decisions.

Unacceptable – Acts without thought or good reason. Indecisive or unable to reason through a problem and come to a conclusion. Cannot recall previous solutions and apply them in similar situations.

Acceptable – Able to reason through a problem and come to an acceptable conclusion in routine situations. Makes reasonable decisions based on information available. Perceives situations as they really are. Makes decisions without assistance.

Superior – Able to reason through even the most complex situations and reach appropriate conclusions. Has excellent perception. Anticipates problems and prepares resolutions in advance. Relates past solutions to present situations.

- 8. PROBLEM SOLVING TECHNIQUES** – Evaluates the trainee’s ability to recognize problems and generate possible situations.

Unacceptable – Avoids problems. Demonstrates a failure to understand problem-solving techniques by not using them or not applying them effectively. Fails to ask the right questions. Is unable to choose alternative solutions. Does not assess a proper or effective response to the problem.

Acceptable – Is capable of explaining what a problem-solving model is. Generates proper questions designed to identify problem. Generally able to choose a solution. Analyzes response for further action.

Superior – Identifies root causes of problems, not just symptoms. Selects workable solution. Properly assesses response and plans for follow-up.

- 9. ROUTINE FORMS: ACCURACY/COMPLETENESS** – Evaluates the trainee’s ability to properly utilize departmental forms.

Unacceptable – Is unaware that a form must be completed and/or is unable to complete the proper form for the given situation. Forms are incomplete, inaccurate, or improperly used.

Acceptable – Knows of the commonly used forms, consistently makes accurate form selection, and understand their use. Completes them with accuracy and thoroughness.

Superior – Rapidly completes detailed forms without assistance. Displays high degree of accuracy in form completion.

**10. COMMUNICATIONS – USE OF CODES/PROCEDURE** – Evaluates the trainee’s use of communications equipment in accordance with department policy and procedure.

Unacceptable – Violates policy concerning use of communications equipment. Does not follow procedures or follows wrong procedures. Does not understand or use proper codes/language.

Acceptable – Follows policy and accepted procedures. Has good working knowledge of most often used code sections/language.

Superior – Always follows proper procedure. Adheres to policy in every instance. Has superior working knowledge of all codes/language and applies that knowledge when using communication equipment.

**11. RADIO: LISTENS AND COMPREHENDS** – Evaluates the trainee’s ability to pay attention to radio traffic and to understand the information transmitted.

Unacceptable – Repeatedly misses own call sign and is unaware of radio traffic. Requires dispatcher to repeat radio transmissions or does not accurately comprehend transmission.

Acceptable – Copies own radio transmissions and is normally aware of radio traffic directed to adjoining beats.

Superior – Is aware of own traffic and what is occurring throughout the service area. Recalls previous transmissions and uses that information to advantage.

**12. RADIO: ARTICULATION OF TRANSMISSIONS** – Evaluates the trainee’s ability to communicate with others via the telecommunications network.

Unacceptable – Does not pre-plan transmissions. Over/under modulates. Improperly uses microphone. Speaks too rapidly or too slowly.

Acceptable – Uses proper procedure with clear, concise and complete transmissions. Few complaints from communication center re: articulation skill.

Superior – Transmits clearly, calmly, concisely, and completely in even the most stressful situations. Transmissions are well thought out and do not have to be repeated.

- 13. MDC: USE/COMPREHENSION/ARTICULATION** – Evaluates the trainee’s ability to operate the terminal and receive and send clear communications via MDT.

Unacceptable – Does not understand dispatch and/or message formats. Does not recognize messages addressed to her/her unit. Fails to properly update the status of the unit. Is unfamiliar with formats necessary for routine operation and inquiries. Is unable to compose understandable text. Does not recognize volunteer safety issues involved in dispatch calls. Violates FCC regulations and/or department policy.

Acceptable – Understands the operation and formats required for all function and status keys. Can communicate by administrative message. Understands message, dispatch, and database formats used. Properly updates status. Readily recognizes volunteer safety issues involved in the disposition of calls. Clear and brief in transmissions. Adheres to FCC regulations and department policy.

Superior – Consistently recalls dispatch information without running summaries. Can make rarely used free format inquiries from memory. Understands CAD, MDC, and CLETS error messages. Proficient in use of all function keys.

- 14. KNOWLEDGE OF DEPARTMENT POLICIES AND PROCEDURES** – Reflected in Field Performance

Unacceptable – Fails to display knowledge of department policies, regulations and/or procedures, or violates same.

Acceptable – Familiar with most commonly applied department policies, regulations, procedures and complies with same.

Superior – Has an excellent working knowledge of department policies, regulations, procedures, including those less known and seldom used.

- 15. ACCEPTANCE OF FEEDBACK** – Evaluates the way the trainee accepts criticism and how that feedback is used to further learning and improve performance.

Unacceptable – Rationalizes mistakes. Denies that errors were made. Is argumentative. Refuses to, or does not attempt to make corrections. Considers criticism a personal attack.

Acceptable – Accepts criticism in a positive manner and applies it to improve performance and further learning.

Superior – Actively solicits feedback in order to further learn and improve performance. Does not argue or blame other persons or things for errors.

- 16. ATTITUDE TOWARD VOLUNTEER WORK** – Evaluates the trainee in terms of personal motivation, goals and his/her acceptance of the responsibilities.

Unacceptable – Uses position to boost ego. Abuses authority. Demonstrates little dedication to the principles of the profession. Is disinterested. Lacks motivation and does not attempt to improve performance.

Acceptable – Demonstrates an active interest in their volunteer responsibilities.

Superior – Actively solicits assistance from others to increase knowledge and improve skills. Demonstrates concern for the fair and equitable enforcement of the law, maintaining high ideals in terms of professional responsibilities.

- 17. RELATIONSHIPS WITH OTHER DEPARTMENT MEMBERS** – Evaluates the trainee’s ability to effectively interact with other Department members of various ranks and in various capacities.

Unacceptable – Patronizes FTO/superiors/peers or is antagonistic toward them. Gossips. Is insubordinate, argumentative, and/or sarcastic. Resists instruction. Considers himself/herself superior. Belittles others. Is not a “team player.” Relies on others to carry his/her share of the work.

Acceptable – Adheres to the chain of command and accepts his/her role in the organization. Good FTO, superior, and peer relationships. Accepted as a member of the group.

Superior – Is at ease in contact with all members of the organization while displaying proper consideration for their position. Understands superiors’ responsibilities and respects their position. Peer group leader. Actively assists others.

- 18. INTEGRITY/ETHICS** – Evaluates the manner in which the trainee understands, accepts, and employs his/her own integrity and ethics.

Unacceptable – Accepts and employs a standard of mediocrity. Has no sense of accountability and/or responsibility to department or community.

Acceptable – Demonstrates ability to build/maintain public trust through honesty, community awareness and professionalism. Able to resolve ethical situations through prior planning and decision-making.

Superior – Consistently demonstrates high degree of internal strength, courage, and character. Models responsibility of service and enhances public trust.

19. **COMMUNITY ORGANIZING** – Evaluates the manner in which the trainee assists members of the community in handling issues.

Unacceptable – Does not know the resources available to the community for problem-solving.

Acceptable – Provides the community lists of available resources.

Superior – Makes time to attend crime watch programs and other neighborhood watch programs activities.

20. **LEADERSHIP** – Evaluates the trainee’s ability to exercise influence among people using ethical values and goals for an intended change.

Unacceptable – Does not demonstrate strength of character by appropriate use of command presence. Does not prevent/reduce conflict. Fails to show empathy.

Acceptable – Understands difference between influence and authority. Provides expected level of competency to the community through effective collaboration, communication/mediation, and compassion.

Superior – Will not rationalize to compromise integrity. Has the courage to be flexible and employ discretion. Consistently demonstrates trust, respect, and genuineness.

21. **APPEARANCE** – Evaluates physical appearance, dress, demeanor, and equipment.

Unacceptable – Fails to present a professional image. Uniform fits poorly or is improperly worn or wrinkled. Hair not groomed and/or in violation of volunteer regulations. Dirty shoes, weapon, and/or equipment. Equipment is missing or inoperative. Offensive body odor and/or breath.

Acceptable – Uniform neat, clean. Uniform fits and is properly worn. Weapon, leather, equipment are clean and operative. Hair within regulations. Shoes and brass are shined.

Superior – Uniform is neat, clean and tailored. Leather gear is shined. Shoes are polished. Displays command presence.

**FIELD TRAINING AND EVALUATION PROGRAM  
IN-SERVICE TRAINING GUIDES**

The following Training Guides have been put together to provide a progressive and structure training/learning process for the volunteer.

It is impossible to write down everything a volunteer should know in a condensed form. In addition to the Volunteer Manual, various codes, or any other training materials, these guides are designed to cover the major areas of learning. The trainee and the FTO are expected to bring up additional codes and hypothetical situations and their solutions for study during this training period.

Each area of the training guides will be covered with your FTO's. The FTO who provides the review of the training material shall clearly initial and date when the review took place and, if applicable, when it was performed. The trainee will also date and initial when the training took place. At the end of the Field Training and Evaluation Program the training guides will be forwarded to the Program Coordinator via the last FTO to be placed in your training file.

**FIELD TRAINING AND EVALUATION PROGRAM  
IN-SERVICE TRAINING GUIDES**

**1. VEHICLE CODE**

- 22500 Prohibited Stopping, Standing, or Parking
- 22502 Parking more than 18 inches from curb; wrong side of street
- 22514 Parking by fire hydrants
- 4000A Registration Required
- 4454A Registration Card
- 5200 Display of license plates
- 5204 Tabs

	INSTRUCTED		COMPETENCY DEMONSTRATED		How Demonstrated? <input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test	REMEDIED		How Remediated? <input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test
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Trainee								
Comments:								Case/Report No.:

**2. EQUIPMENT/VEHICLE CHECK OUT PROCEDURES**

A. The trainee shall explain the purposes of a vehicle inspection prior to driving. These shall minimally include:

1. Prevention of accidents
2. Promotion of operational efficiency
3. Reduction of maintenance and repair costs
4. Location of contraband, evidence, or property

	INSTRUCTED		COMPETENCY DEMONSTRATED		How Demonstrated? <input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test	REMEDIED		How Remediated? <input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test
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B. The trainee shall point out the location and describe the use of the following:

1. Rear door locks
2. Trunk and hood release
3. Emergency lights and siren switches
4. Flares
5. First aid equipment
6. Radio
7. Fire extinguisher
8. Crime scene tape

	INSTRUCTED		COMPETENCY DEMONSTRATED		How Demonstrated? <input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test	REMEDIED		How Remediated? <input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test
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Comments:								Case/Report No.:

C. The trainee shall explain agency policy regarding proper maintenance of the police vehicle. This shall minimally include:

1. The procedure for regular maintenance and service of patrol vehicles
2. The procedure for turning in a damaged or mechanically deficient vehicle for repair
3. The proper documentation to be completed

	INSTRUCTED		COMPETENCY DEMONSTRATED		How Demonstrated? <input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test	REMEDIED		How Remediated? <input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test
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D. The trainee shall conduct a vehicle pre-shift inspection, to include:

1. Visual check of vehicle exterior for damage and the tires for wear and proper inflation
2. An inspection of the trunk for the spare tire and required equipment
3. An operations check of the vehicle equipment (lights, horn, etc.) and the emergency equipment (light bar, siren, public address system, etc.)
4. An inspection of vehicle interior that includes checking behind the sun visors, in the glove box, and beneath the seats for contraband, evidence, property, or items left from a previous shift.

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### 3. OTHER PROCEDURES

E. City Yard: How to pump gas, check oil, etc.

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**4. CITY ORIENTATION**

- A. City Beats – Areas
- B. N/S/E/W directional landmarks
- C. Odd/Even sides of streets - progression of block numbers
- D. Cities main or arterial routes

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**5. RESPONSE CODES**

- A. Code 1 - Acknowledge or answer now.
- B. Code 2 - Does not exist
- C. Code 3 - Does not apply to Volunteer vehicle use. Demonstrate knowledge of Code 3 driving hazards to avoid a possible collision with other emergency vehicles.
- D. Code 4 - No further assistance required.

	INSTRUCTED		COMPETENCY DEMONSTRATED		How Demonstrated? <input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test	REMEDIATED		How Remediated? <input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test
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**6. RADIO – Usage/Frequencies**

- A. Treat the radio with care as it may save your life or an officer's life.
- B. Check the radio to ensure it is functioning properly. If problems are observed, make out a repair order. Be sure the radio transmits properly by signing on prior to leaving the station parking lot.
- C. Call signs
- D. When using the microphone, talk in a normal tone and volume. Keep the microphone two to six inches from your mouth when transmitting.
- E. Keep the microphone where it belongs, on its hanger, to prevent damage or blockage of airways by an unintentionally keyed microphone, not to mention the possible embarrassment.

- F. Be sure a fresh, charged battery is attached to your portable radio when it is checked out. The portable should be worn on your duty belt while on duty.
- G. Make sure you are operating on your assigned channel.
- H. Sometimes you may be unable to transmit or receive properly due to topographical problems or an intervening structure. If a dead spot is experienced, move and transmit again. Often, moving just a few feet will eliminate the problem.
- I. Common sense and courtesy, as well as a strict adherence to a set of procedures, are vitally important to the radio system.
- J. Listen before transmitting.
- K. Think before you key the mike to speak. Outline what you are going to say before the mike is keyed.
- L. Keep the message as brief as clarity will allow.
- M. Absolutely no profanity is allowed. FCC regulations make violators liable up to \$10,000 and/or one year imprisonment.
- N. Advise and obtain clearance to go ahead before transmitting messages of any great length, such as suspect descriptions.
- O. Whenever transmitting a message of great length, unkey the mike, break at natural intervals so that a unit that may have emergency traffic can get through.
- P. Wait your turn. If the message is important, ask for the clearance.
- Q. Speak slowly and distinctly. Remember the message must be written down by the dispatcher or other units.
- R. Use the phonetic alphabet, when necessary, to identify letters that sound similar.
- S. Discuss frequencies, utilization (Ch.-1 and Ch.-2.) and the limitations of Ch.2
- T. To avoid unnecessary use of the police radio, telephone communication is preferred for all non-emergent communication by Police Volunteers.

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Trainee								
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**7. RADIO BROADCASTS**

A. The trainee shall be able to explain the minimum information needed to properly provide a crime broadcast via the radio. This information shall minimally include:

1. Time and location of the incident
2. Type of incident and number of suspects
3. Complete known description of suspect(s)
4. Loss
5. Weapons used
6. Vehicles used
7. Directions of flight
8. If you are not familiar with codes, use plain English

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Trainee								
Comments:								Case/Report No.:

**8. INFORMATION SYSTEMS/TELECOMMUNICATIONS**

Downey Police Volunteers do not have access to CLETS. There may be times when a trainee will be asked to make an inquiry to the CLETS system through dispatch or other personnel. The trainee shall give examples where inquiries into a law enforcement information systems would be necessary. These may include:

A. To verify the validity of a vehicle registration.

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Trainee								
Comments:								Case/Report No.:

**9. ROUTINE MATTERS**

- A. How to check in and out of service.
- B. How to furnish information to citizens and where to get information if you do not know the answer.
- C. How to report damaged public utility facilities and equipment streetlights, signal lights, night-lights, defective sidewalks, streets, etc. In most cases, these matters can be handled with a telephone call to avoid unnecessary radio broadcast time.
- D. How to observe and handle unhealthy conditions:
  - 1. Dead or disabled animals
  - 2. Improper garbage or debris disposal
  - 3. Fire hazards
  - 4. Health and safety hazards

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**10. PATROL VEHICLE OPERATION SAFETY**

- A. The trainee shall review and explain agency policy on approved driving techniques, including:
  - 1. Backing
  - 2. Parking
  - 3. Right-of-way violations
  - 4. Passing
  - 5. Excessive speed
  - 6. Seat belt usage
  - 7. Use of cell phone, MDC, or other electronic devices while driving

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B. The trainee shall discuss the factors which influence the overall stopping distance of a vehicle, including:

1. Driver condition
2. Vehicle condition
3. Environmental conditions, including road surfaces
4. Vehicle speed
5. Reaction time and distance
6. Braking distance

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C. The trainee shall identify driver attitudes that can contribute to the occurrence of traffic accidents, including:

1. Over-confidence
2. Impatience (including "road rage")
3. Self-righteousness

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D. The trainee shall discuss the effects of driver fatigue, including:

1. Lower visual efficiency
2. Slower reaction time

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**11. LEADERSHIP**

A. The trainee shall illustrate through explanation or example how each of the following leadership competencies can affect his/her skills and abilities as a volunteer:

1. Integrity
2. Credibility
3. Trust
4. Discretion
5. Duty
6. Loyalty
7. Honesty

B. The trainee shall assess and explain his/her leadership role within the Department with clear consideration of the organization’s vision, mission, and value statement.

1. Review mission
2. Work environment characteristics

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**12. PATROL PROCEDURES**

- A. Use of vehicles:
  1. Driving and parking on patrol.
- B. Driving and parking in emergencies.
  1. What constitutes an emergency?
  2. Efficient driving and parking habits.
- C. Use of yellow “hazard” light bar
- D. Use of yellow traffic control vests
- E. How to approach the scene on foot -- both routine and emergency responses.
- F. How to request assistance and the necessity of giving directions and update the situation.
- G. Answering fire calls. How to proceed when assigned.
  1. Speed of approach
  2. Where to park, mindful of fire hydrants
  3. Traffic control
  4. Guarding fire equipment

H. The trainee shall explain the importance of positive daily personal contact with citizens.

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A. The trainee shall identify factors to be considered in becoming familiar with the community:

1. General population information
2. Appropriate geographic information
3. Recent criminal activity
4. Specific factors that may influence patrol functions (i.e., location of emergency hospitals, high-crime areas, etc.)

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Trainee								
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J. The trainee shall identify those locations and/or situations that exist in a "patrol area" that warrant frequent checks.

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Trainee								
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K. The trainee shall be aware of areas where frequent parking violations disrupt the flow of traffic during peak commuting hours. (i.e. Florence Ave., Telegraph Rd., etc.)

1. No parking certain hours
2. Tow-Away zones
3. Reporting via phone to dispatch

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L. The trainee shall explain and demonstrate what a volunteer on patrol should be looking for:

1. Broken glass
2. Open doors and windows
3. Suspicious vehicles or persons
4. Traffic or pedestrian hazards
5. Unusual sounds

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M. The trainee shall identify ways to determine if a parked vehicle has been recently operated.

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### 13. SAFETY

A. The trainee shall explain and demonstrate safe contact with members of the public to include:

1. Knowing your location at all times
2. Be aware of your surroundings
3. Updating dispatch on your status as needed
4. Be aware of hand movement

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### 14. VEHICLE COLLISIONS

A. The trainee shall explain the primary duties of a volunteer at any traffic accident scene, including:

1. Determining injuries and need for emergency first aid treatment
2. Protecting the scene, including persons and property involved
3. Appropriate use of flares
4. Ascertaining the need for medical assistance

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## 15. HAZARDOUS MATERIALS

A. The trainee shall explain responsibilities and considerations of a first responder to a hazardous materials incident, including:

1. Recognition
2. Safety / Isolation / Area containment / Wind Direction
3. Notification to proper agencies
4. Basic first responder limitations

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## 16. ETHICS

A. The trainee shall identify law enforcement ethical standards (Law Enforcement Code of Ethics) and explain or demonstrate how they apply to ethical decision-making.

B. The Trainee shall illustrate, through explanation or example, the following aspects of ethical conduct:

1. A volunteer shall not engage in any conduct or activities on or off duty that reflect discredit on the volunteer, bring the department into disrepute, or impair its efficient and effective operation.
2. A volunteer shall conduct himself or herself in a manner that will foster cooperation among members of the department, showing respect, courtesy, and professionalism in their dealings with one another.
3. Volunteers shall not use language or engage in acts that demean, harass, or intimidate another.
4. Volunteers shall conduct themselves toward the public in a civil and professional manner that implies a service orientation and that will foster public respect and cooperation.
5. Volunteers shall treat violators with respect and courtesy, guard against employing an officious or overbearing attitude or language that may belittle, ridicule, or intimidate the individual, or act in a manner that unnecessarily delays the performance of duty.

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- C. The trainee shall identify and discuss problems associated with some common ethical decisions.
1. Non-enforcement of specific laws by personal choice.
  2. Acceptance of gratuities.

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Trainee								
Comments:								Case/Report No.:

- D. The trainee shall identify the potential consequences of inappropriate discretionary decision making, including:
1. Death or injury
  2. Additional crime
  3. Civil and vicarious liability
  4. Discipline
  5. Embarrassment to department
  6. Relationship with the community

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E. Review Administrative Regulation 425 (AR-425) – Hostile Work Environment (See attached documents)

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Trainee								
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F. The trainee shall recognize his/her responsibility to intervene to stop offenses (unlawful/unethical acts) by other volunteers in order to maintain or restore professional control over a given situation or to improve the professional quality of future interactions.

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Trainee								
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**17. NEWS MEDIA RELATIONS**

- A. The trainee shall discuss this department’s practice as to who may release information to the news media and the notification procedures utilized.
- B. Volunteers shall never provide statements to the news media regarding Department business unless directed by a Watch Commander.

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Trainee								
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## **18. EXPLOSIVE DEVICES**

### A. General

Every bomb threat, or report of an explosive device must be taken seriously. You must assume that a real bomb is present, until proven differently.

**NOTE:** DO NOT TRANSMIT OVER YOUR RADIO IN THE IMMEDIATE AREA THAT IS TO BE SEARCHED. USE A TELEPHONE, OR LEAVE THE IMMEDIATE AREA TO USE YOUR RADIO, NOTIFY DISPATCH OF THE CIRCUMSTANCES AND REQUEST A SUPERVISOR TO RESPOND.

## **19. COMMUNITY RELATIONS/PROFESSIONAL DEMEANOR**

A. The trainee shall identify verbal factors which could contribute to a negative response from the public, including:

1. Profanity
2. Derogatory language
3. Ethnically offensive terminology

B. The trainee shall identify non-verbal factors which could contribute to a negative response from the public, including:

1. Officious and disrespectful attitude
2. Improper use of body language
3. Improper cultural response

C. The trainee shall discuss why it may be beneficial to explain the reasons for actions taken to inquiring citizens.

D. The trainee shall assess and explain ways in which he/she can increase the trust of the community he/she serves.

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## 20. CULTURAL DIVERSITY

The trainee shall explain how the culture of the community can have an effect on the communities relationship with his/her agency.

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The trainee shall identify cultural motivations and biases that may affect professional ethics and the law.

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The trainee shall assess and explain ways in which he/she can increase the trust of the community he/she serves.

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## COMMUNITY ORIENTED POLICING AND PROBLEM SOLVING

Crime, violence, drugs, gang warfare and burgeoning prison populations continue to drain community, state and national resources. It has become clear that police agencies alone, employing traditional law enforcement methods, cannot turn this side. We need an approach that addresses the causes of crime, encourages community participation and makes better use of existing resources.

**COMMUNITY ORIENTED POLICING AND PROBLEM SOLVING (COPPS)** is a philosophy, a management style and organizational design that promotes police-community partnerships and proactive problem-solving strategies.

1. COPPS Philosophy – It reassesses who is responsible for public safety and redefines the roles and relationships between the police and the community to require shared ownership, shared decision making and shared accountability.
  - a. Requires a sustained commitment from the police and the community to develop long-term and proactive programs and strategies that address the underlying conditions causing community problems.
  
2. The trainee shall demonstrate the ability to communicate with any segment of the public in such a way as to enhance service and community attitudes toward the police. This can be demonstrated through:
  - a. Community contacts
  - b. Business contacts
  - c. Community involvement
  - d. Positive role modeling
  - e. Mentoring

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Comments:								Case/Report No.:

3. The FTO shall discuss how COPPS is utilized through geographical or public service area policing.
4. The trainee shall describe the advantages of working with the community to find solutions to problems related to community safety and quality of life issues.

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### TACTICAL COMMUNICATION/CONFLICT RESOLUTION

1. The trainee shall discuss how tactical communication involves both professional demeanor and words (verbal and non-verbal cues).
2. The trainee shall identify the benefits of tactical communication including:
  - a. Enhanced safety (reduces likelihood of confrontation)
  - b. Enhanced professionalism (decreased citizen complaints/civil liability/stress)
3. The trainee shall demonstrate the ability to perform in a calm, professional demeanor while deescalating hostilities or conflicts.

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## RADIO CODES

### PHONETIC ALPHABET

A	ADAM	N	NORA
B	BOY	O	OCEAN
C	CHARLES	P	PAUL
D	DAVID	Q	QUEEN
E	EDWARD	R	ROBERT
F	FRANK	S	SAM
G	GEORGE	T	TOM
H	HENRY	U	UNION
I	IDA	V	VICTOR
J	JOHN	W	WILLIAM
K	KING	X	X-RAY
L	LINCOLN	Y	YOUNG
M	MARY	Z	ZEBRA

## CODES

Code 1	Acknowledge receipt of message
Code 3	Emergency, use red light - siren
Code 4	No further assistance needed
Code 5	Stake out
Code 6	Out for investigation
Code 7	Lunch break
Code 9	Only unit available for call
10-1	Your transmissions are unreadable
10-2	Your transmissions are clear
10-4	Okay
10-5	Relay
10-6	Busy
10-7	Out-of-service
10-8	In service
10-9	Repeat your last transmission
10-10	Out-of-service, subject to call
10-11	Dispatching too rapidly
10-12	Visitor
10-13	Advise weather and road conditions
10-14	Special detail
10-15	Prisoner in custody
10-19	Return to station
10-20	What is your location?
10-21	Call by telephone
10-22	Disregard last transmission
10-23	Stand by
10-27	Any answer on my request?
10-28	Check for registration information
10-29	Check for stolen/wants
10-33	Emergency Traffic
10-35	Confidential information
10-36	Correct time
10-42	Officer's home
10-87	Meet _____ at _____
10-97	Arrived at scene
10-98	Finished with last assignment
10-100	Out-of-service using restroom

## MISCELLANEOUS

EMERGENCY TRAFFIC: Emergency situation exists, do not transmit unless message is of emergency nature.

RESTRICTED TRAFFIC: Same as Emergency Traffic

ETA: Estimated Time of Arrival

ASAP: As Soon As Possible

GOA: Gone On Arrival

UTL: Unable to Locate

## COURTS

NORWALK SUPERIOR COURT  
12720 NORWALK BLVD.  
NORWALK, CA 90650  
562-864-8541

LOS PADRINOS (JUVIE)  
7285 E. QUILL DR.  
DOWNEY, CA  
562-940-8685

DOWNEY SUPERIOR COURT  
7500 E. IMPERIAL HIGHWAY  
DOWNEY, CA 90242  
562-803-7050

## DOWNEY FIRE STATIONS

STATION #1  
12222 PARAMOUNT BLVD.  
DOWNEY, CA 90242

STATION #2  
9556 IMPERIAL HWY.  
DOWNEY, CA 90242

STATION #3  
9900 PARAMOUNT BLVD.  
DOWNEY CA, 90240

STATION #4  
9349 FLORENCE AVE.  
DOWNEY, CA 90240

## **HOSPITALS**

PIH HEALTH HOSPITAL - DOWNEY  
11500 BROOKSHIRE AVE.  
DOWNEY, CA 90241  
562-904-5000

KAISER PERMANENTE HOSPITAL  
9333 IMPERIAL HWY.  
DOWNEY, CA 90242  
562-657-9000

ST. FRANCIS HOSPITAL  
3630 IMPERIAL HWY.  
LYNWOOD, CA 90262  
310-900-8900

HEALTH FIRST  
11817 TELEGRAPH ROAD  
SANTA FE SPRINGS, CA 90670  
562-949-9328

HEALTH FIRST  
13440 IMPERIAL HIGHWAY  
SANTA FE SPRINGS, CA 90670  
562-926-3440

## **JAILS**

LA COUNTY JAIL  
441 BOUCHET ST.  
LOS ANGELES, CA  
213-974-4001

LACO - USC MEDICAL CENTER  
JAIL WARD  
1200 N. STATE ST.  
LOS ANGELES, CA 90033  
213-226-4563

CENTURY REGIONAL DETENTION FACILITY (CRDF)  
11705 ALAMEDA ST.  
LOS ANGELES, CA 90059  
213-473-6100

# VOLUNTEER FIELD TRAINING MANUAL COMPLETION RECORD / COMPETENCY ATTESTATION

Trainee	Employee #	Date of Completion
Name of Field Training Officer	Assignment	Field Training Dates (inclusive) FROM                      TO

I have been instructed in all items recorded in the Volunteer Field Training Manual.

\_\_\_\_\_

Signature of Trainee
Date

I certify that Volunteer \_\_\_\_\_ has received the instruction outlined in the Volunteer Field Training Manual and that Volunteer \_\_\_\_\_ has performed competently in all structured learning content areas. I further certify that he/she is now prepared to work as a Downey Police Civilian Volunteer

\_\_\_\_\_

Primary Field Training Officer Signature
Date

\_\_\_\_\_

Field Training Program SAC Signature
Date

I attest that the above named trainee has satisfactorily completed the prescribed Volunteer Field Training Program and is competent to perform as a Downey Police Civilian Volunteer.

\_\_\_\_\_

Agency Head
Date

