

# **Member Requirements and Expectations**

## **Scheduling**

Members control their own duty schedules in conjunction with their chosen partner(s). Citizen Patrol (CP) staff may ask members to help at a particular function such as assisting with details such as traffic control on the 4<sup>th</sup> of July or patrolling at a specific time and location. Members may still choose their partners for these assigned functions.

## **Patrol Hours**

A minimum of 6 hours of Citizen Patrol service **per month** is required. Service includes patrols, details, training and administrative duties. Hours must be worked every month and not saved up to be worked all at once over a several month period. Exceptions may be made due to a member's special circumstances however this must be approved by the CP Manager at least 10 days in advance.

Patrol is on foot or in the County-supplied vehicle, observing, interacting with and assisting citizens and reporting activities which may be of a criminal or emergency nature.

Details consist of public relations and service events such as: Nights Out, school events, booth-manning, community events and any staff or law enforcement pre-planned activities.

Administrative duties include servicing and maintaining county-supplied vehicles and county offices, liaison duties, paperwork or prep for patrolling or details.

## **Use of Personal Vehicles and County Vehicles for Patrolling**

Only the 2 county-provided vehicles will be used for patrolling; no personal vehicles. Parking lot and gorge area patrols will be done utilizing one of the county vehicles only, unless a covert mission requiring personal vehicles is pre-planned and has prior approval.

Aside from covert or pre-planned missions, there's only one situation in which a CP member does not need to take the CP car: if a CP members wishes to meet other CP members at a specific location (such as for a school patrol or other event), then the CP member may join the CP members that are using the CP car. However, the CP member must remain with the other CP members and the CP car throughout the patrol or detail.

For example: a CP member is aware that a team of fellow CP members is patrolling at the school. The CP member may proceed directly to the school to meet the other CP members for the duration of the patrol. The CP member is NOT on duty (or covered by county insurance) until the CP member has joined the fellow CP members. CP members do not sign-in with Records until they have joined the other CP members.

## **Submitting your Monthly Hours- *Volgsitics***

Your patrols are logged into a binder in the Records Unit when you call Records. However, THIS INFORMATION IS NOT FORWARDED TO THE VOLUNTEER SERVICES UNIT. **YOU** are responsible for submitting your volunteer hours **by the 5<sup>th</sup> of the month following your duty month** using the Volgistics system to the County Volunteer Services Unit.

It's important to log your hours. This information is utilized by the Sheriff's Office when determining funding and potential equipment purchase or grants for the Citizen Patrol program. It can also be used as a tool for member recognition or even donation solicitation from the community.

*For more information on using the Volgistics system, see Section 7*

### **Leaves of Absence**

Leaves of absence are any period of time that would make it impossible for the member to complete that month's patrol hours. Leave types include: emergency, medical, vacation or other.

Non-medical leaves can be authorized for up to 90 days.

Medical leaves can be authorized for up to 9 months.

Any member wishing a leave of absence must notify the Coordinator by phone or email in advance (except for emergency leaves that will be granted immediately) with the type of leave (but not the reason for the leave) specified. Leaves will be approved by the Manager.

Any leave lasting longer than 90 days will require the member turn in all County equipment, including their county-issued identification card. The member will be placed on the INACTIVE list. The member's identification card and equipment will be held for them until such time as they return, it is determined that the member will not be able to return within the indicated time limits or 1 year, whichever is later. After 1 year, a prior member wishing to return to the Citizen Patrol will have to go through the application process again, including issuance of a new identification card.

### **Training**

2-3 hour monthly trainings are offered on various CP related topics. All members are encouraged to attend the trainings. The trainings do count towards the 6-hour per month requirement. Certain trainings may require passing a test and/or recertification.

Training will be conducted by the Citizen Patrol staff and/or other instructors as determined will best meet the needs, and safety, of the members, the policies and procedures of the Sheriff's Office and for the betterment of relations with citizens. All members will take, and pass, the driving course and written test once a year.

'Outside' training (such as First Aid, the on-line ICS (Incident Command System) courses, training given by fire departments and others) may be counted toward training hours as long as such training is authorized beforehand by the Citizen Patrol coordinator.

### **Chain of Command**

All communications, requests for leave, approval of details, questions, issues, approvals will be addressed, via email, phone or in person to the CP Coordinator.

Any communication may be addressed directly to the CP Manager. Unless the member asks for confidentiality, such communication may be shared with the Coordinator or other members of the Sheriff's Office whom the Manager feels would help solve the issue and/or best meet the needs of the member.

### **Talking to the Media**

CP members should view reporters, journalists, cameramen and other members of the media as "citizens". CP members will not provide them with additional, confidential information that would not normally be released to other citizens. CP members will not partake in on-camera or off-camera interviews. Interview requests by the media must be approved via the Chain of Command. It's ok to release information such as the CP mission or your purpose in patrolling a particular area or event, however it must not be done on-camera without prior approval.

### **Confidentiality**

CP members may be given confidential information regarding suspects, suspect vehicles or criminal investigations. CP members will assume all of this information is confidential unless told otherwise. Members may receive this information via email or on the volunteer website. Members may not share this information with family, friends or spouses unless they are also a MCSO CP member. Members must take precautions to insure that printed and electronic versions of the information are not seen or accessible by non CP members.

### **Field Notebooks**

As part of your patrol equipment, all members should carry a small notebook and a pen. All activities will be logged in this notebook headed by the date, your partner(s), patrol areas or detail types. Log start and end times, patrol locations, significant calls for service, training meetings and other relevant activities. This information may be very important in the event that your training records are lost or if your hourly requirements are miscalculated. Furthermore, logging suspicious activities, car descriptions, license plates etc., may greatly assist a deputy in solving a crime.

### **Keep your Contact Information Up-to-Date**

A Citizen Patrol team chart has been established. This chart shows all of the assigned members and their contact information and can be used as a phone tree if necessary.

Additionally, your emergency contact information is kept with the Volunteer Services Unit and in the Citizen Patrol binder in the Records Unit. If you get injured or otherwise incapacitated, the Sheriff's Office will be able to make the appropriate contacts necessary on your behalf. Notify the liaison deputy and the Volunteer Services Unit anytime you make changes involving this information.

### **Professionalism and Integrity**

Any law enforcement officer can tell you that at the moment you put on the uniform, the eyes of the public are on you. The simple act of walking into a store when in uniform can cause heads to turn. The words you use, your mannerisms, tone of voice, cleanliness, neatness of clothing and your overall behavior are closely monitored by the public. It is important to remember that you are a reflection of the Multnomah County Sheriff's Office. Anything you say or do will reflect positively or negatively upon you, your fellow Citizen Patrol members and the Sheriff's Office. In some cases your actions may even warrant a phone call to the Sheriff's Office; good or bad based upon your actions! Chronic joking, complaining or gossiping are poor examples that may warrant a citizen complaint.

Additionally, our organization represents the public. We represent different cultures, races, political affiliations, religions, and personalities. Our members are expected to respect fellow members, the public and the agency leaders even if there are differences of opinion. You are encouraged to not discuss these differences while on duty.

Members are also expected to adhere to a very high standard of honesty. If you make a mistake, damage property, make an inappropriate comment or treat someone unfairly, you are expected to take ownership of your error and make changes so the problem does not continue. Omitting crucial information or providing misinformation is considered lying. This will be grounds for termination, no matter what significant contributions you previously made to the program. Just remember: "Big Mistake, No Lie, No Problem". "Little Mistake, Lie, Big Problem".

Some of the information you may receive is confidential in nature. You are not to share this information with anyone outside of the Citizen Patrol or law enforcement. This includes close family members. Be aware of the old WWII saying, "*loose lips sink ships*".