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## 1. Overview

1. Volunteers play an important role in both the delivery of police services in Alberta and our communities as a whole. Volunteers within the Medicine Hat Police Service (MHPS) will provide a cadre of dedicated individuals who contribute their unique skills which supplement and support our policing efforts across the community.
2. The MHPS will use qualified volunteers for specific tasks and duties that create efficiencies for the Service and improve services to the community as a whole. Volunteers will not be used to replace either members or civilian staff.

## 2. Definitions

1. Volunteer - Someone who performs a service without promise, expectation, or receipt of compensation for services rendered.
2. Endorsed Volunteer - A person who volunteers for an outside community group which the MHPS endorses.
3. Supervised Volunteer - An auxiliary member or other volunteer who is directly supervised by the police service on a regular basis.
4. Adhoc Volunteer - Volunteers for a specific event or task.

## 3. Responsibilities – Office of the Chief [PA 9.1]

1. Monitor the volunteer program and ensure it aligns with the mission, vision and core values of the Service;
2. Ensure supervisors provide appropriate leadership, guidance, supervision and feedback to volunteers within their section;
3. Review and approve volunteer training plans; and
4. Approve all recipients of volunteer awards.

## 4. Responsibilities – Community Safety Section Staff Sergeant [PA 9.1]

1. Manage volunteers within the section;
2. Provide each volunteer with a hard copy of the volunteer handbook [PA 9.2];



3. Provide the volunteer with the policy and directives governing the section;
4. Ensure volunteers receive the required training in order to successfully complete their assigned tasks **[PA 9.5]**;
5. Ensure volunteer hours are properly recorded;
6. Ensure whenever possible or feasible that new volunteers are matched with a senior volunteer or member to allow for mentoring; and
7. Ensure volunteers receive feedback and assessments on a regular basis.

## **5. Responsibilities – Community Engagement Coordinator [PA 9.1]**

1. Implement the MHPS vision for volunteer participation;
2. Oversee the volunteer program on behalf of the Office of the Chief with a view to ensuring it enhances the police service and its relationship with the community;
3. Coordinate with outside agencies on matters related to cooperative events with endorsed volunteer agencies;
4. Coordinate volunteer recruitment efforts;
5. Address any issues or concerns with volunteers;
6. Maintain volunteer database and records;
7. Monitor, and maintain the volunteer information on the MHPS website;
8. Update the volunteer policy and directives as directed by the Office of the Chief;
9. Maintain, and update the volunteer handbook; and
10. Assist with the coordination of volunteer recognition events as required.

## **6. Policies and Procedures [PA 9.3] [PA 9.4]**

1. Volunteer Application Process
  - a. Members of the community who wish to volunteer with the MHPS will apply online or in writing by filling out a volunteer application form;
  - b. Members of the public who wish to volunteer must meet selection criteria prior to being accepted as a MHPS Volunteer. At a minimum, this will consist of:
    - i. A police information check
  - c. Depending on the level of volunteer involvement with the MHPS additional screening will be required; and
  - d. A key component to the application process is identifying unique skills sets or qualifications that individuals possess that can be of great utility to the MHPS.
2. Volunteer Security Clearance



- a. At a minimum, all volunteers must meet Security Level – 3 requirements as set out in Part 11, Chapter G of MHPS Policy, however enhanced clearance may be required depending on the placement of the volunteer.
3. Code of Conduct:
- a. All Volunteers working within MHPS will be issued a Volunteer Handbook. They are responsible to read and comply with the following MHPS policies:
    - a. Part 1 Chapter A Guiding Principles
    - b. Part 1 Chapter F Directives and Memo's
    - c. Part 9 Chapter A Information Sharing
    - d. Part 9 Chapter B CPIC
    - e. Part 9 Chapter C Release of Information
    - f. Part 9 Chapter D Correspondence
    - g. Part 9 Chapter E Media
    - h. Part 9 Chapter G FOIP
    - i. Part 10 Chapter A Units Overview and Functions
    - j. Part 11 Chapter B Building - Fire Evacuation
    - k. Part 11 Chapter C Building Safety and Security
    - l. Part 11 Chapter G Security Clearance
    - m. Part 12 Chapter A Code of Conduct
    - n. Part 17 Chapter A Respectful Workplace
    - o. Part 17 Chapter C Personal Protection Strategies
    - p. Part 17 Chapter D Occupational Health and Safety
    - q. Part 17 Chapter E Workplace Violence.