



ROCKFORD POLICE DEPARTMENT

GENERAL ORDER

NUMBER: 20.07

TITLE: Volunteer Program

SERIES NUMBER: 20

SERIES TITLE / SUBJECT: Personnel Structure

TOPICS/ REFERENCE: Police Volunteer Program

APPENDICIES: None

ORIGINAL EFFECTIVE / ISSUE DATE: December 02, 2011

DATE OF LAST REVISION: May 01, 2013

THIS ORDER REMAINS IN EFFECT UNTIL REVISED OR RESCINDED

CALEA STANDARDS:

Policy:

Volunteers can be an important part of any organization and are proven to be a valuable asset to law enforcement agencies. Volunteers help to increase police responsiveness, service delivery, and information input, and they provide new program opportunities. In addition, volunteers can bring new skills and expertise to the job and prompt new enthusiasm. It is the policy of this police department to use qualified volunteers for specified tasks and duties that can create efficiencies for the department and improve services to the community. Volunteers are not sworn officers and have no arrest powers, they are intended to supplement and support, rather than supplant, sworn officers and civilian personnel.

Purpose:

This policy establishes this Department's position on the utility and management of its volunteer program and provides guidance on its management and administration.

- I. DEFINITIONS
- II. ADMINISTRATION
- III. RECRUITING
- IV. SCREENING
- V. SELECTION & PLACEMENT
- VI. POSITION DESCRIPTION
- VII. TRAINING
- VIII. FITNESS FOR DUTY
- IX. UNIFORMS, PROPERTY & EQUIPMENT
- X. CONFIDENTIALITY
- XI. DISCIPLINARY PROCEDURES
- XII. EVALUATION
- XIII. EFFECTIVE DATE

XIV. REVIEWS, REVISIONS AND CANCELLATIONS

I. Definitions:

Volunteer – Including but not limited to someone who performs service for the department without promise, expectation, or receipt of compensation for service rendered. This may include unpaid Chaplains, unpaid Reserve Officers, interns, Citizens Assisting Police, persons providing administrative support, and youth involved in a Law Enforcement Explorer Post.

II. Administration:

The Commander of the Field Services Bureau or designee will act as the Director of the volunteer program. The Director is responsible for the administration of the volunteer program. All requests for volunteers will be routed through the designated chain of command for review and volunteer selection. Duties of the Director include:

- A. Recruiting, selecting, and training qualified volunteers for various positions
- B. Maintaining “personnel records” for each volunteer
- C. Maintaining the volunteer handbook, which outlines expectations, policies, and responsibilities for all volunteers
- D. Maintaining a record of volunteer schedules and work hours
- E. Completion and dissemination as appropriate of all necessary paperwork and information
- F. Planning periodic recognition events
- G. Administering discipline when warranted

III. Recruiting:

Volunteers should be recruited on a continuous and ongoing basis. All recruitment will be consistent with the Department’s policy on equal opportunity nondiscriminatory employment. A primary qualification for participation in the application process shall be an interest in, and ability to, assist the Department in serving the public. To be considered for the position of a police volunteer, the following criteria must be met:

- A. The volunteer must be at least 18 years of age.
- B. The volunteer must have earned the minimum of a high school diploma or G.E.D.
- C. The volunteer is encouraged to attend a Rockford Police Citizens Police Academy.

IV. Screening:

All prospective volunteers shall complete the volunteer application form. The Director of Volunteers, or designee, will conduct a face-to-face interview with an applicant under consideration. A documented background investigation shall be completed on each volunteer applicant and shall include, but not necessarily be limited to, the following:

- A. Traffic and criminal record
- B. Employment history
- C. Personal references
- D. Illinois State Police and/or FBI fingerprint inquiry
- E. Various police investigative databases

Applicants with felony convictions or crimes of moral turpitude shall be precluded from consideration. Applicants with known associations with similar individuals may likewise be exempt from placement in the volunteer program.

V. Selection & Placement:

Upon their selection, applicants shall receive a confirmation letter prior to the start of service.

- A. All volunteers shall receive a copy of the volunteer handbook.
- B. All volunteers shall be required to sign a volunteer agreement. Volunteers shall be placed only in job assignments or programs that are consistent with their training, knowledge, skills, abilities, and needs of the department.
- C. All volunteers will be categorized in three levels depending on their training and experience. As a volunteer receives additional training and experience, they can move up in the levels. The levels are as follows:
 - Level 1-All volunteers will start at this level. Assigned duties will include in-house administrative work such as data entry, shredding and scanning documents, assisting with mailings, and assisting with the Citizens Police Academy.
 - Level 2-Assigned duties will additionally include, but are not limited to helping distribute flyers and newsletters, Public Safety Building tours, assisting the Civilian Reporting Unit (CRU) by taking reports or acting as an information assistant at the front desk, assisting with special events such as National Night Out and Police Memorial Week.
 - Level 3-Assigned duties will include, but are not limited to all level 1 and 2 duties, along with assisting with neighborhood watch meetings, staffing substations, citizen patrols, assisting with traffic control and training new volunteers, or any other duty assigned by the Chief of Police or their designee.To advance from one level to the next level, you must complete at least 40 hours of volunteering in your current level and receive the training necessary to conduct the assigned responsibilities in the next level. All movement to higher levels must be approved by the Commander of the Field Services Bureau. The Volunteer Coordinator shall be a member of the Citizens Assisting Police and will be selected by the Chief of Police. The Volunteer Coordinator will be of equal rank as any other Citizen Assisting Police member. The Volunteer Coordinator will assist the Director in the recruiting, selecting and training of qualified volunteers and any and all duties assigned by the Director.

VI. Position Description:

- A. Volunteers shall be provided with a comprehensive written position description detailing their duties.
- B. Volunteers shall be used only in accordance with this description. Volunteers shall not work without a written job description or outside the limits of job responsibilities specified in the job description.

VII. Training:

- A. Volunteers shall be provided with an orientation program to acquaint them with the department, personnel, policies, and procedures that have a direct impact on their work assignment.
- B. Volunteers shall receive position-specific training to ensure they have adequate knowledge and skills to complete tasks required by the position.
- C. Volunteers shall receive periodic ongoing training as deemed appropriate by the Coordinator or the Director of Volunteers.
- D. Training shall reinforce to volunteers that they may not intentionally represent themselves as, or by omission infer that they are, sworn officers or other full-time members of the department. They shall always represent themselves as volunteers.
Volunteers are expected - on and off duty - to conduct themselves in a manner that does not reflect negatively on themselves and/or the Department.
- D. All volunteers shall undergo yearly training including CPR, Ethics and other topics relevant to the volunteer position.

VIII. Fitness For Duty:

- A. No volunteer shall report to work or be on duty when his or her judgment or physical condition has been impaired by alcohol, medication, other substances, illness, or injury.
- B. Volunteers shall report to their supervisor any changes in status that may affect their ability to fulfill their duties. This includes, but is not limited to, the following:
 - 1. Driver's license status change
 - 2. Medical condition
 - 3. Arrests
 - 4. Personal involvement in criminal investigations

IX. Uniforms, Property and Equipment:

- A. Volunteers will conform to department-approved dress consistent with their duty assignment. Uniforms authorized for volunteers will be readily distinguishable from those worn by sworn officers. No volunteer shall wear his or her uniform or identifiable parts of that uniform while off duty. Volunteers are required to return any issued uniform or agency clothing at the termination of service.
- B. Volunteers are prohibited from using the Department identification card for personal or financial benefit; or as a means of obtaining privileges not otherwise available to him/her; or for avoiding consequences of any illegal act.
- C. Any fixed or portable equipment issued by the agency shall be for official and authorized use only. Any property or equipment issued to a volunteer shall remain the property of the department and shall be returned at the termination of service.
- D. Volunteers will be issued electronic access cards allowing them limited access to the Public Safety Building.

- X. Confidentiality:
- A. With appropriate security clearance, volunteers may have access to confidential information such as LEADS or investigative files. Unless otherwise directed by a supervisor or departmental policy, all police information shall be considered confidential. Only that information specifically identified and approved by authorized personnel shall be released. Confidential information shall be given only to persons who have a need and a right to know as determined by departmental policy and supervisory personnel.
 - B. Volunteers shall not address public gatherings, appear on radio or television, prepare any article for publication, act as correspondents to a newspaper or other periodical, release or divulge any information concerning the activities of the agency, or maintain that they represent the agency in such matters without permission from the proper agency personnel.
 - C. Each volunteer shall sign a nondisclosure agreement provided in the policy and procedure manual. Subsequent disclosure of any confidential information, verbally in writing, or by any other means, or violation of the terms of sections X.A or X.B above, shall be grounds for immediate dismissal and possible criminal prosecution
- XI. Disciplinary Procedures:
- A volunteer may be removed from the volunteer program at the discretion of the Chief of Police. Any violation of this order is grounds for immediate termination. Termination of volunteers shall not be subject to due process considerations and volunteers shall have no property interests in their continued position.
- XII. Evaluation:
- An evaluation of the overall volunteer program shall be conducted on an annual basis. Regular personnel evaluations shall be conducted with volunteers to ensure the best use of human resources available, to ensure personnel problems can be identified and dealt with promptly and fairly, and to ensure optimum job satisfaction on the part of volunteers. Citizen volunteers will advance in levels of duties and responsibilities at the discretion of the Director and Volunteer Coordinator based on their performance evaluations. This evaluation shall consist of an Officer's Report completed by the Director with input from the Volunteer Coordinator.
- XIV. Effective Date:
- A. The Department's policy on Volunteers became effective on December 02, 2011.
- IV. Reviews, Revisions and Cancellations:
- A. This General Order will be reviewed annually by the Commander of the Field Services Bureau and, when necessary, revised or cancelled in accordance with the procedures for reviewing written directives established in General Order *10.01 – Written Directives*.
 - B. Any employee with suggestions for revisions and/or improvements to this order are encouraged to submit their ideas to the Commander of the Field Services Bureau.

BY ORDER OF
Chet Epperson
Chief of Police

APPENDIX A



Rockford Police Department – Citizens Assisting Police (CAP) membership requirements and contract

Name: _____ Date: _____

CPA Class: _____ Instructor: _____

Reviewed by: _____

Citizens Assisting Police (CAP) Requirements Checklist:

- Must be a U.S. Citizen. Yes ___ No ___
- Must be at least 18 years of age and live or work in the City of Rockford. Yes ___ No ___
- Successful completion of studies through the Citizen's Police Academy.(Optional) Yes ___ No ___
- Successful complete background investigation by the Rockford Police Department, including submission of fingerprints to the Illinois State Police. Yes ___ No ___
- The desire to make a positive impact in your town and assist the Police Department through your volunteer participation Yes ___ No ___
- Must be physically capable of driving, sitting or standing for extended periods of time. Yes ___ No ___
- Must possess a valid clear and clean Illinois Driver's License. Yes ___ No ___
- The willingness to be called out any time, in any type of weather, to assist the Police Department with a variety of situations (around work schedules). Yes ___ No ___
- The commitment to devote two-4 hour shifts per month for participation in the program, plus attendance at monthly training sessions. Yes ___ No ___
- Willing to commit time to special events as approved by the department (reasonable effort and time). Yes ___ No ___
- Completion of a personal interview with the Director of Citizens Assisting Police (CAP) and the police department coordinator or sworn members of the Police Department. Yes ___ No ___
- Successfully complete the personal interview. Yes ___ No ___
- Successfully complete the Citizens Assisting Police (CAP) training program. Yes ___ No ___
- Agree to the appearance and dress standard. Yes ___ No ___ Agree to maintain membership in the Rockford Police Citizens Assisting Police (CAP) program by meeting the requirements for participation: 3-4 hours per month training, and participation in special events and emergency callouts as reasonably requested. Yes ___ No ___
- Willingness to participate in additional training and skill enhancement, as recommended or required by the Rockford Police Department. Yes ___ No ___
- Final approval by the Director of Citizens Assisting Police (CAP), the Police Department Program Coordinator, and the Chief of Police. Yes ___ No ___

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- Applicant agrees that he meets the program requirements and is willing to participate as outlined above. Applicant is aware he must complete the application review process, be selected, and successfully complete all training requirements.

Applicant Signature: _____ Date: _____

Director: _____ Date: _____

APPENDIX B



**ROCKFORD POLICE DEPARTMENT
CITIZENS ASSISTING POLICE (CAP)
POLICY AND PROCEDURE MANUAL**

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CITY MISSION STATEMENT

To develop and maintain the City of Rockford's physical & human assets in order to have a healthy and prosperous community in which to live, work, and play.

CITIZENS ASSISTING POLICE (CAP) JOB DESCRIPTION

The provide direction to the volunteers under the Rockford Police Citizens Assisting Police program, the level of assistance by the volunteer shall be dependant on the training an experience of the volunteer. There will be 3 levels of duties and responsibilities for the volunteers:

Level 1- All volunteers will start at this level. Assigned duties will include in-house administrative work such as data entry, shredding and scanning documents, assisting with mailings, and assisting with the Citizens Police Academy.

Level 2- Assigned duties will additionally include helping distribute flyers and newsletters, Public Safety Building tours, assisting the Civilian Reporting Unit (CRU) by taking reports at the front desk, assisting with special events such as National Night Out and Police Memorial Week.

Level 3-Assigned duties will include all level 1 and 2 duties along with assisting with neighborhood watch meetings, staffing substations, citizen patrols, assisting with traffic control and training new volunteers.

VOLUNTEER EXPECTATIONS

The Department requires all members of citizens Assisting Police (CAP) program 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.

DEFINITION / STATUS

Members of the Rockford Police Citizens Assisting Police (CAP) program will be registered with the City of Rockford as City Volunteers. Any U.S. Citizen who is at least 18 years old may become a member of the Rockford Police Volunteers in Policing program, provided they are of good moral character, free of felony conviction, meet or subscribe to the membership requirements, and successfully complete the application, background, and training process. 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. A volunteer has no salary, benefits or labor relations 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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PERSONNEL / CONDUCT

Volunteers will behave in a professional manner at all times. Volunteers are to exercise common sense and good judgment when participating in the program. Volunteers should avoid physical confrontation whenever possible.

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

NO WEAPONS ARE AUTHORIZED for use by any member of the program. Any member of the program that is found in possession of any illegal weapon may be terminated from the program.

No member of the program will consume alcoholic beverages for a period of less than eight hours prior to reporting to duty. At no time shall a Volunteer drink an alcoholic beverage when on duty. 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.

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

Public Relations- Volunteers must maintain proper relations with the public while performing their duties. Volunteers may not make statements to the press regarding Volunteers in Policing activities without prior approval from the Police Director. All inquiries from the press will be referred to the police coordinator.

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

Report of Arrests - Any member who is arrested for any crime shall submit **ALL** information relating to the details of the incident in writing to the Police Coordinator. This shall be done no later than one (1) day after the incident or as soon as possible.

Damage or Loss of Property - Members shall not maliciously damage any equipment or property.

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

- a. Proper execution of all assigned duties.
- b. Maintenance of proper community relations.

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- c. Maintenance of discipline.
- d. Adherence to rules, regulations, and policies of the Department and this Operations Manual.
- 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. Must be a United States citizen
- b. Must have a valid Illinois driver's license
- c. Must not have received excessive traffic citations in the last three years
- d. Must be at least 18 years of age and live or work in the City of Rockford
- e. Must have graduated from the Rockford Police Citizens Police Academy
- f. Must successfully undergo a background check by the Department, including fingerprint submission to the Illinois State Police and/or FBI.
- g. Must successfully complete an interview with Volunteers in Policing Program Coordinator and Police Department Director.
- h. Maintain an acceptable yearly evaluation, which may include an additional background check and/or review.

ORDERS / LAWFULNESS / INSUBORDINATION

An order is an instruction, written or verbal, issued by a Sworn Officer or the Police Director.

All orders, when issued by a Sworn Officer or Police Director are presumed to be lawful. All members of the program shall obey orders promptly and willingly.

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

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

DISCIPLINARY PROCEDURES & DISMISSAL FROM SERVICE

The Rockford 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.

All General Orders, Departmental Policies, Procedures or Rules and Regulations of the Department shall be presumed known and familiar to the member on the first working day after issuance.

Any member of the program may be disciplined ranging from suspension through dismissal depending upon the gravity of the offense for any one of the following reasons:

- a. Any violation of this Operations Manual
- b. Any violation of any codified law related to law enforcement or the enforcement of those laws.
- c. Misconduct includes sexual harassment, or that which is harmful to the good order of the program.

At the discretion of the Police Director, a thorough investigation will be conducted by the Police 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.

LEAVE OF ABSENCE

Any member of the program may request a leave of absence for a period of time not to exceed six (6) months, provided that he / she is in good standing at The time of the request. The request is to be submitted in writing to the Volunteers in Policing Director.

REINSTATEMENT

Reinstatement at the conclusion of an approved leave of absence or voluntary

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resignation may be granted by the Volunteers in Policing Director.

Upon reinstatement, the Volunteers in Policing member must be able to demonstrate the ability to perform all tasks required by the position.

TRAINING

Initial training will be provided by the Police Department. It will include an overview of department policy, procedures and the goals of the program. Update or refresher training will be provided by the Department or its designee.

New members will receive the following training:

- a. An eight (8) hour classroom training program.
- b. A minimum four ride a longs with a patrol officer per year.

PATROL

- a. While on duty or representing the program, members will be properly attired.
- c. Members are not to engage in activities while on duty that exceed their authority as volunteers.
- c. Members are to obey all laws at all times.
- d. Members unable to report for their scheduled shift will notify the Volunteers in Policing Director and their scheduled partner.

DOCUMENTS DEFINED / REPORTS / LEGAL DOCUMENTS

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

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The Volunteers in Policing Director and the Police Coordinator shall maintain a complete and current roster of the members. The roster shall include the name, address and telephone numbers (home & work) and status of each volunteer.

Members will document their service time on the forms provided in the Volunteers in Policing Program. The form will be used to record and compute necessary information. All hours spent in service to the Rockford Police Volunteers in Policing program will be logged.

ATTIRE

Members who are volunteering **must** wear the approved Volunteers in Policing uniform. 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 City of Rockford for each member:

1. A polo style shirt with the Rockford Police Volunteers in Policing logo on the upper left side of the chest area.

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

1. A pair of blue 511 style pants.

IDENTIFICATION CARD

The identification card is the sole property of the City of Rockford and shall be returned to the Police Director upon their request, or upon the resignation or dismissal of the volunteer from the program. 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.

MONTHLY TIME ACCOUNTING

A member of the Volunteers in Policing program will be designated to collect all daily time sheets and compile a report at the end of each month detailing all activities for that month.

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RIDE ALONG PROGRAM

Volunteers in good standing may ride along with a sworn officer. Volunteers riding along will be appropriately dressed in civilian attire. Citizens who have submitted an application to join the Rockford Volunteers in Policing will be scheduled for a ride-along on a Patrol 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.

COMPLAINTS BY THE PUBLIC

Complaints about Volunteers in Policing 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 Police Director of the complaint.

PUBLIC PRESENTATIONS

A Citizens assisting Police (CAP) member shall not make public presentations or give interviews concerning any business conducted within the Rockford Police Department.

CONFIDENTIALITY

A Citizen Assisting Police (CAP) member may have access to confidential information such as criminal histories or investigative files. Unless otherwise directed by a supervisor or departmental policy, all police information shall be considered confidential. Only that information specifically identified and approved by authorized personnel shall be released. Confidential information shall be given only to persons who have a need and a right to know as determined by departmental policy and supervisory personnel any person who violates any part of this confidentiality clause is subject to immediate dismissal.

Volunteer Acknowledgement

I, _____ have received a copy of the Rockford Volunteers in Policing Manual. I agree to abide by the rules and regulations and outlined in this manual.

Signature

Date

Supervisor signature

Date

APPENDIX C

Rockford Police Department – Citizens Assisting Police (CAP)



APPLICATION FOR MEMBERSHIP

Applicant must be 18 years of age, be a graduate of the Rockford Police Citizens Police Academy, meet membership requirements and be willing to go through the interview process. Incomplete and or unsigned applications will not be considered. Please print in black ink or type.

Name: _____ DOB: _____

AKA (Maiden, Adopted, Prior Marriages): _____

Race: _____ Height: _____ Weight: _____ Hair: _____ Eyes: _____

Home Address: _____

Home Phone: _____ Work Phone: _____

Present Employer: _____

Business Address: _____

Occupation: _____ Date Hired: _____

Driver's License Number / State: _____

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Have you ever been arrested for, convicted of, or cited for an offense other than traffic citations?
(circle one) Yes No If yes, explain in detail, giving the date, charge, location and court disposition.

Rockford Police Department – Citizens Assisting Police (CAP)

Briefly explain why you wish to be enrolled in the Rockford Police Department Citizens Assisting Police (CAP) Program:

List your community-involved activities:

List your skills, talent or experience which would be helpful in your duties as a volunteer for the Rockford Police Department:

List two character references that are not family members or employers:

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Name: _____ Home Phone: _____

Address: _____ Work Phone: _____

Name: _____ Home Phone: _____

Address: _____ Work Phone: _____

I hereby certify that there are no willful falsifications, omissions, or misrepresentations in the forgoing statements and answers to questions. I understand that any omission or false statement on this application shall be sufficient cause for rejection for enrollment or dismissal from the Rockford Police Department Citizens Assisting Police (CAP) Program..

Signature: _____ Date: _____

Return Completed Application to:

Sgt. Pat Hoey C/O Rockford Police Department
420 W. State Street
Rockford, Il 61101