



Volunteer Assistance Program Rules and Regulations

1. COURTESY

Volunteers shall be polite and courteous in contacts with the public and with other Division personnel.

2. HOME ADDRESS AND HOME TELEPHONE NUMBER—CONFIDENTIAL

Volunteers shall treat the home addresses and telephone numbers of all Division personnel as confidential information. Volunteers shall keep the Port St. Lucie Code Enforcement Division informed of their correct residential address.

3. PERSONAL APPEARANCE

Volunteers shall maintain a professional, business-like appearance while on duty.

4. RADIO TRANSMISSIONS

Volunteers shall use official radio channels in accordance with established procedures and shall avoid improper radio transmissions.

5. NAMES TO BE GIVEN UPON REQUEST

Volunteers while on duty or in uniform, or when otherwise recognized as a member of the Port St. Lucie Code Enforcement Division, shall give their name in a respectful and courteous manner to any person requesting such identification.

6. FAILURE TO REPORT A MOTOR VEHICLE ACCIDENT

Volunteers shall immediately report motor vehicle accidents in which they are involved with a Division vehicle in accordance with Standard Operating Procedures.

7. STATEMENT OF RESPONSIBILITY

Volunteers who have become involved in personal injury or property damage accidents, while on duty or while operating a Division vehicle, shall avoid statements of the liability and shall not make statements concerning the responsibility for such accidents or inform parties that the City of Port St. Lucie will pay for damage, even though they may be at fault. Volunteers involved should contact the Neighborhood Services Director as soon as possible.

8. CORRESPONDENCE

Volunteers shall not use the Port St. Lucie Code Enforcement Office or any of its facilities as a mailing address for private or personal purposes. The Port St. Lucie Code Enforcement address shall not be used on any personal motor vehicle registration, operator, or chauffeur's license. The Port St. Lucie Code Enforcement Division letterhead or telephone number shall not be used for personal or private correspondence.

9. USE OF ALCOHOLIC BEVERAGES WHILE ON DUTY

Volunteers shall not consume, ingest, or partake of intoxication liquors, alcoholic beverages or illegal drugs of any kind while on duty. Volunteers shall not report for duty, or be on duty, while under the influence of intoxicating liquors, alcoholic beverages or illegal drugs.

10. ALCOHOLIC BEVERAGES IN DEPARTMENT FACILITIES

Alcoholic beverages shall not be brought into or kept in the Port St. Lucie Code Enforcement buildings or vehicles.

11. ABUSE OF OFFICIAL IDENTIFICATION

Volunteers shall maintain the security of official Port St. Lucie Code Enforcement Division identification and shall not lend their identification card to another person or permit them to be photographed or reproduced.

12. INTENTIONAL ABUSE OF DEPARTMENT EQUIPMENT/VEHICLES

Volunteers shall utilize Port St. Lucie Code Enforcement Division equipment for its intended purpose in accordance with the established procedures and shall not intentionally abuse, misuse or damage Division equipment or vehicles.

13. INTERFERING WITH OFFICIAL INVESTIGATIONS

Volunteers shall not interfere with cases being processed or investigated by other members of the Port St. Lucie Code Enforcement Division or any other governmental agency.

14. DISSEMINATION OF INFORMATION

Volunteers shall treat the official business of the Port St. Lucie Code Enforcement Division as confidential. Information regarding official business shall be disseminated only to those for whom it is intended and in accordance with established procedures. Volunteers may remove or copy official records or reports only in accordance with established procedures.

15. HARASSMENT

Volunteers shall not use their official position to harass, threaten or coerce any person.

16. CHAIN OF COMMAND

Volunteers shall adhere to the Organizational Chain of Command in the course of regular duties.

17. FAILURE TO REPORT ACCIDENT INJURY

Volunteers sustaining any personal injury requiring professional medical attention, sustained on duty, shall promptly report the injury to their supervisor.

18. FAILURE TO REPORT LOSS OF EQUIPMENT/BAGE/I.D. CARD

Volunteer shall report the loss of any badge, identification card or Division equipment to a supervisor as soon as possible.