

**GENERAL ORDER**

August 2017

Immediately

**II-24**

Distribution: All Employees

Subject: **COMMUNITY RESOURCE CENTERS**

Index as: Auxiliary Community Centers Resource Centers Volunteers

## Accreditation Standards:

Cross Reference: G.O. II-22, Community Awareness, Community Service Officers, and Crime Prevention

Replaces: G.O. II-24, Community Resource Centers (August 28, 2017)

This Order consists of the following sections:

- I. Policy
- II. Definitions
- III. Site Selection
- IV. Community Resource Center Operations

## I. POLICY

- A. The Department supports the establishment and operation of community resource centers in the interests of promoting and maintaining closer contact with citizens.
- B. Community Resource Centers:
  1. Increase law enforcement's visibility and access at the neighborhood level
  2. Enhance citizen contacts and encourage communication with members of the community
  3. Provide a location where people might more easily get the information they seek from the Department

## II. DEFINITIONS

- A. Community Resource Center – A clearly identified site in the City away from Police Headquarters, utilized by officers and volunteers of the Department.
- B. Volunteer – A civilian who is interested in contributing to the betterment of the community by an affiliation with the Police Department in an unpaid, part-time, non-sworn capacity; e.g., member of the Public Safety Cadet Program or Road Patrol.

### III. SITE SELECTION

- A. Recommendations for establishing and/or continuing the operation of a Community Resource Center will originate with the Manager, Community Awareness Division.
  - 1. The Division Manager will select a location:
    - a. Based on statistical information and/or community need.
    - b. That is visible and easily accessible to the public.
    - c. Not within two (2) miles of an existing Community Resource Center.
  - 2. The Division Manager will ensure:
    - a. The site will be donated and contracted with a lease to that effect for at least one (1) year.
    - b. The development and maintenance costs of the center will be donated or funded by a grant.
    - c. Utilities will be paid by the individual/firm donating the site and/or covered by grant funds.
- B. The Manager, Community Awareness Division will submit a written proposal to the Chief of Police.
- C. If approved, the Chief of Police will submit the proposal to the City Real Estate and Property Management to create a lease.
- D. The lease will be submitted to the City Council for review and approval through the regular consent process.

### IV. COMMUNITY RESOURCE CENTER OPERATIONS

- A. The Manager, Community Awareness Division is responsible for coordinating all matters related to the operation of the Community Resource Centers.
- B. Though operated by the Department, Community Resource Centers may, by prior arrangement, be used by any other City department.
- C. Each Community Resource Center will be managed by one (1) volunteer selected by the Department's Volunteer Coordinator. The volunteer will coordinate the hours of operation, schedule staff volunteers, and prepare reports as needed to document activities at the Center.
- D. Police officers are encouraged to use a Community Resource Center for meal breaks, citizen contacts, meetings, printing of reports and any other Department-related business.
- E. Community Service Officers (CSOs) are encouraged to use a Community Resource Center for City team meetings, or neighborhood meetings or any other meetings or activities to strengthen their connection with citizens in their community.
- F. Officers and volunteers will work together to provide and disseminate material and information on Department programs or services, as requested by citizens who visit the Community Resource Center.
- G. All applicable policies, procedures, and rules of conduct promulgated by the Department apply to all employees and volunteers using a Community Resource Center.

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Anthony Holloway  
Chief of Police