



# Volunteer Management

## *For Public Safety Agencies*

May 21, 2013 8:00am - 5:00pm  
at the Best Western Park Plaza Hotel  
620 S. Hill Park Drive, **Puyallup, WA**  
(Course made possible by Puyallup Police Department)

**Cost: Only \$169** when you register via website: **www.code4.org**  
register via phone 800-622-9391 & cost is \$179 (Save \$10 when you register on-line)  
Cost includes course certificate (for CEU's or training files) & handout - Group discounts (10 or more)

### **Instructor:**

Donna Cayson spent nearly 20 years in law enforcement. She has worked in patrol, custody, support services, investigations and has also served as a volunteer services coordinator with the Pasadena police department in California. In 2009, Donna was named a Naval Postgraduate School, Center for Homeland Defense and Security, Distinguished Fellow. She has also served the Department of Homeland Security, FEMA in Washington DC. Mrs. Cayson also holds a Master's Degree in Behavioral Science and undergraduate degrees in Organizational Leadership and Administration of Justice.

### **Intended Audience:**

This course is excellent training for anyone managing volunteers or reserves in public safety including:

- Law Enforcement
- Fire Services
- Probation, Corrections, Dispatch
- Campus & Airport Safety Staff
- City, County, State & Federal Staff
- Emergency Managers
- Search and Rescue Programs

Course attendees will receive a workbook with copies of the presentation, templates for law enforcement, volunteer job descriptions, volunteer handbook, policies and procedures and links to other resources to assist with starting, growing and sustaining a successful volunteer program.

### **Course Content:**

- Understanding the volunteer  
Who are they?  
Where do they come from?  
Why do we need them?  
How do we find them?
- The role of the Coordinator
- Building a solid foundation for your volunteer program
- The "value" of a volunteer  
Are they free?
- How to recruit and place your volunteers within your agency - Now that we have them, what do we do with them?
- Orientation and training
- Supervising/leading volunteers
- Disciplining and Evaluating the volunteer and the program
- Rewarding your volunteers
- Resources



**Code 4 Public Safety Education Association, Inc.** (a non-profit 501(c)(3) Assoc.)  
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See our new website and on-line training at **www.code4.org**