

# Volunteer Management

## For Public Safety Agencies



April 24<sup>th</sup> 8:30 – 4:00pm

HOSTED BY:

**LEVOC**

[www.levoc.org](http://www.levoc.org)

Law Enforcement Volunteers of California  
**1 Twin Pines Lane – Suite 210 -EOC**  
**Belmont, CA 94002**

**Cost: \$150.00 - Register via Eventbrite:**

<https://volunteermanagementtrainingforpublicsafetyagencies.eventbrite.com>

**Cost includes: Course Certificate – Workbook & CD w/Volunteer Document Templates – Breakfast & Snacks**

### **Intended Audience:**

This course is excellent training for anyone managing volunteers 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 complete workbook. Copies of the presentation, multiply 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 your volunteer.**  
Who are they?  
Where do they come from?  
Why do we need them?
- **Building a solid foundation for your volunteer program.**
- **Recruiting and screening volunteers.**  
How do we find them?
- **Selection, orientation and training. Now that we have them, what do we do with them?**
- **So what exactly is a Volunteer Coordinator? Leading, supervising and disciplining your volunteers.**
- **Retention and recognition. Rewarding your volunteers.**
- **Evaluating the volunteer and the program.**
- **Fundraising, Grants, Sustainability**

**Instructor:** Donna Cayson has been in law enforcement for over 18 years. During her career she has worked a wide variety of assignments including custody, patrol, investigations and support services. Donna currently serves as a Captain for the Sierra Madre Police Department. Donna was the first designated full time Volunteer Coordinator for the Pasadena Police Department. As the Volunteer Coordinator Donna managed and led approximately 150 active volunteers. She recruited, utilized and institutionalized volunteers throughout the department. Under Donna's leadership, the Pasadena Police Department's Volunteer Services Program was chosen as the 2006 recipient of the *Outstanding Achievement in Law Enforcement Volunteer Programs Award* by the International Association of Chiefs of Police. Donna graduated from the Naval Postgraduate School, Center for Homeland Defense and Security Master of Arts in Security Studies program in March, 2009. She completed "*Increasing Capacity & Changing the Culture: Volunteer Management in Law Enforcement*" as her thesis. Donna also holds a Master's Degree in Behavioral Science and undergraduate degrees in Organizational Leadership and Administration of Justice.

Email: [donna@caysonandassociates.com](mailto:donna@caysonandassociates.com)  
[www.caysonandassociates.com](http://www.caysonandassociates.com)