

San Bernardino County Sheriff Colorado River Station



Station Manual

Revised February 8, 2019

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VOLUME 1
General Policy

1 / 000 GENERAL POLICY

1 / 000.10 PREVIOUS DOCUMENTS REVOKED

All manuals, orders, and other regulations of the Colorado River Station existing before 06/28/2015, and all revisions predating those listed herein are revoked.

1 / 100 MISSION STATEMENT

As employees of the Colorado River Station, our principal objectives are to safeguard the lives, rights and property of the citizens we serve; demonstrate no compromise for crime, relentlessly prosecuting the criminal element, and maintaining public safety. By fulfilling these objectives, we enhance the quality of life for all who live in our communities.

We shall at all times promulgate the values and ideals in the Department's Vision Statement while providing said services.

1/200 MEDIA RELATIONS

1 / 201 PRESS RELEASE

It shall be the duty of the officer in charge of a criminal investigation or newsworthy incident to prepare a written press release. The completed press release shall be approved by a Watch Commander prior to dissemination to the public.

Press releases should generally be made for but are not limited to:

1. All major felony investigations – arrests
2. All search and rescue operations
3. Homicides – dead bodies
4. Fires

Press releases should contain the following information:

- Time and Date of Occurrence
- Classification:
- Location of Occurrence.
- Suspect(s) names, sex, race, and age

The following should be considered prior to releasing any information:

- If a deputy is a victim, the name of the deputy shall be released only with the approval of the Sheriff or a member of the Executive Staff.
- Do not release the name and/or address of persons who are the victims of sex-related offenses, elder abuse, or mental evaluation commitment.
- Avoid releasing the name and/or addresses of persons when such release could result in endangering the individual.
- Names of juveniles shall not be releases to the news media except as allowed by law.
- Never release information pertaining to suspects past criminal history.
- Information which would jeopardize the ongoing investigation or the successful prosecution of the suspect should never be release

1 / 300 LAW ENFORCEMENT OPERATIONS

1 / 301 WORK AREAS

Work areas shall be kept clean, neat and organized. No loud, boisterous, or vulgar language will be tolerated in close proximity to the public area of the office.

1 / 302 INTERVIEW ROOM

The interview room is located adjacent to the investigations office on the County side of the building. [REDACTED]

The Interview room also doubles as the non-secured juvenile detention room and must be kept clean of supplies and equipment when not in use.

1 / 310 WORK ASSIGNMENTS

1 / 311 STATION ASSIGNMENTS

Assignments at the Colorado River Station for deputy personnel include: Patrol, Custody, Resident Posts at Parker Dam and Havasu Landing, Marine Enforcement Unit, School Resource Officer and Acting Detective.

Assignments for general personnel include: Clerical, Secretary, Sheriff's Custody Specialists, and Sheriff's Service Specialists.

Sheriff's Corporals, Detectives, Sergeants, a Lieutenant and a Captain are also assigned to the Colorado River Station.

1 / 312 SHIFTS

The Colorado River Station currently employs a 3-day, 12 hour shift schedule for most patrol personnel. An additional 8 hour shift is included every other week to ensure an 80 hour pay period.

Deputies assigned to the Havasu Landing and Parker Dam Resident posts shall work 4-day, 10 hour shift schedule. The hours of the shifts may be adjusted at the Watch Commanders discretion to accommodate for increased manpower needs.

Deputies assigned to the Marine Enforcement Unit shall work a 4-day, 10 hour shift schedule. Generally, Deputy's days off shall be scheduled for weekdays off to accommodate for increased manpower needs on weekends.

Deputies assigned as the School Resource Officer shall work a 5-day, 8 hour shift schedule and shall have weekends off. On school holidays or summer vacation the School Resource Officer shall return to the patrol schedule. Vacation time off for school holidays is at the discretion of the Watch Commander and depends on manpower needs.

Deputies assigned to work the jail shall work a 3-day, 12 hour shift schedule. An additional 8 hour shift is included every other week to ensure an 80 hour pay period. On days when no pre-sentenced inmates are in custody the Deputy assigned to the jail shall be assigned to work patrol as manpower needs dictate. The Deputy shall return to the jail and resume custody duties when an arrestee is brought to the jail.

Deputies assigned as the Acting Detective shall work a 4-day, 10 hour shift schedule. Work hours shall generally be 0700 hours through 1700 hours.

Patrol supervisors are currently on a 3-day, 12 hour shift schedule. An additional 8 hour shift is included every other week to ensure an 80 hour pay period.

General employees assigned as Sheriff's Custody Specialists shall work a 3-day, 12 hour shift schedule which shall include the same shift hours as the Deputies assigned to the jail.

General employees assigned as Clerical and Secretary staff and the Sheriff's Service Specialist shall work a 4-day, 10 hour shift schedule.

1 / 313 BRIEFINGS

Shift briefings are conducted at the beginning of each patrol shift. The Watch Commander that is currently on-duty at the beginning of the patrol shift will conduct the briefing.

All patrol personnel must attend briefing on time and in full uniform ready to begin his/her shift.

1 / 320 EMPLOYEE RESPONSIBILITIES

1 / 321 FALSE ALARMS

When the Colorado River Station receives an alarm call in the City of Needles, a Deputy will be dispatched to the location. When the Deputy determines the alarm to be false he/she should enter the findings into the call history. If there is a continuance of 3 or more false alarm calls at the same business a City Administrative Citation may be issued for violation of Needles City Code 14-17 and posted at the business. The completed citation, less the posted copy, shall be placed in the citation basket for the City of Needles Code Enforcement Officer(s).

A false alarm is defined as; an alarm that is activated without apparent cause, other than meteorological or naturally occurring phenomena. This includes improper training of employees and accidental activations.

1 / 322 TELEVISION AND COMPUTER USE

The televisions, VCR's, DVD equipment and station computers at the Colorado River Station are to be used only for business purposes, unless otherwise directed or authorized by the Watch Commander.

1 / 323 PERSONNEL LOCKERS

1 / 331.10 DETECTIVE CALL OUTS

When necessary, detectives may be called out to respond to major crimes or incidents. The determination as to whether a detective is to be called out rests with the Watch Commander.

When the On Call detective is called out they shall be notified by telephone of the incident with a brief synopsis of the circumstances of the reason for the call out. The detective shall be able to respond to the station or scene within one hour of initial notification.

1 / 332 RESIDENT DEPUTY CALL OUTS

When necessary, a resident deputy may be called out to respond to a call for service. The determination as to whether a resident deputy is to be called out rests with the Watch Commander. Notification for a call out should be accomplished through dispatch.

The On Call Resident Deputy shall be available by means of a telephone at all times while on call. The Resident Deputy shall be able to respond to the call within one hour of initial notification.

1 / 333 SEARCH AND RESCUE CALL OUTS

When necessary, search and rescue personnel may be called out in response to a report of a missing or stranded person. The determination as to whether search and rescue is to be called out rests with the Watch Commander. The following procedure will be utilized when search and rescue personnel are to be called out:

- The Watch Commander or Office Personnel will contact the Search and Rescue Coordinator(s). If a Coordinator cannot be reached the Unit Commander should be called and then continue down the chain of command.
- The Watch Commander will notify the on call administrator of the call out and as a courtesy and notify the Search and Rescue Sergeant Coordinator.

1 / 334 BOATING DEPUTY CALL OUTS

When necessary, Boating Deputies and Boating Officers may be called out in response to any waterway emergency or incident. The determination as to whether a Boating Deputy and Officer are to be called out rests with the Watch Commander. Notification should be made by telephone.

The On Call Boating Deputy shall be available by means of a telephone at all times while on call. The Boating Deputy shall be able to respond to the call within one hour of initial notification.

1 / 340 EMERGENCY OPERATIONS

In the event of a natural or man-made disaster, civil unrest, or other designated emergency; the Colorado River Station will implement an emergency schedule operation plan.

Deputies assigned to the Colorado River Station shall respond immediately to their duty station for assignment by the Watch Commander. In the event a Deputy is unable to respond to the Colorado River Station, he/she shall respond to the nearest San Bernardino County Sheriff's station for assignment by that station's Watch Commander.

1 / 341 EMERGENCY SCHEDULING

- Days off, training, and vacations shall be cancelled.
- All out of town travel shall be re-evaluated and non-essential travel cancelled or postponed.
- All safety personnel shall be placed on call.
- Professional staff may be placed on call depending on their duty assignment and/or potential for temporary assignment during an emergency.

1 / 342 EMERGENCY PLANS

The Colorado River Station, on occasion, is required to initiate an Emergency Plan for a major incident such as flooding or a terrorist type attack.

It will be the responsibility of the Colorado River Station Emergency Planning Coordinator to gather pertinent information and pre-event planning to prepare for such an event. The information gathered should be kept in an area accessible to all station personnel and should be clearly identifiable. A log of the threat assessments and pre-event planning manuals should be notated in the back of the Colorado River Station Emergency Operations Plan.

- Non-essential maintenance of automobiles, buses, aircraft and other essential equipment shall be postponed; vehicles and other equipment already undergoing such non-essential maintenance shall be returned to duty as soon as possible.
- Required Mobile Field Force personnel shall be notified and directed to report for duty.
- Emergency equipment and supplies, to include but not be limited to personal safety equipment, station and division equipment and Mobile Field Force equipment caches, shall be inspected for completeness and functionality and made ready for service.



1 / 343 CITY OF NEEDLES SENIOR CITIZEN'S CENTER

[REDACTED]

[REDACTED]

[REDACTED]

1 / 350 ARMORY

1 / 350.1 ARMAMENT

[REDACTED]

[REDACTED]

[REDACTED]


[REDACTED]

1 / 350.2 CLEANING OF ISSUED WEAPONS

The Colorado River Station has a gun cleaning station, with supplies and equipment provided, in the armory for use by department personnel. All weapons shall be kept in a clean and ready condition.

All weapons must be cleared of ammunition prior to cleaning. In the event the weapon must be cleared at the station, bullet traps are provided outside the parking lot door and inside the armory. Use of the bullet trap is mandatory when clearing weapons at the station.

1 / 351 AMMUNITION



No employee shall tamper with, remove, or use any ammunition described above, except when necessary during a tactical situation. In all cases, use of such ammunition shall be reported to the appropriate commander with no unnecessary delay, so that it can be replaced immediately

1 / 352 FLASHLIGHTS

The department issues flashlights to each deputy on patrol. These flashlights remain the property of the department and must be returned when the deputy separates from the department. Chargers are issued to each deputy.

Employees may purchase a flashlight, at their own expense, or use a flashlight provided by the department. Flashlights shall not exceed eighteen (18") inches in length, nor have a diameter larger than two inches (2"). The construction may be plastic or alloy.

1 / 353 RADIOS

Portable communication radios are issued to all sworn personnel at the Colorado River Station. These radios remain the property of the station and must be returned when the deputy is either reassigned or separates from the department. Battery chargers are in the armory. Extra radios are stored in the armory and are available for use by all employees and volunteers with priority going to patrol personnel. The radios are to be returned at the end of each shift for use by other employees.

1 / 354 RADAR/LASER

Radar and Laser handheld devices are available for use by patrol personnel. Before the units may be used for citation purposes the deputy must have completed the POST Certification Course.

1 / 355 CAL-ID HANDHELD DEVICE

A handheld Cal-ID device is kept in the armory for use by station personnel. The device may be checked out with the Watch Commander at the beginning of each shift and must be returned to the charger at the end of the shift.

1 / 360 REPORTS

1 / 361 REPORT DICTATION / DIGITAL RECORDERS

Sworn personnel dictating reports for typing shall dictate the report using a digital recorder and download the report into Presynct when completed. Reports dictated on cassette tapes shall not be submitted nor shall be accepted by professional staff for typing.

1 / 400 ADMINISTRATIVE ISSUES

1 / 401 NOTICE OF SICKNESS

Sick leave with pay is an insurance or protection provided by the County to be granted in circumstances of adversity to promote the health of the individual employee. It is not an earned right to take time off from work.

Sick leave is defined to mean the authorized absence from duty of an employee because of illness, injury, pregnancy, exposure to contagious disease, attendance upon ill member of the employee's immediate family or for a medical, optical, or dental appointment. Such authorized absences may include attendance upon the parent(s) of an employee, not to exceed a total of eighty (80) hours per calendar year.

In addition, a maximum of forty (40) hours earned sick leave may be used for bereavement due to the death of persons in the immediate family, or any relative living with the employee. Immediate family is defined as spouse, child, mother, father, brother, sister, mother-in-law, father-in-law, and domestic partner or child of domestic partner, as defined by California Family Code Section 297.

No member shall feign illness or injury, falsely report themselves ill or injured, or cause their accumulated sick leave balance to be utilized when their absence from duty is not due to a bona fide illness, injury, or other conditions as set forth in the current applicable Memorandum of Understanding. Sick leave with pay may be denied if the absence is found to be due to willful injury, gross negligence, intemperance, improper conduct, or willful absence without leave on the part of the employee.

In the event an employee meets the above requirements and wishes to take sick leave he/she must notify the Watch Commander at least 1 hour before the start of the shift.

1 / 402 TELEPHONE CALLS

In answering telephone calls, employees should courteously greet the caller, followed by "Needles Police and Sheriff" and the employee's name. The jail phone line may be answered with "Needles Jail."

Employees should make every reasonable attempt to either supply the requested information and assistance or to promptly refer the party to the proper Department unit or other public or private agency for assistance.

All telephone calls for the Captain and Lieutenant should generally be routed through the Administrative Secretary.

1 / 403 TELEPHONE MESSAGES

When an employee is absent or unavailable a message will be taken by the person receiving the telephone call and placed into employee's mail box. Telephone calls for supervisory staff will be forwarded to the appropriate extension where a voice message may be left.

1 / 404 REQUESTS FOR SCHEDULE CHANGES

Personnel requesting schedule changes or leave time off will make the request to the Lieutenant or supervisor in charge of the schedule, who will approve or deny the request and adjust the schedule.

Emergency requests may be addressed by the on duty supervisor and will be evaluated on a case by case basis.

1 / 404.10 REQUEST FOR SHIFT TRADES

Shift trade requests shall be requested on a "Shift Trade Memorandum." The completed and signed memorandum should be submitted to the shift Watch Commander for authorization. In case of an emergency the on duty Watch Commander may sign the request.

1 / 405 LIVE SCAN

The Colorado River Station offers a fingerprint service to non-criminal applicants (i.e., school teachers, taxi cab drivers, real estate salespersons, special permits and licenses, adoption applicants, etc.). A citizen wishing to utilize the live scan services should schedule an appointment with the front office personnel.

1 / 406 LIVE SCAN FEES

Front office personnel shall keep themselves aware of the current fees and proper fingerprint cards necessary for performing the service. Information pertaining to current fees and procedures is available from the Records Division

1 / 407 SUBPEONAS

Members are subject to being summoned to testify in a court trial or hearing. The Department recognized subpoenas or summons as an official order of the court. It is the responsibility of each member to comply with valid orders. Subpoenas requiring an appearance in civil matters, arising out of the course and scope of employment, shall be processed through the Civil Liabilities Division.

When subpoenas are received they shall be entered into the subpoena log with a copy placed in to the log book by order of appearance. Prior to serving the subpoena the schedule should be checked to ensure the employee is not on vacation or will not be back to work prior to the subpoena date. Once the employee is determined to be available the subpoena shall be served by either serving it in person or placing it in an employee's mailbox, desk, or faxing it to his/her assigned station.

It is the employee's responsibility to check the above locations on a regular basis for subpoenas.

1 / 408 VEHICLE RELEASES

When a registered owner or agent of a towed and stored vehicle requests a vehicle release during a weekend or holiday, station personnel shall contact the watch commander, who will ensure the required release paperwork is completed and fees are collected to facilitate the release. Registered owners or agents shall not be refused vehicle releases due to the request being made on a weekend or holiday when the lobby is closed.

1 / 409 HANDLING OF CASH & CASH EQUIVALENTS

Duties shall be assigned so that no one individual has access to the entire cash process. Each of the following functions should be segregated, when possible:

- Cash Receipting
- Bank Deposits
- Bank Reconciliation
- Cash Disbursements
- Accounts Receivable Posting

County funds (including special department funds for coffee and other employee functions) shall not be commingled with employee personal funds.

Duties of cashier and bookkeeper, unless restricted by the number of personnel, shall be divided between two employees, neither of whom is permitted to have access to each other's records. If only one employee is available, compensating controls shall be in place.

Payments by personal checks, bank checks and drafts, express and post office money orders and cashier's checks shall be for the exact amount. Receipt shall be issued for each payment received. The person issuing a personal check would be required to furnish satisfactory proof of residence in this State, the personal check must be drawn on a banking institution located in this State, and the person has not previously issued a check that has been dishonored. (California Government Code, Section 6157)

A restrictive endorsement stamp shall be used on all checks and money order as soon as received. Adjustments to customer's ledger accounts may only be done with approval by the station/division commander or authorized designee.

Weekly reconciliation of payments received against receipts issued shall be done by an employee other than the cashier or the person issuing receipts. Once completed, both of the employees responsible for verifying the total amount of the currency collected shall initial each receipt. There shall be no break in sequence of the receipts issued. When done, used receipt books shall be turned over to the Bureau of Administration.

The process will be completed as follows:

- A. Any station personnel receiving currency, checks, or vouchers will fill out a receipt and issue one copy to the person for whom the services were rendered.

- B. The employee will record the transaction and place one of the remaining receipts in the appropriate log book.
- C. The remaining receipt will be attached to the currency, check, or voucher collected and placed into the secure lock box located in the front office adjacent to the lobby.
- D. Weekly reconciliation of payments received against receipts issued shall be done by an employee other than the person issuing receipts. Once completed, both employees responsible for verifying the total amount of the currency collected shall initial each receipt. There shall be no break in sequence of the receipts issued. An employee will be designated to maintain the funds ledger. When done, used receipt books shall be returned to the Bureau of Administration.
- E. After the verification process, the funds will be transported to the appropriate recipient. The person delivering the funds will obtain a receipt for delivery and return it to the person responsible for the funds ledger.

1 / 500 REGISTRATIONS

1 / 500.10 REGISTRATION OF SEX, ARSON, GANG AND NARCOTIC OFFENDERS

Pursuant to the Penal Code (Section 290 and 451) and the Health and Safety Code (Section 11590) all convicted sex, arson and narcotic offenders are required to register with their local law enforcement agency. All patrol divisions having Live-Scan capabilities shall perform these registration functions as required by law.

Registration of all Sex, Arson, and Narcotic offenders is the responsibility of the Sheriff's Custody Specialist working the front desk. If a registrant comes into the station after hours to complete the registration requirements he/she shall not be turned away and the registration shall be completed.

Offenders shall be accommodated on an unscheduled walk in basis, during normal business hours Monday through Friday. Registration paperwork, fingerprinting and record transmittal shall be accomplished on the same visit. Generally, the offender shall not be required to appear at multiple appointments to accomplish the registration.

Refer to the Department Manual sections 2.440.15 and 3.314 for registration procedures.

VOLUME 2

ORGANIZATIONAL

RESPONSIBILITIES

2 / 100 SUPERVISORS

2 / 101 CAPTIAN

2 / 102 LIEUTENANT

I. CUSTOMER SERVICE

You are expected to conduct yourself in a manner which will promote good public relations, that supports and enhances the goals of the Department, and act courteously in both internal and external relations. Your conduct should most likely promote good public relations and foster public support for the department and support of the County of San Bernardino's "Service First" mandate. You are expected to conduct yourself in a manner that supports and enhances the goals of our department and the accomplishment of its mission.

A. Public and External Relations

You are expected to conduct yourself in a manner that is most likely to promote good public relations and foster public support for the Department and support the County of San Bernardino's "Service First" mandate. Your behavior and actions must be aligned with the Department values and philosophy.

1. Provide courteous treatment and appropriate levels of friendly service to each person you come into contact with.
2. Maintain a professional interest in a manner appropriate to the service situation, affording each citizen full information and appropriate alternatives as is consistent with the mission, vision and values of the Sheriff's Department and the County of San Bernardino.
3. Maintain an in-depth knowledge of the department and other support agencies to ensure referrals are made to appropriate resources and agencies.
4. Treat everyone with respect; avoid improper behavior which is likely to produce a pattern of complaints and claims.
5. Show a genuine interest by using voice intonations usually associated with interest rather than curtness, disrespect or disregard. Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses that tend to erect unnecessary barriers to the exchange of needed communication or which produce unnecessary stress.
6. Behave in ways that bring credit to the Department and to the County of San Bernardino. Avoid improper behavior that is likely to produce a pattern of complaints and claims.

7. Utilize proper phone demeanor per Department policy and station guidelines.
8. Abide by the same laws and ordinances we expect the public to follow; behave in ways that bring credit to the department.
9. Comply with the Department's gratuity policy.

B. Internal Relations

You are expected to conduct yourself in a manner that supports teamwork.

1. Do your share so that others are not burdened with additional work. Help others when the need is apparent.
2. Treat others with respect.
3. Find constructive ways to handle differences. Do not allow differences with others to disrupt your work or the work of others.
4. Attempt to resolve issues at the lowest possible level.
5. Avoid open criticism of Department policies and procedures. When in disagreement, discuss it with your supervisors in a constructive, professional manner. Present a positive attitude toward others.
6. Promote teamwork by sharing information with others.
7. Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses, which tend to erect unnecessary barriers to exchange of needed communication or which produce unnecessary stress.
8. Comply with the Department's discrimination and harassment policies.
9. Comply with the Department's confidentiality policies.

II. LEADERSHIP AND SUPERVISION

A. Performance Assurance

You are expected to monitor your employees and ensure that they are meeting performance standards. If the employee is not meeting standards, you are to initiate appropriate steps to correct the deficiency.

You will receive a satisfactory rating in this category if:

1. Your employees meet all the performance standards as set forth, or;
2. In the event of substandard performance, you have initiated appropriate steps (and follow them through to resolution) which will enable you or the

Department to effectively correct the deficiency and protect the Department's resources, or;

3. You have justified to your immediate supervisor why (1) and (2) do not apply.

B. Employee Relations

You are expected to conduct yourself in a manner which will foster employee support for the Department and its mission, goals and values.

1. Set the performance example by your actions, conduct and appearance.
2. Make yourself available to your employees to discuss issues and resolve problems. Fairly represent their issues to management.
3. Provide clear and reasonable direction to your employees. Give positive feedback when standards are met, and respectfully confront the employee when substandard work/conduct is noted. Document as needed to assure that good performance is not optional.
4. Utilize employee skills to best accomplish the mission, but do not show favoritism. Distribute work fairly and enforce policy and procedure without bias or favoritism.
5. Generally, praise in public and reprimand in private. Maintain confidentiality where appropriate.
6. Support the leadership of the organization. If you do not agree with a policy or decision, approach your supervisor for clarification. Suggest constructive alternatives. If your constructive efforts do not succeed, support (vs. undermine) the decision in question.

C. Employee Development and Training

You are expected to develop your employees through counseling, on-the- job training, formal training, job assignments, and candid appraisal.

1. You are to identify employee skill deficiencies and recommend and/or provide the appropriate training.
2. Support employee development through counseling, on-the-job training, formal training, job assignments, and candid appraisal.

III. SAFETY

You are expected to conduct yourself in a manner that protects you, your coworkers, and others from harm, and equipment and facilities from damage.

- A. Follow Department policies, station guidelines, and applicable laws related to: vehicles, pursuits/code 3, firearms, force, communicable diseases, approved field tactics, arrest and handcuffing, MDT and radio, county, city and other equipment, workplace safety.
- B. Use and maintain all issued safety equipment per Department policies.
- C. Avoid unsafe behavior that could produce accidents, injury, or damage.
- D. Monitor workplace safety to ensure compliance with Federal and State laws and mandates, County and Department policies. Take necessary action to prevent, correct, or report unsafe conditions that you have identified.

IV. APPEARANCE AND GROOMING

You are expected to maintain a clean, well-groomed, professional appearance. Present yourself in a manner most likely to inspire public confidence and respect. Set the example.

- A. Comply with and enforce the standards set forth in the Department's uniform and grooming policies. Exercise good personal hygiene.
- B. Comply with and enforce the Department Physical Fitness guidelines.

V. ENFORCEMENT AND SERVICE DELIVERY

You are to identify the problems and service delivery needs of the community and to coordinate the efforts of your employees to most effectively meet those needs within the constraints of available resources and Department policy.

- A. Effectively deploy available personnel and equipment based on the priority of crime, traffic, and service issues.
- B. Your priority is management vs. line law enforcement and supervision. Provide resources, assistance, direction, and knowledge to your employees.
- C. Effectively plan, organize, manage, and deploy available resources using the Incident Command System during special operations.
- D. Remain accessible at all times.

VI. ADMINISTRATIVE RESPONSIBILITIES

You are expected to be thoroughly familiar with the Station Manual, the Department Manual, and the applicability of both to everyday operations of the command. All work submitted must be completed staff work.

- A. Comply with Department policy and station policy/guidelines for completed staff work unless instructions dictate otherwise.
- B. Submit written work by the deadlines assigned. If you must be late, approach your Commander with a request for extension early enough to prevent or mitigate problems arising from missing deadlines.
- C. Keep Station Commander informed of operational and administrative issues, such as:
 - 1. Sensitive or confidential issues.
 - 2. Political and community issues.
 - 3. Crimes or incidents likely to generate significant interest to the Department or Station.
 - 4. Employee and morale issues.
- D. Monitor and ensure compliance with Station report procedures.
 - 1. Ensure that all written work prepared by employees is useable, complete, accurate, and properly routed.
- E. Prepare station work schedules per Department policy and station guidelines
 - 1. Monitor shift activity and manage resources accordingly.
 - 2. Enforce the Department's overtime policies and procedures. Keep the overtime to a minimum.
 - 3. Enforce the Department's sick leave policies and guidelines.
- F. Ensure that proper levels of Station equipment and supplies are maintained and available when needed per Inspection matrix and Department policy (1/660)
 - 1. Investigate suspected or known equipment/facility abuse, malfunction, or loss, and take action accordingly.

You are expected to readily accept additional assignments outside of the scope of normal duties. Initiate projects to enhance and improve the organization's operations.

VII. COMMUNITY POLICING

You are expected to promote the philosophy of Community Policing by encouraging the concept of law enforcement officers and private citizens working together in creative ways to solve community problems related to crime, fear of crime, and neighborhood problems.

- A. Be a problem solver, take proactive measures and manage problem-solving efforts.
- B. Meet periodically with supervisors to review the problem solving efforts of the station.
- C. Develop strategies to improve communication with the community.
- D. Review crime analysis reports for your jurisdiction to ensure we are proactively meeting the needs of the command.
- E. Manage the development of working relationships with key community members; encourage the development of communication systems to enable the exchange of information between staff and the community.
- F. Oversee the inter-agency communication regarding problem-solving efforts, community concerns, and enforcement actions.

VIII. BUDGET PREPARATION AND COST CONTROL

You are expected to know the needs of the station; personnel, supplies, and other equipment. You are to make recommendations for budget expenditures, track station operation costs, and stay within the budget guidelines.

- A. Assist the Commander with budget preparation per guidelines, format, and within due dates.
 - 1. Budget requests are to realistically anticipate operational needs so that unnecessary shortfalls are prevented during the operating year.
- B. Costs are to be managed per budget. Overages are to be approved in advance by the Station Commander.

1 CUSTOMER SERVICE

You are expected to conduct yourself in a manner which will promote good public relations, that supports and enhances the goals of the Department, and act courteously in both internal and external relations. Your conduct should most likely promote good public relations and foster public support for the department and support of the County of San Bernardino's "Service First" mandate. You are expected to conduct yourself in a manner that supports and enhances the goals of our department and the accomplishment of its mission.

A. Public and External Relations

You are expected to conduct yourself in a manner that is most likely to promote good public relations and foster public support for the Department and support the County of San Bernardino's "Service First" mandate. Your behavior and actions must be aligned with the Department values and philosophy.

7. Provide courteous treatment and appropriate levels of friendly service to each person you come into contact with.
8. Maintain a professional interest in a manner appropriate to the service situation, affording each citizen full information and appropriate alternatives as is consistent with the mission, vision and values of the Sheriff's Department and the County of San Bernardino.
9. Maintain an in-depth knowledge of the department and other support agencies to ensure referrals are made to appropriate resources and agencies.
10. Treat everyone with respect; avoid improper behavior which is likely to produce a pattern of complaints and claims.
11. Show a genuine interest by using voice intonations usually associated with interest rather than curtness, disrespect or disregard. Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses that tend to erect unnecessary barriers to the exchange of needed communication or which produce unnecessary stress.
12. Behave in ways that bring credit to the Department and to the County of San Bernardino. Avoid improper behavior that is likely to produce a pattern of complaints and claims.
10. Utilize proper phone demeanor per Department policy and station guidelines.
11. Abide by the same laws and ordinances we expect the public to follow; behave in ways that bring credit to the department.

12. Comply with the Department's gratuity policy.

B. Internal Relations

You are expected to conduct yourself in a manner that supports teamwork.

10. Do your share so that others are not burdened with additional work. Help others when the need is apparent.
11. Treat others with respect.
12. Find constructive ways to handle differences. Do not allow differences with others to disrupt your work or the work of others.
13. Attempt to resolve issues at the lowest possible level.
14. Avoid open criticism of Department policies and procedures. When in disagreement, discuss it with your supervisors in a constructive, professional manner. Present a positive attitude toward others.
15. Promote teamwork by sharing information with others.
16. Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses, which tend to erect unnecessary barriers to exchange of needed communication or which produce unnecessary stress.
17. Comply with the Department's discrimination and harassment policies.
18. Comply with the Department's confidentiality policies.

II. WORK HABITS/COURT APPEARANCES

You are expected to be productively engaged in the Department's work while on paid time. Organize your time and focus your attention on the priorities assigned.

- A. Arrive with adequate time to prepare for your shift per Department and Station guidelines. Comply with these guidelines.
- B. Remain accessible at all times.
- C. Monitor shift activity and manage resources accordingly.
- D. Complete all assignments in the time allotted. Time extensions must be approved by your supervisor in advance of the due date.
- E. Comply with and enforce the Department's policies and guidelines regarding court appearance and on-call status.
- F. Comply with and enforce the Department's overtime policies and procedures.

G. Comply with and enforce the Department's sick leave policies and guidelines.

H. You are expected to prepare and present court cases in a manner which most effectively supports successful prosecution. For example:

1. Arrive in court as scheduled wearing proper attire per policy.
2. Complete preparation and coordination as needed to support the prosecutor.
3. Provide credible, clear, complete, and courteous testimony. Avoid patterns of negative feedback about your courtroom appearances.

III. SAFETY/ EQUIPMENT USE AND MAINTENANCE

You are expected to conduct yourself in a manner which protects you, your coworkers, and others from harm, and equipment and facilities from damage. Set the example.

- A. Follow Department policies, station guidelines, and applicable laws related to vehicles, pursuits/code 3, firearms, force, communicable diseases, approved field tactics, arrest and handcuffing, MDT and radio, county, city and other equipment.
- B. Use and maintain all issued safety equipment per Department policies.
- C. Avoid unsafe behavior that could produce accidents, injury, or damage.
- D. Take necessary action to prevent, correct, or report unsafe conditions that you have identified.
- E. Keep vehicles free of contraband, evidence, and debris. Maintain a minimum fuel level of a half tank at all times. Fuel tanks are to be filled at the end of shift.
- F. Conduct vehicle inspections per station guidelines. Ensure proper maintenance is completed. Initiate action to correct damaged or deficient equipment.
- G. Ensure that all safety equipment is in serviceable condition, accounted for and/or returned to its proper place at the end of your shift.

IV. APPEARANCE AND GROOMING

You are expected to maintain a clean, well-groomed, professional appearance. Present yourself in a manner most likely to inspire public confidence and respect. Set the example.

- A. Comply with and enforce the standards set forth in the Department's uniform and grooming policies. Exercise good personal hygiene.
- B. Comply with and enforce the Department's Physical Fitness guidelines.

V. SUPERVISION

A. Performance Assurance

You are expected to monitor your employees and ensure that they are meeting performance standards. If the employee is not meeting standards, you are to initiate appropriate steps to correct the deficiency.

You will receive a satisfactory rating in this category if:

1. Your employees meet all the performance standards as set forth, or;
2. In the event of substandard performance, you have initiated appropriate steps (and follow them through to resolution) which will enable you or the Department to effectively correct the deficiency and protect the Department's resources, or;
3. You have justified to your immediate supervisor why (1) and (2) do not apply.

B. Employee Relations

You are expected to conduct yourself in a manner which will foster employee support for the Department and its mission, goals, and values.

1. Set the performance example by your actions, conduct and appearance.
2. Make yourself available to your employees to discuss issues and resolve problems. Fairly represent their issues to management.
3. Provide clear and reasonable direction to your employees. Give positive feedback when standards are met, and respectfully confront the employee when substandard work/conduct is noted. Document as needed to assure that good performance is not optional.
4. Utilize employee skills to best accomplish the mission, but do not show favoritism. Distribute work fairly and enforce policy and procedure without bias or favoritism.
5. Generally, praise in public and reprimand in private. Maintain confidentiality where appropriate.
6. Support the leadership of the organization. If you do not agree with a policy or decision, approach your supervisor for clarification. Suggest constructive alternatives. If your constructive efforts do not succeed, support (vs. undermine) the decision in question.

C. Employee Development and Training

You are expected to develop your employees through counseling, on-the-job training, job assignments, and candid appraisal.

1. You are to identify employee skill deficiencies and recommend and/or provide the appropriate training.
2. Support employee development through counseling, on-the-job training, job assignments, and candid appraisal.
3. Provide employee roll call and in-service training.

VI. ADMINISTRATIVE DUTIES/REPORTS/REPORT REVIEW

You are expected to ensure that all written work prepared by you and your employees, is useable, complete, and accurate.

- A. The reports you originate and/or approve must be useable and in accordance with Department report writing policy and procedures.
- B. Criminal reports should rarely contain errors, omissions, lack of elements, incomplete preliminary investigation or lack of corpus. They should be legible and should not contain errors in spelling, grammar, sentence structure, format, etc.
- C. Administrative reports should reflect completed staff work and rarely contain grammatical errors.

Note: A "useable" report is one that does not require further work by the author. It accurately reflects investigation conducted by the author. Differences in style or minor errors may be tolerated if they do not impair prosecution or accurate record keeping, or bring discredit to the Department. Minor errors may be tolerated if the reviewer chooses to correct them and can do so in the time normally taken to review the report. If the reviewer or others have to do work the author should have done, the report is not useable when first submitted.

- D. Complete administrative reports and submit them within time limits as prescribed by Department policy.
- E. Complete employee evaluations in accordance with Department policy.
- F. Keep the Captain and Lieutenant informed of employee issues, morale, changing community issues, and potentially sensitive matters.
- G. Collateral duties as assigned.

VII. ENFORCEMENT AND SERVICE DELIVERY

You are expected to manage and supervise your employees efficiently and effectively to ensure quality public service and law enforcement.

- A. Effectively deploy available personnel and equipment based on the priority of crime, traffic, and service issues.
- B. Comply with Department policy in responding to field incidents.

- C. Your priority is supervision vs. line law enforcement. Provide assistance, direction, and knowledge to your employees.
- D. Monitor employee activity and pending calls for most effective and efficient use of work time.
- E. When administrative tasks conflict with the time you need for field supervision, approach your supervisor for problem solving.
- F. Effectively plan, organize, manage, and deploy available resources using the Incident Command System during special operations.

VIII. COMMUNITY POLICING

You are expected to promote the philosophy of Community Policing by encouraging the concept of law enforcement officers and private citizens working together in creative ways to solve community problems related to crime, fear of crime, and neighborhood problems.

- A. You are expected to proactively identify problems within your jurisdiction and formulate strategies to address these problems.
- B. Be a problem solver.
- C. Direct, supervise and review the activities of community policing.
- D. Develop and maintain support services, innovative resources, and training techniques.
- E. Formulate strategies to improve communication with the community.
- F. Use the S.A.R.A. model or similar problem-solving models to address the problems.
- G. Maintain open communication within the Department and surrounding agencies regard problem-solving efforts, community concerns and enforcement actions.

2 / 103.10 ADMINISTRATIVE SERGEANT

I. CUSTOMER SERVICE

You are expected to conduct yourself in a manner which will promote good public relations, that supports and enhances the goals of the Department, and act courteously in both internal and external relations. Your conduct should most likely promote good public relations and foster public support for the department and support of the County of San Bernardino's "Service First" mandate. You are expected to conduct yourself in a manner that supports and enhances the goals of our department and the accomplishment of its mission.

A. Public and External Relations

You are expected to conduct yourself in a manner that is most likely to promote good public relations and foster public support for the Department and support the County of San Bernardino's "Service First" mandate. Your behavior and actions must be aligned with the Department values and philosophy.

1. Provide courteous treatment and appropriate levels of friendly service to each person you come into contact with.
2. Maintain a professional interest in a manner appropriate to the service situation, affording each citizen full information and appropriate alternatives as is consistent with the mission, vision and values of the Sheriff's Department and the County of San Bernardino.
3. Maintain an in-depth knowledge of the department and other support agencies to ensure referrals are made to appropriate resources and agencies.
4. Treat everyone with respect; avoid improper behavior which is likely to produce a pattern of complaints and claims.
5. Show a genuine interest by using voice intonations usually associated with interest rather than curtness, disrespect or disregard. Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses that tend to erect unnecessary barriers to the exchange of needed communication or which produce unnecessary stress.
6. Behave in ways that bring credit to the Department and to the County of San Bernardino. Avoid improper behavior that is likely to produce a pattern of complaints and claims.
7. Utilize proper phone demeanor per Department policy and station guidelines.
8. Abide by the same laws and ordinances we expect the public to follow; behave in ways that bring credit to the department.

9. Comply with the Department's gratuity policy.

B. Internal Relations

You are expected to conduct yourself in a manner that supports teamwork.

1. Do your share so that others are not burdened with additional work. Help others when the need is apparent.
2. Treat others with respect.
3. Find constructive ways to handle differences. Do not allow differences with others to disrupt your work or the work of others.
4. Attempt to resolve issues at the lowest possible level.
5. Avoid open criticism of Department policies and procedures. When in disagreement, discuss it with your supervisors in a constructive, professional manner. Present a positive attitude toward others.
6. Promote teamwork by sharing information with others.
7. Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses, which tend to erect unnecessary barriers to exchange of needed communication or which produce unnecessary stress.
8. Comply with the Department's discrimination and harassment policies.
9. Comply with the Department's confidentiality policies.

II. WORK HABITS/COURT APPEARANCES

You are expected to be productively engaged in the Department's work while on paid time. Organize your time and focus your attention on the priorities assigned.

- A. Arrive with adequate time to prepare for your shift per Department and Station guidelines. Comply with these guidelines.
- B. Remain accessible at all times.
- C. Monitor shift activity and manage resources accordingly.
- D. Complete all assignments in the time allotted. Time extensions must be approved by your supervisor in advance of the due date.
- E. Comply with and enforce the Department's policies and guidelines regarding court appearance and on-call status.

- F. Comply with and enforce the Department's overtime policies and procedures.
- G. Comply with and enforce the Department's sick leave policies and guidelines.
- H. You are expected to prepare and present court cases in a manner which most effectively supports successful prosecution. For example:
 - 1. Arrive in court as scheduled wearing proper attire per policy.
 - 2. Complete preparation and coordination as needed to support the prosecutor.
 - 3. Provide credible, clear, complete, and courteous testimony. Avoid patterns of negative feedback about your courtroom appearances.

III. SAFETY/ EQUIPMENT USE AND MAINTENANCE

You are expected to conduct yourself in a manner which protects you, your coworkers, and others from harm, and equipment and facilities from damage. Set the example.

- A. Follow Department policies, station guidelines, and applicable laws related to: vehicles, pursuits/code 3, firearms, force, communicable diseases, approved field tactics, arrest and handcuffing, MDT and radio county, city and other equipment.
- B. Use and maintain all issued safety equipment per Department policies.
- C. Avoid unsafe behavior that could produce accidents, injury, or damage.
- D. Take necessary action to prevent, correct, or report unsafe conditions that you have identified.
- E. Keep vehicles free of contraband, evidence, and debris.
- F. Conduct vehicle inspections per station guidelines. Ensure proper maintenance is completed. Initiate action to correct damaged or deficient equipment.
- G. Ensure that all safety equipment is in serviceable condition, accounted for and/or returned to its proper place at the end of your shift.

IV. APPEARANCE AND GROOMING

You are expected to maintain a clean, well-groomed, professional appearance. Present yourself in a manner most likely to inspire public confidence and respect. Set the example.

- A. Comply with and enforce the standards set forth in the Department's uniform and grooming policies. Exercise good personal hygiene.

B. Comply with and enforce the Department's Physical Fitness guidelines.

V. SUPERVISION

A. Performance Assurance

You are expected to monitor your employees and ensure that they are meeting performance standards. If the employee is not meeting standards, you are to initiate appropriate steps to correct the deficiency.

You will receive a satisfactory rating in this category if:

1. Your employees meet all the performance standards as set forth, or;
2. In the event of substandard performance, you have initiated appropriate steps (and follow them through to resolution) which will enable you or the Department to effectively correct the deficiency and protect the Department's resources, or;
3. You have justified to your immediate supervisor why (1) and (2) do not apply.

B. Employee Relations

You are expected to conduct yourself in a manner that will foster employee support for the Department and its mission, goals, and values.

1. Set the performance example by your actions, conduct and appearance.
2. Make yourself available to your employees to discuss issues and resolve problems. Fairly represent their issues to management.
3. Provide clear and reasonable direction to your employees. Give positive feedback when standards are met, and respectfully confront the employee when substandard work/conduct is noted. Document as needed to assure that good performance is not optional.
4. Utilize employee skills to best accomplish the mission, but do not show favoritism. Distribute work fairly and enforce policy and procedure without bias or favoritism.
5. Generally, praise in public and reprimand in private. Maintain confidentiality where appropriate.
6. Support the leadership of the organization. If you do not agree with a policy or decision, approach your supervisor for clarification. Suggest constructive alternatives. If your constructive efforts do not succeed, support (vs. undermine) the decision in question.

C. Employee Development and Training

You are expected to develop your employees through counseling, on-the-job training, job assignments, and candid appraisal.

1. You are to identify employee skill deficiencies and recommend and/or provide the appropriate training.
2. Support employee development through counseling, on-the-job training, job assignments, and candid appraisal.
3. Provide employee roll call and in-service training.

VI. ADMINISTRATIVE DUTIES

You are expected to manage and supervise your employees efficiently and effectively to ensure quality public service and law enforcement.

- A. Assist in the preparation and maintenance of work schedules for Clerical Staff.
- B. Investigate citizen complaints and liability issues in conjunction with the respective Lieutenant.
 1. Administrative reports should reflect completed staff work and rarely contain grammatical errors.
 2. Complete administrative reports and submit them within time limits as prescribed by Department policy.
- C. Keep the Captain and Lieutenant informed of employee issues and morale, changing community issues, and potentially sensitive matters.
- D. Complete employee evaluations in accordance with Department policy.
- E. Update and maintain Station and Department Manuals as needed.
- F. Maintain key and locker control, inventory and accountability.
- G. Oversee, review and monitor the flow of reports for typing and distribution.
- H. Collateral duties as assigned.

VII. BUDGET PREPARATION AND COST CONTROL

You are expected to know the needs of the station; personnel, supplies, and other equipment. You are to make recommendations for budget expenditure, track station operation costs, and stay within the budget guidelines.

- A. Assist the Commander and Lieutenant with budget preparation per guidelines, format, and within due dates.
- B. Budget requests are to realistically anticipate operational needs so that unnecessary shortfalls are prevented during the operating year.
- C. Costs are to be managed per budget. Overages are to be approved in advance by the Station Commander.

VIII. COMMUNITY POLICING

You are expected to promote the philosophy of Community Policing by encouraging the concept of law enforcement officers and private citizens working together in creative ways to solve community problems related to crime, fear of crime, and neighborhood problems.

You are expected to:

- A. Be a problem solver.
- F. Direct, supervise and review the activities of the community policing.
- G. Develop and maintain support services, innovative resources, and training techniques.
- D. Develop strategies to improve communication with the community.
- E. Use the S.A.R.A. model in the problem solving efforts.

I. CUSTOMER SERVICE

You are expected to conduct yourself in a manner which will promote good public relations, that supports and enhances the goals of the Department, and act courteously in both internal and external relations. Your conduct should most likely promote good public relations and foster public support for the department and support of the County of San Bernardino's "Service First" mandate. You are expected to conduct yourself in a manner that supports and enhances the goals of our department and the accomplishment of its mission.

A. Public and External Relations

You are expected to conduct yourself in a manner that is most likely to promote good public relations and foster public support for the Department and support the County of San Bernardino's "Service First" mandate. Your behavior and actions must be aligned with the Department values and philosophy.

1. Provide courteous treatment and appropriate levels of friendly service to each person you come into contact with.
2. Maintain a professional interest in a manner appropriate to the service situation, affording each citizen full information and appropriate alternatives as is consistent with the mission, vision and values of the Sheriff's Department and the County of San Bernardino.
3. Maintain an in-depth knowledge of the department and other support agencies to ensure referrals are made to appropriate resources and agencies.
4. Treat everyone with respect; avoid improper behavior which is likely to produce a pattern of complaints and claims.
5. Show a genuine interest by using voice intonations usually associated with interest rather than curtness, disrespect or disregard. Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses that tend to erect unnecessary barriers to the exchange of needed communication or which produce unnecessary stress.
6. Behave in ways that bring credit to the Department and to the County of San Bernardino. Avoid improper behavior that is likely to produce a pattern of complaints and claims.
7. Utilize proper phone demeanor per Department policy and station guidelines.
8. Abide by the same laws and ordinances we expect the public to follow; behave in ways that bring credit to the department.

9. Comply with the Department's gratuity policy.

B. Internal Relations

You are expected to conduct yourself in a manner that supports teamwork.

1. Do your share so that others are not burdened with additional work. Help others when the need is apparent.
2. Treat others with respect.
3. Find constructive ways to handle differences. Do not allow differences with others to disrupt your work or the work of others.
4. Attempt to resolve issues at the lowest possible level.
5. Avoid open criticism of Department policies and procedures. When in disagreement, discuss it with your supervisors in a constructive, professional manner. Present a positive attitude toward others.
6. Promote teamwork by sharing information with others.
7. Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses, which tend to erect unnecessary barriers to exchange of needed communication or which produce unnecessary stress.
8. Comply with the Department's discrimination and harassment policies.
9. Comply with the Department's confidentiality policies.

II. WORK HABITS/COURT APPEARANCES

You are expected to be productively engaged in the Department's work while on paid time. Organize your time and focus your attention on the priorities assigned.

- A. Arrive with adequate time to prepare for your shift per Department and Station guidelines. Comply with these guidelines.
- B. Remain accessible at all times.
- C. Monitor shift activity and manage resources accordingly.
- D. Complete all assignments in the time allotted. Time extensions must be approved by your supervisor in advance of the due date.
- E. Comply with and enforce the Department's policies and guidelines regarding court appearance and on-call status.

- F. Comply with and enforce the Department's overtime policies and procedures.
- G. Comply with and enforce the Department's sick leave policies and guidelines.
- H. You are expected to prepare and present court cases in a manner which most effectively supports successful prosecution. For example:
 1. Arrive in court as scheduled wearing proper attire per policy.
 2. Complete preparation and coordination as needed to support the prosecutor.
 3. Provide credible, clear, complete, and courteous testimony. Avoid patterns of negative feedback about your courtroom appearances.

III. SAFETY/ EQUIPMENT USE AND MAINTENANCE

You are expected to conduct yourself in a manner that protects you, your coworkers, and others from harm, and equipment and facilities from damage. Set the example.

- A. Follow Department policies, Station guidelines, and applicable laws related to vehicles, approved field tactics, pursuits/code 3, arrest and handcuffing, firearms, MDT and radio, force, county equipment, communicable diseases.
- B. Use and maintain all issued safety equipment per Department policies.
- C. Avoid unsafe behavior that could produce accidents, injury, or damage.
- D. Take necessary action to prevent, correct, or report unsafe conditions that you have identified.
- E. Keep vehicles free of contraband, evidence, and debris. Maintain a minimum fuel level of a half tank at all times. Fuel tanks are to be filled at the end of shift.
- F. Conduct vehicle checks per Station guidelines. Check your vehicle at the beginning and end of your shift. Report damage or deficiencies to supervisor.
- G. Report damage to any equipment in your use to your immediate supervisor.
- H. Ensure that all safety equipment is in serviceable condition, accounted for and/or returned to its proper place at the end of your shift.
- I. Maintain all firearms in clean, serviceable condition. Immediately report damage or malfunction to your supervisor.

IV. APPEARANCE AND GROOMING

You are expected to maintain a clean, well-groomed, professional appearance. Present yourself in a manner most likely to inspire public confidence and respect. Set the example.

- A. Comply with and enforce the standards set forth in the Department's uniform and grooming policies. Exercise good personal hygiene.
- B. Comply with and enforce the Department's physical fitness guidelines.

V. SUPERVISION

A. Performance Assurance

You are expected to monitor your employees and ensure that they are meeting performance standards. If the employee is not meeting standards, you are to initiate appropriate steps to correct the deficiency.

You will receive a satisfactory rating in this category if:

1. Your employees meet all the performance standards as set forth, or;
2. In the event of substandard performance, you have initiated appropriate steps (and follow them through to resolution) which will enable you or the Department to effectively correct the deficiency and protect the Department's resources, or;
3. You have justified to your immediate supervisor why (1) and (2) do not apply.

B. Employee Relations

You are expected to conduct yourself in a manner which will foster employee support for the Department and its mission, goals, and values.

1. Set the performance example by your actions, conduct and appearance.
2. Make yourself available to your employees to discuss issues and resolve problems. Fairly represent their issues to management.
3. Provide clear and reasonable direction to your employees. Give positive feedback when standards are met, and respectfully confront the employee when substandard work/conduct is noted. Document as needed to assure that good performance is not optional.
4. Utilize employee skills to best accomplish the mission, but do not show favoritism. Distribute work fairly and enforce policy and procedure without bias or favoritism.
5. Generally, praise in public and reprimand in private. Maintain confidentiality where appropriate.
6. Support the leadership of the organization. If you do not agree with a policy or decision, approach your supervisor for clarification. Suggest constructive alternatives. If your constructive efforts do not succeed, support (vs. undermine) the decision in question.

C. Employee Development and Training

You are expected to develop your employees through counseling, on-the-job training, job assignments, and candid appraisal.

1. You are to identify employee skill deficiencies and recommend and/or provide the appropriate training.
2. Support employee development through counseling, on-the-job training, job assignments, and candid appraisal.
3. Provide employee roll call and in-service training.

VI. ENFORCEMENT AND SERVICE DELIVERY

You are expected to manage and supervise your employees efficiently and effectively to ensure quality public service and law enforcement.

- A. Effectively deploy available personnel and equipment based on the priority of crime, traffic, and service issues.
- B. Comply with Department policy in responding to field incidents.
- C. Your priority is supervision vs. line law enforcement. Provide assistance, direction, and knowledge to your employees.
- D. Monitor employee activity and pending calls for most effective and efficient use of work time.
- E. When administrative tasks conflict with the time you need for field supervision, approach your supervisor for problem solving.
- F. Effectively plan, organize, manage, and deploy available resources using the Incident Command System during special operations.

VII. ADMINISTRATIVE DUTIES/CASE REPORTS/REPORT REVIEW AND WRITTEN WORK

You are expected to ensure that all written work prepared by you and your employees, is useable, complete, and accurate.

- A. The reports you originate and/or approve must be useable and in accordance with Department report writing policy and procedures.
- B. Criminal reports should rarely contain errors, omissions, lack of elements, incomplete preliminary investigation or lack of corpus. They should be legible and should not contain errors in spelling, grammar, sentence structure, format, etc.

Note: Useable is defined as: In accordance with agency guidelines and appropriate laws. The report must be adequate to serve the purpose for which it was intended.

Minor errors may exist which do not seriously affect the effectiveness of the report or bring discredit to the agency. (It is understood that on complicated cases, a number of changes in presentation and content may be necessary after first draft by the investigator and that this will not indicate a failure to perform).

- C. Your cases must be investigated thoroughly and impartially. The complete investigation must be reflected in your report. Avoid patterns of incidents which cases are not filed by the District Attorney and are returned for credible reasons. It is your job to work with the District Attorney so that such patterns can be avoided.
- D. Administrative reports should reflect completed staff work and rarely contain grammatical errors.
- E. Complete administrative reports and submit them within time limits as prescribed by Department policy.
- F. Complete employee evaluations in accordance with Department policy.
- G. Comply with the Department's policies and all appropriate laws in the handling of your cases.
- H. Organize your files in a manner so that authorized personnel can easily locate information in your absence.
- I. Keep Captain, Lieutenant and your immediate supervisor informed of employee issues and morale, changing community issues, and potentially sensitive matters.

VIII. COMMUNITY POLICING

You are expected to promote the philosophy of Community Policing by encouraging the concept of law enforcement officers and private citizens working together in creative ways to solve community problems related to crime, fear of crime, and neighborhood problems.

- A. Develop an expertise in your station's patrol area, identifying the demographic makeup of the community, crime trends, concerns of the residents, and problem areas.
 - 1. Review crime analysis reports, community survey information and develop methods for community feedback to you on area concerns.
 - 2. Exchange information with Station personnel concerning crime prevention efforts and follow-up investigations.
 - 3. Review station activity occurring in our jurisdictional area upon returning from your days off or other leave.

B. Proactively identify problems in this jurisdiction. Formulate strategies to address these problems. Implement tactics to impact the problem. Assess your success in affecting the problem.

1. Use the SARA model or similar problem-solving model(s) to address the problem.
2. Utilize both internal and external resources to affect the problem.
3. Coordinate the response to the problem, setting objectives for enforcement actions and community involvement.
4. Review progress on impacting the problem, redefining objectives to meet changing conditions as necessary.
5. Document actions taken to impact the problem.

C. Maintain open communication within our Department and surrounding agencies regarding problem solving efforts, community concerns and enforcement actions.

2 / 105 OFFICER IN CHARGE

Supervisor's Responsibilities

When a Watch Commander becomes aware that there will not be a Supervisor on the following shift, an OFFICER IN CHARGE (O.I.C) will be designated from assigned personnel.

When selecting an OIC the Watch Commander shall take into consideration, experience, maturity, common sense, ethics, ability to communicate, problem solving, and Department Advocacy.

The OIC should adhere to the Patrol Corporal's Standards as outlined in 2 / 104.

2 / 200 INVESTIGATIONS

2 / 201 DETECTIVE

I. CUSTOMER SERVICE

You are expected to conduct yourself in a manner which will promote good public relations, that supports and enhances the goals of the Department, and act courteously in both internal and external relations. Your conduct should most likely promote good public relations and foster public support for the department and support of the County of San Bernardino's "Service First" mandate. You are expected to conduct yourself in a manner that supports and enhances the goals of our department and the accomplishment of its mission.

A. Public and External Relations

You are expected to conduct yourself in a manner that is most likely to promote good public relations and foster public support for the Department and support the County of San Bernardino's "Service First" mandate. Your behavior and actions must be aligned with the Department values and philosophy.

1. Provide courteous treatment and appropriate levels of friendly service to each person you come into contact with.
2. Maintain a professional interest in a manner appropriate to the service situation, affording each citizen full information and appropriate alternatives as is consistent with the mission, vision and values of the Sheriff's Department and the County of San Bernardino.
3. Maintain an in-depth knowledge of the department and other support agencies to ensure referrals are made to appropriate resources and agencies.
4. Treat everyone with respect; avoid improper behavior which is likely to produce a pattern of complaints and claims.
5. Show a genuine interest by using voice intonations usually associated with interest rather than curtness, disrespect or disregard. Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses that tend to erect unnecessary barriers to the exchange of needed communication or which produce unnecessary stress.
6. Behave in ways that bring credit to the Department and to the County of San Bernardino. Avoid improper behavior that is likely to produce a pattern of complaints and claims.
7. Utilize proper phone demeanor per Department policy and station guidelines.

8. Abide by the same laws and ordinances we expect the public to follow; behave in ways that bring credit to the department.
9. Comply with the Department's gratuity policy.

B. Internal Relations

You are expected to conduct yourself in a manner that supports teamwork.

1. Do your share so that others are not burdened with additional work. Help others when the need is apparent.
2. Treat others with respect.
3. Find constructive ways to handle differences. Do not allow differences with others to disrupt your work or the work of others.
4. Attempt to resolve issues at the lowest possible level.
5. Avoid open criticism of Department policies and procedures. When in disagreement, discuss it with your supervisors in a constructive, professional manner. Present a positive attitude toward others.
6. Promote teamwork by sharing information with others.
7. Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses, which tend to erect unnecessary barriers to exchange of needed communication or which produce unnecessary stress.
8. Comply with the Department's discrimination and harassment policies.
9. Comply with the Department's confidentiality policies.

II. WORK HABITS

You are expected to be productively engaged in the Department's work while on paid time. Organize your time and focus your attention on the priorities assigned.

- A. Arrive at the beginning of your shift, in proper attire and with all necessary equipment ready for duty per guidelines and policy.
- B. Be accessible and subject to call out, unless otherwise directed or approved by your supervisor. Keep your supervisor aware of your location and activity.
- C. Complete all assignments in the time allotted. Time extensions must be approved by your supervisor in advance of the due date.
- D. Comply with and enforce the Department's policies and guidelines regarding court appearance and on-call status.

- E. Comply with and enforce the Department's overtime policies and procedures.
- F. Return citizen phone calls as soon as possible; preferably no later than the end of your shift. Calls taken in your absence are to be returned on your first day back to work.
- G. Comply with and enforce the Department's sick leave policies and guidelines.

III. SAFETY/ EQUIPMENT USE AND MAINTENANCE

You are expected to conduct yourself in a manner that protects you, your coworkers, and others from harm, and equipment and facilities from damage. Set the example.

- A. Follow department policies, station guidelines, and applicable laws related to vehicles, approved field tactics, pursuits/code 3, arrest and handcuffing, firearms, MDT and radio, force, county equipment, communicable diseases.
- B. Use and maintain all issued safety equipment per Department policies.
- C. Avoid unsafe behavior that could produce accidents, injury, or damage.
- D. Take necessary action to prevent, correct, or report unsafe conditions that you have identified.
- E. Keep vehicles free of contraband, evidence, and debris. Maintain a minimum fuel level of a half tank at all times.
- F. Conduct vehicle checks per Station guidelines. Check your vehicle at the beginning and end of your shift. Report damage or deficiencies to supervisor.
- G. Report damage to any equipment in your use to your immediate supervisor.
- H. Ensure that all safety equipment is in serviceable condition, accounted for and/or returned to its proper place at the end of your shift.
- I. Maintain all firearms in clean, serviceable condition. Immediately report damage or malfunction to your supervisor.

IV. APPEARANCE AND GROOMING

You are expected to maintain a clean, well-groomed, professional appearance. Present yourself in a manner most likely to inspire public confidence and respect. Set the example.

- A. Comply with and enforce the standards set forth in the Department's uniform and grooming policies. Exercise good personal hygiene.
- B. Comply with and enforce the Department's physical fitness guidelines.

V. INVESTIGATIONS

You are expected to conduct follow-up investigations, prepare and execute search warrants, and manage complicated cases in a manner likely to result in successful arrests and prosecution of law violators.

- A. You are expected to interview every victim, suspect and witness who can be found through reasonable means. This will include resources such as phone book, crime analysis, law enforcement records, post office, utilities, etc.
- B. Make contact with, and attempt interrogation, of all in-custody suspects who have been arrested on cases assigned to you, regardless of who made the arrest.
- C. Handle evidence and property items in accordance with Department policy and Station guidelines.
- D. You are to maintain a clearance rate (percentage) comparable to peers in like conditions as considered over the previous 12 months.
- E. You are expected to accomplish, at a minimum, your share of the work within your unit so that your work does not become a burden to others.
- F. Complete follow-up reports on every case assigned. If unusual workload, case complexity or conflicting assignments are going to cause delays, bring it to the attention of your supervisor.
- G. You are to make every reasonable effort to recover stolen property on cases assigned to you. Report and document per Department policy and procedures.
- H. You are expected to report to assigned details and call-outs willingly and by the most expeditious route. As a guide, respond within 60-minutes unless you make other arrangements satisfactory to your supervisor and to those needing your expertise.

VI. CASE REPORTS AND WRITTEN WORK

You are expected to ensure that all written work prepared by you is useable, complete, and accurate.

- A. The reports you originate and/or approve must be useable and in accordance with the Department report writing policy and procedures.
- B. Criminal reports should rarely contain errors, omissions, lack of elements, incomplete preliminary investigation or lack of corpus. They should be legible and should not contain errors in spelling, grammar, sentence structure, format, etc.

Note: Useable is defined as: In accordance with agency guidelines and appropriate laws. The report must be adequate to serve the purpose for which it was intended. Minor errors may exist which do not seriously affect the effectiveness of the report or bring discredit to the agency. (It is understood that on complicated cases, a number of changes in presentation and content may be necessary after first draft by the investigator and that this will not indicate a failure to perform.

- C. Your cases must be investigated thoroughly and impartially. The complete investigation must be reflected in your report. Avoid patterns of incidents where cases are not filed by the District Attorney and are returned for credible reasons. It is your job to work with the District Attorney so that such patterns can be avoided.
- D. Administrative reports should reflect completed staff work and rarely contain grammatical errors.
- E. Complete administrative reports and submit them within time limits as prescribed by Department policy.
- F. Comply with the Department's policies and all appropriate laws in the handling of your cases.
- G. Organize your files in a manner so that authorized personnel can easily locate information in your absence.
- H. Keep Captain, Lieutenant and your immediate supervisor informed of employee issues and morale, changing community issues, and potentially sensitive matters.

VII. COURT APPEARANCES

You are expected to prepare and present court cases in a manner which most effectively support successful prosecution. For example:

- A. Arrive in court as scheduled wearing proper attire per policy.
- B. Complete preparation and coordination as needed to support the prosecutor.
- C. Provide credible, clear, complete, and courteous testimony. Avoid patterns of negative feedback about your courtroom appearance

VIII. COMMUNITY POLICING

You are expected to promote the philosophy of Community Policing by encouraging the concept of law enforcement officers and private citizens working together in creative ways to solve community problems related to crime, fear of crime, and neighborhood problems.

- C. Develop an expertise within your assigned area, identifying the demographic makeup of the community, crime trends, concerns of the residents, and problem areas.
 - 1. Review crime analysis reports, community survey information and develop methods for community feedback to you on area concerns.
 - 2. Exchange information with Station personnel concerning crime prevention efforts and follow-up investigations.
 - 3. Review station activity occurring in our jurisdictional area upon returning from your days off or other leave.

- D. Proactively identify problems in this jurisdiction. Formulate strategies to address these problems. Implement tactics to impact the problem. Assess your success in affecting the problem.
 - 1. Use the SARA model or similar problem-solving model(s) to address the problem.
 - 2. Utilize both internal and external resources to affect the problem.
 - 3. Coordinate the response to the problem, setting objectives for enforcement actions and community involvement.
 - 4. Review progress on impacting the problem, redefining objectives to meet changing conditions as necessary.
 - 5. Document actions taken to impact the problem.

- E. Maintain open communication within our Department and surrounding agencies regarding problem solving efforts, community concerns and enforcement actions.

2 / 202 ACTING DETECTIVE

The Colorado River Station on occasion assigns a Deputy Sheriff to the Detective's Bureau. When a Deputy is assigned to the Detective's Bureau he/she is expected to maintain the same proficiency as a Detective as defined in 2 / 201.

2 / 300 PATROL

2 / 301 OFFICER IN CHARGE

Refer to Patrol Corporal 2 / 104.

2 / 302 PATROL

I. CUSTOMER SERVICE

You are expected to conduct yourself in a manner which will promote good public relations, that supports and enhances the goals of the Department, and act courteously in both internal and external relations. Your conduct should most likely promote good public relations and foster public support for the department and support of the County of San Bernardino's "Service First" mandate. You are expected to conduct yourself in a manner that supports and enhances the goals of our department and the accomplishment of its mission.

A. Public and External Relations

You are expected to conduct yourself in a manner that is most likely to promote good public relations and foster public support for the Department and support the County of San Bernardino's "Service First" mandate. Your behavior and actions must be aligned with the Department values and philosophy.

1. Provide courteous treatment and appropriate levels of friendly service to each person you come into contact with.
2. Maintain a professional interest in a manner appropriate to the service situation, affording each citizen full information and appropriate alternatives as is consistent with the mission, vision and values of the Sheriff's Department and the County of San Bernardino.
3. Maintain an in-depth knowledge of the department and other support agencies to ensure referrals are made to appropriate resources and agencies.
4. Treat everyone with respect; avoid improper behavior which is likely to produce a pattern of complaints and claims.
5. Show a genuine interest by using voice intonations usually associated with interest rather than curtness, disrespect or disregard. Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses that tend to erect unnecessary barriers to the exchange of needed communication or which produce unnecessary stress.

6. Behave in ways that bring credit to the Department and to the County of San Bernardino. Avoid improper behavior that is likely to produce a pattern of complaints and claims.
7. Utilize proper phone demeanor per Department policy and station guidelines.
8. Abide by the same laws and ordinances we expect the public to follow; behave in ways that bring credit to the department.
9. Comply with the Department's gratuity policy.

B. Internal Relations

You are expected to conduct yourself in a manner that supports teamwork.

1. Do your share so that others are not burdened with additional work. Help others when the need is apparent.
2. Treat others with respect.
3. Find constructive ways to handle differences. Do not allow differences with others to disrupt your work or the work of others.
4. Attempt to resolve issues at the lowest possible level.
5. Avoid open criticism of Department policies and procedures. When in disagreement, discuss it with your supervisors in a constructive, professional manner. Present a positive attitude toward others.
6. Promote teamwork by sharing information with others.
7. Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses, which tend to erect unnecessary barriers to exchange of needed communication or which produce unnecessary stress.
8. Comply with the Department's discrimination and harassment policies.
9. Comply with the Department's confidentiality policies.

II. WORK HABITS

You are expected to be productively engaged in the Department's work while on paid time. Organize your time and focus your attention on the priorities assigned.

- A. Arrive at the beginning of shift in proper uniform and with all necessary equipment ready for duty per Department policy and Station guidelines.
- B. Be in the field and subject to calls as soon as possible after briefing, unless otherwise directed by your Watch Commander.

- C. Remain in service (logged on) until the end of shift, or until properly relieved.
- D. Complete all assignments in the time allotted. Time extensions must be approved by your supervisor in advance of the due date.
- E. Comply with the Department's policies regarding court appearance and on-call status.
- F. Comply with the Department's overtime policies and procedure.
- G. Comply with the Department's sick leave policies and guidelines.

III. SAFETY/ EQUIPMENT USE AND MAINTENANCE

You are expected to conduct yourself in a manner which protects you, your coworkers and others from harm, and equipment and facilities from damage.

- A. Follow Department policy, guidelines, Station orders, and applicable laws related to: vehicles, pursuits/code 3, firearms, force, communicable diseases, approved field tactics, arrest and handcuffing, MDT and radio, County, City and other equipment.
- B. Use and maintain all issued safety equipment per Department policy.
- C. Avoid unsafe behavior that could produce accidents, injury, or damage.
- D. Take necessary action to prevent, correct, or report unsafe conditions which you observe.
- E. Keep vehicles free of contraband, evidence, and debris. Maintain a minimum fuel level of half a tank at all times. Fuel tanks are to be filled at the end of shift.
- F. Conduct vehicle checks per Station guidelines. Check your vehicle at the beginning and end of your shift. Report damage or deficiencies to supervisor on standard inspection form.
- G. Report damage to any equipment in your use to your immediate supervisor.
- H. Return all equipment to its proper place at the end of shift.
- I. Maintain all firearms in clean, serviceable condition. Immediately report damage or malfunction to your supervisor.

IV. APPEARANCE AND GROOMING

You are expected to maintain a clean, well-groomed, professional appearance. Present yourself in a manner most likely to inspire public confidence and respect.

- A. Comply with the standards set forth in the Department uniform and grooming policies. Exercise good personal hygiene.

- B. Comply with the Department physical fitness guidelines.

V. FIELD ENFORCEMENT AND SERVICE DELIVERY

You are expected to provide quality public service and efficient law enforcement.

- A. Patrol in your assigned area unless cleared to leave it by your Watch Commander or for emergency responses. Exceptions to be justified to your supervisor.
- B. When assigned, take the most expeditious route, and do not delay your response with lower priority activity unless cleared first with your supervisor.
- C. Monitor your MDC and radio. Acknowledge transmissions when called, and keep your status updated.
- D. Handle calls appropriately and efficiently, in accordance with Department policy, Station guidelines, and the law.
- E. Identify problems and issues in your area of responsibility (assigned beat or area) and initiate appropriate steps to resolve them by utilizing available resources.
- F. Activity and service levels:
 - 1. Your activity levels should be comparable to the mean average of your peers in like conditions as considered over the previous 12 months.
The following will be considered:
felony arrests, search warrants, misdemeanor arrests, citations, warrant arrests, on view activity, Court filings/referrals, P.O.P. projects, calls-for-service, enforcement in high collision areas, DR's drawn and identifying problem areas.

Note: Your activity is to be quality work, which addresses the problems identified in your assigned area or beat. If you cannot maintain an adequate activity level and still do quality work, you must approach your supervisor immediately so that a problem solving plan can be supplemented.

VI. REPORTS AND WRITTEN WORK

You are expected to prepare clear, factual, concise, and complete reports and written work.

- A. Your reports must be in accordance with Department guidelines, policies, and procedures.
- B. Reports should be useable on first submittal. Reports should rarely be returned because of errors, omissions, elements, incomplete preliminary investigation or lack of corpus, spelling, grammar, sentence structure, format, illegibility, etc.

Note: A “useable” report is one that does not require further work by the author. It accurately reflects the preliminary investigation conducted by the author. Differences in style or minor errors may be tolerated if they do not impair prosecution or accurate record keeping, or bring discredit to the Department. Minor errors may be tolerated if the reviewer chooses to correct them and can do so in the time normally taken to review the report. If the reviewer or others have to do work the author should have done, the report is not useable when first submitted.

- C. Reports are to be submitted in a timely manner as required per Department policy and procedures.

VII. COURT APPEARANCES

You are expected to prepare and present court cases in a manner which most effectively supports successful prosecution.

- A. Arrive in court as scheduled wearing proper attire per policy.
- B. Complete preparation and coordination as needed to support the prosecutor.
- C. Provide credible, clear, complete, and courteous testimony. Avoid patterns of negative feedback about your courtroom appearances.

VIII. COMMUNITY POLICING

You are expected to perform your duties in keeping with the community policing philosophy, interacting with the community you serve and addressing problems within the patrol jurisdiction.

- A. Develop an expertise in your area, identifying the demographic makeup of the community, crime trends, concerns of the residents and problem areas.
 - 1. Review Crime Analysis reports for your area.
 - 2. Review community survey information.
 - 3. Develop methods for community feedback to you on area concerns.
 - 4. Exchange information with Station personnel concerning crime prevention efforts and follow-up investigations.
 - 5. Review station activity occurring in your area upon returning from your days off or other leave.
- B. Be known in your area, avail yourself to the community you serve and maintain communications between you and the community.

- C. Proactively identify problems in your assigned area. Formulate strategies to address these problems. Implement tactics to impact the problem. Assess your success in affecting the problem.
 - 1. Use the SARA model or similar problem-solving model to address the problem.
 - 2. Utilize both internal and external resources to affect the problem.
 - 3. Coordinate the response to the problem, setting objectives for enforcement actions and community involvement.
 - 4. Document the actions taken to impact the problem.
- D. Maintain open communication within our Department and surrounding agencies regarding problem-solving efforts, community concerns, and enforcement actions.
 - 1. Actively participate in shift briefings and station meetings, providing information on project status and problem-solving efforts.
 - 2. Exchange information with surrounding agencies and Sheriff's Stations concerning problems being addressed with our jurisdiction.
 - 3. Maintain communication with other resources involved in the problem-solving process.
- E. Conduct problem solving meetings with available resources to seek new and innovative solutions. Conduct coordinated operations to address specific problems.
- F. Notify your Sergeant of any problems you have identified.

2 / 303 MARINE ENFORCEMENT

In Addition to the responsibilities outlined in 2 / 302, as a Deputy assigned to Marine Enforcement, you are expected to complete your duties with a minimum of supervision. You are expected to provide quality public service and efficient law enforcement on the waters and shores of the Colorado River.

You are expected to maintain Department equipment, including all vessels and all equipment therein, in good working order. You are expected to bring any deficiencies or needed repairs to the attention of the boating supervisor.

- A. Vessel inspections shall be made prior to each shift with the appropriate inspection sheets completed and submitted to a supervisor.
- B. Keep an adequate supply of boating safety literature aboard for public education.
- C. No vessel shall be towed on a highway unless: the Bimini top is secured, all securing straps are in place and all required trailer lights are operable.

- D. Read and follow the instructions set forth in the Colorado River Station's Boating Safety and Marine Enforcement Manual.
- E. All trash shall be removed from the vessel at the end of each shift. The vessel shall be removed from the water, brushed/wiped down and thoroughly cleaned at least every 2 weeks.
- F. All vessels shall be fueled prior to the end of each shift. Each operator is to ensure there is sufficient fuel to respond to an afterhours emergency call.

2 / 304 RESIDENT DEPUTY

CUSTOMER SERVICE

You are expected to conduct yourself in a manner which will promote good public relations, that supports and enhances the goals of the Department, and act courteously in both internal and external relations. Your conduct should most likely promote good public relations and foster public support for the department and support of the County of San Bernardino's "Service First" mandate. You are expected to conduct yourself in a manner that supports and enhances the goals of our department and the accomplishment of its mission.

A. Public and External Relations

You are expected to conduct yourself in a manner that is most likely to promote good public relations and foster public support for the Department and support the County of San Bernardino's "Service First" mandate. Your behavior and actions must be aligned with the Department values and philosophy.

1. Provide courteous treatment and appropriate levels of friendly service to each person you come into contact with.
2. Maintain a professional interest in a manner appropriate to the service situation, affording each citizen full information and appropriate alternatives as is consistent with the mission, vision and values of the Sheriff's Department and the County of San Bernardino.
3. Maintain an in-depth knowledge of the department and other support agencies to ensure referrals are made to appropriate resources and agencies.
4. Treat everyone with respect; avoid improper behavior which is likely to produce a pattern of complaints and claims.
5. Show a genuine interest by using voice intonations usually associated with interest rather than curtness, disrespect or disregard. Avoid patterns of complaints about voice intonations, expressions, responses or lack of

responses that tend to erect unnecessary barriers to the exchange of needed communication or which produce unnecessary stress.

6. Behave in ways that bring credit to the Department and to the County of San Bernardino. Avoid improper behavior that is likely to produce a pattern of complaints and claims.
7. Utilize proper phone demeanor per Department policy and station guidelines.
8. Abide by the same laws and ordinances we expect the public to follow; behave in ways that bring credit to the department.
9. Comply with the Department's gratuity policy.

B. Internal Relations

You are expected to conduct yourself in a manner that supports teamwork.

1. Do your share so that others are not burdened with additional work. Help others when the need is apparent.
2. Treat others with respect.
3. Find constructive ways to handle differences. Do not allow differences with others to disrupt your work or the work of others.
4. Attempt to resolve issues at the lowest possible level.
5. Avoid open criticism of Department policies and procedures. When in disagreement, discuss it with your supervisors in a constructive, professional manner. Present a positive attitude toward others.
6. Promote teamwork by sharing information with others.
7. Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses, which tend to erect unnecessary barriers to exchange of needed communication or which produce unnecessary stress.
8. Comply with the Department's discrimination and harassment policies.
9. Comply with the Department's confidentiality policies.

II. WORK HABITS

You are expected to be productively engaged in the Department's work while on paid time. Organize your time and focus your attention on the priorities assigned.

- B. Arrive at the beginning of shift in proper uniform and with all necessary equipment ready for duty per Department policy and Station guidelines.

- C. Be in the field and subject to calls as soon as possible after briefing, unless otherwise directed by your Watch Commander.
- D. Remain in service (logged on) until the end of shift, or until properly relieved.
- E. Complete all assignments in the time allotted. Time extensions must be approved by your supervisor in advance of the due date.
- F. Comply with the Department's policies regarding court appearance and on-call status.
- G. Comply with the Department's overtime policies and procedure.
- H. Comply with the Department's sick leave policies and guidelines.

III. SAFETY/ EQUIPMENT USE AND MAINTENANCE

You are expected to conduct yourself in a manner which protects you, your coworkers and others from harm, and equipment and facilities from damage.

- A. Follow Department policy, guidelines, Station orders, and applicable laws related to: vehicles, pursuits/code 3, firearms, force, communicable diseases, approved field tactics, arrest and handcuffing, MDT and radio, County, City and other equipment.
- B. Use and maintain all issued safety equipment per Department policy.
- C. Avoid unsafe behavior that could produce accidents, injury, or damage.
- D. Take necessary action to prevent, correct, or report unsafe conditions which you observe.
- E. Keep vehicles free of contraband, evidence, and debris. Maintain a minimum fuel level of half a tank at all times. Fuel tanks are to be filled at the end of shift.
- F. Conduct vehicle checks per Station guidelines. Check your vehicle at the beginning and end of your shift. Report damage or deficiencies to supervisor on standard inspection form.
- G. Report damage to any equipment in your use to your immediate supervisor.
- H. Return all equipment to its proper place at the end of shift.
- I. Maintain all firearms in clean, serviceable condition. Immediately report damage or malfunction to your supervisor.

IV. APPEARANCE AND GROOMING

You are expected to maintain a clean, well-groomed, professional appearance. Present yourself in a manner most likely to inspire public confidence and respect.

- A. Comply with the standards set forth in the Department uniform and grooming policies. Exercise good personal hygiene.
- B. Comply with the Department physical fitness guidelines.

V. FIELD ENFORCEMENT AND SERVICE DELIVERY

You are expected to provide quality public service and efficient law enforcement.

- A. Patrol in your assigned area unless cleared to leave it by your Watch Commander for emergency responses. Exceptions to be justified to your supervisor.
- B. When assigned, take the most expeditious route, and do not delay your response with lower priority activity unless cleared first with your supervisor.
- C. Monitor your MDT and radio. Acknowledge transmissions when called, and keep your status updated.
- D. Handle calls appropriately and efficiently, in accordance with Department policy, Station guidelines, and the law.
- E. Identify problems and issues in your area of responsibility (assigned beat or area) and initiate appropriate steps to resolve them by utilizing available resources.
- F. Activity and service levels:
 - 1. Your activity levels should be comparable to the mean average of your peers in like conditions as considered over the previous 12 months.
The following will be considered:
felony arrests, search warrants, misdemeanor arrests, citations, warrant arrests, on view activity, Court filings/referrals, P.O.P. projects, calls-for-service, enforcement in high collision areas, DR's drawn and identifying problem areas.

Note: Your activity is to be quality work, which addresses the problems identified in your assigned area or beat. If you cannot maintain an adequate activity level and still do quality work, you must approach your supervisor immediately so that a problem solving plan can be supplemented.

- G. Attend local community meetings Town Hall, MAC, CSD, etc. Keep the station command staff apprised of any sensitive community issues that arise.
- H. Develop contacts within the business community using the Community Oriented Policing and Problem Solving philosophies of the Department.
- I. When on-call you are expected to remain available and respond to assigned calls for service, within 40 minutes.

VI. REPORTS AND WRITTEN WORK

You are expected to prepare clear, factual, concise, and complete reports and written work.

- A. Your reports must be in accordance with Department guidelines, policies, and procedures.
- B. Reports should be useable on first submittal. Reports should rarely be returned because of errors, omissions, elements, incomplete preliminary investigation or lack of corpus, spelling, grammar, sentence structure, format, illegibility, etc.

Note: A “useable” report is one that does not require further work by the author. It accurately reflects the preliminary investigation conducted by the author. Differences in style or minor errors may be tolerated if they do not impair prosecution or accurate record keeping, or bring discredit to the Department. Minor errors may be tolerated if the reviewer chooses to correct them and can do so in the time normally taken to review the report. If the reviewer or others have to do work the author should have done, the report is not useable when first submitted.

- C. Reports are to be submitted in a timely manner as required per Department policy and procedures.

VII. COURT APPEARANCES

You are expected to prepare and present court cases in a manner which most effectively supports successful prosecution.

- A. Arrive in court as scheduled wearing proper attire per policy.
- B. Complete preparation and coordination as needed to support the prosecutor.
- C. Provide credible, clear, complete, and courteous testimony. Avoid patterns of negative feedback about your courtroom appearances.

VIII. COMMUNITY POLICING

You are expected to perform your duties in keeping with the community-oriented policing philosophy – interacting with the community you serve, and developing viable solutions to public safety problems and potential public safety problems within your station’s patrol jurisdiction.

- A. Develop a well-rounded base of knowledge about your station’s patrol jurisdiction: identifying the demographics, geographic features, known criminals, crime trends, community leaders, resources, and other pertinent information. Readily share this information with co-workers as a means of expanding the knowledge base and capability of the station overall.
- B. Proactively identify problems in your patrol jurisdiction. Use the SARA model or similar problem-solving model to address the problem; setting enforcement objectives,

coordinating response, implementing enforcement plans, and assessing the impact/success of your efforts. Communicate your activities to your supervisor.

- C. Communicate positively and effectively with co-workers, personnel from other divisions and agencies, and members of the public about potential community-oriented policing issues: thereby encouraging collaboration and promoting a cooperative and multidisciplinary approach to addressing public safety concerns.
- D. Actively seek out opportunities to include members of the community in the identification of public safety and crime problems, and in the development of viable solutions. Examples of this activity include, but are not limited to:
 - 1. Make regular contacts with business owners, managers, community leaders, and the general public: asking opinions and seeking their perspective on issues of concern in the community.
 - 2. Host meetings within neighborhoods and communities to solicit input and feedback. Use these meetings as opportunities to inform the public about Sheriff's operations and perspectives, and to develop dialogue with members of the community.
 - 3. Represent the department at local community meetings. Be receptive to inquiry, information, criticism, and complaint. Use these meetings as opportunities to inform the public about Sheriff's operations and perspectives, and to develop dialogue with members of the community.
 - 4. Make presentations and/or instruct at local community meetings on the topics of public safety, personal safety, crime prevention, domestic violence, etc. Use these opportunities as a platform from which to inform the public about Sheriff's operations and perspectives; and to develop dialogue with members of the community.
 - 5. Generate press releases, informing the public and encouraging call-ins when appropriate.
- E. Document your community-oriented policing contacts, activities, and efforts through the use of formal reports, CAD incident reports, press releases, briefing items, or with a COPFU disposition on law enforcement incidents (when appropriate).

2 / 305 SCHOOL RESOURCE DEPUTY

CUSTOMER SERVICE

You are expected to conduct yourself in a manner which will promote good public relations, that supports and enhances the goals of the Department, and act courteously in both internal and external relations. Your conduct should most likely promote good public relations and foster public support for the department and support of the County of San Bernardino's "Service First" mandate. You are expected to conduct yourself in a manner that supports and enhances the goals of our department and the accomplishment of its mission.

A. Public and External Relations

You are expected to conduct yourself in a manner that is most likely to promote good public relations and foster public support for the Department and support the County of San Bernardino's "Service First" mandate. Your behavior and actions must be aligned with the Department values and philosophy.

1. Provide courteous treatment and appropriate levels of friendly service to each person you come into contact with.
2. Maintain a professional interest in a manner appropriate to the service situation, affording each citizen full information and appropriate alternatives as is consistent with the mission, vision and values of the Sheriff's Department and the County of San Bernardino.
3. Maintain an in-depth knowledge of the department and other support agencies to ensure referrals are made to appropriate resources and agencies.
4. Treat everyone with respect; avoid improper behavior which is likely to produce a pattern of complaints and claims.
5. Show a genuine interest by using voice intonations usually associated with interest rather than curtness, disrespect or disregard. Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses that tend to erect unnecessary barriers to the exchange of needed communication or which produce unnecessary stress.
6. Behave in ways that bring credit to the Department and to the County of San Bernardino. Avoid improper behavior that is likely to produce a pattern of complaints and claims.
10. Utilize proper phone demeanor per Department policy and station guidelines.
11. Abide by the same laws and ordinances we expect the public to follow; behave in ways that bring credit to the department.
12. Comply with the Department's gratuity policy.

B. Internal Relations

You are expected to conduct yourself in a manner that supports teamwork.

1. Do your share so that others are not burdened with additional work. Help others when the need is apparent.
2. Treat others with respect.

3. Find constructive ways to handle differences. Do not allow differences with others to disrupt your work or the work of others.
4. Attempt to resolve issues at the lowest possible level.
5. Avoid open criticism of Department policies and procedures. When in disagreement, discuss it with your supervisors in a constructive, professional manner. Present a positive attitude toward others.
6. Promote teamwork by sharing information with others.
7. Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses, which tend to erect unnecessary barriers to exchange of needed communication or which produce unnecessary stress.
8. Comply with the Department's discrimination and harassment policies.
9. Comply with the Department's confidentiality policies.

II. WORK HABITS

You are expected to be productively engaged in the Department's work while on paid time. Organize your time and focus your attention on the priorities assigned.

- A. Arrive at the beginning of shift in proper uniform and with all necessary equipment ready for duty per Department policy and Station guidelines.
- B. Be in the field and subject to calls as soon as possible after briefing, unless otherwise directed by your Watch Commander.
- C. Remain in service (logged on) until the end of shift, or until properly relieved.
- D. Complete all assignments in the time allotted. Time extensions must be approved by your supervisor in advance of the due date.
- E. Comply with the Department's policies regarding court appearance and on-call status.
- F. Comply with the Department's overtime policies and procedure.
- G. Comply with the Department's sick leave policies and guidelines.

III. SAFETY/ EQUIPMENT USE AND MAINTENANCE

You are expected to conduct yourself in a manner which protects you, your coworkers and others from harm, and equipment and facilities from damage.

- B. Follow Department policy, guidelines, Station orders, and applicable laws related to: vehicles, pursuits/code 3, firearms, force, communicable diseases, approved field tactics, arrest and handcuffing, MDT and radio, County, City and other equipment.
- B. Use and maintain all issued safety equipment per Department policy.
- C. Avoid unsafe behavior that could produce accidents, injury, or damage.
- E. Take necessary action to prevent, correct, or report unsafe conditions which you observe.
- F. Keep vehicles free of contraband, evidence, and debris. Maintain a minimum fuel level of half a tank at all times. Fuel tanks are to be filled at the end of shift.
- J. Conduct vehicle checks per Station guidelines. Check your vehicle at the beginning and end of your shift. Report damage or deficiencies to supervisor on standard inspection form.
- K. Report damage to any equipment in your use to your immediate supervisor.
- L. Return all equipment to its proper place at the end of shift.
- M. Maintain all firearms in clean, serviceable condition. Immediately report damage or malfunction to your supervisor.

IV. APPEARANCE AND GROOMING

You are expected to maintain a clean, well-groomed, professional appearance. Present yourself in a manner most likely to inspire public confidence and respect.

- A. Comply with the standards set forth in the Department uniform and grooming policies. Exercise good personal hygiene.
- B. Comply with the Department physical fitness guidelines.

V. SCHOOL RESOURCE OFFICER RESPONSIBILITIES

The School Resource Officer is first and foremost a uniformed law enforcement officer charged with providing police services on school district property. In addition, the School Resource Officer has numerous collateral duties germane to this unique assignment.

- A. Investigating criminal and traffic offenses that occur on the school campus.
- B. Coordinating related agencies, such as Juvenile Probation.
- C. Coordinating School Resource Officer activities with school administrators, teachers and school security personnel
- D. Assist in the dissemination of sensitive or confidential information to school administrators and staff.

E. Maintain high visibility, provide a positive role model and build trust with the student body.

F. Provide training, counseling and information to school staff, teachers, security, students and parents.

G. Attend school meeting, ceremonies, activities and special events.

H. Mediating on campus problems and serious truancy issues (SARB). Assist with school disciplinary matters as appropriate.

I. Keep your immediate supervisor and school administrators apprised of your activities.

J. Teach DARE curriculum to elementary school students within the district.

VI. FIELD ENFORCEMENT AND SERVICE DELIVERY

You are expected to provide quality public service and efficient law enforcement, while functioning as a uniformed patrol officer on campuses within the Silver Valley Unified School District.

A. Patrol in your assigned area unless cleared to leave it by your Watch Commander, or for emergency responses. Exceptions to be justifiable to your supervisor.

B. When assigned, take the most expeditious route, and do not delay your response with lower priority activity unless cleared first with your supervisor.

C. Monitor your MDT and radio. Acknowledge transmissions when called, and keep your status updated.

D. Handle calls appropriately and efficiently, in accordance with Department policy, Station guidelines, and the law.

E. Identify problems and issues in your area of responsibility (assigned beat or area) and initiate appropriate steps to resolve them by utilizing available resources.

F. Activity and service levels:

Your activity levels should be comparable to the mean average of your peers in like conditions. The following may be considered: Felony arrests, Misdemeanor arrests, Warrant arrests, Court filings/referrals, Calls for service, DR's drawn, Search Warrants, Citations, On-view activity

Note: Your activity is to be quality work which addresses the problems identified in your assigned area or beat. If you cannot maintain an adequate activity level and still do quality work, you must approach your supervisor immediately so that a problem solving plan can be implemented.

VII. REPORTS AND WRITTEN WORK

You are expected to prepare clear, factual, concise, and complete reports and written work.

- A. Your reports must be in accordance with Department guidelines, policies, and procedures.
- B. Reports should be useable on first submittal. Reports should rarely be returned because of errors, omissions, elements, incomplete preliminary investigation or lack of corpus, spelling, grammar, sentence structure, format, illegibility, etc.

Note: A “useable” report is one that does not require further work by the author. It accurately reflects the preliminary investigation conducted by the author. Differences in style or minor errors may be tolerated if they do not impair prosecution or accurate record keeping, or bring discredit to the Department. Minor errors may be tolerated if the reviewer chooses to correct them and can do so in the time normally taken to review the report. If the reviewer or others have to do work the author should have done, the report is not useable when first submitted.

- C. Reports are to be submitted in a timely manner as required per Department policy and procedures.

VIII. COMMUNITY POLICING

You are expected to perform your duties in keeping with the community-oriented policing philosophy – interacting with the community you serve, and developing viable solutions to public safety problems and potential public safety problems within your station’s patrol jurisdiction.

- A. Develop a well-rounded base of knowledge about your station’s patrol jurisdiction: identifying the demographics, geographic features, known criminals, crime trends, community leaders, resources, and other pertinent information. Readily share this information with co-workers as a means of expanding the knowledge base and capability of the station overall.
- B. Proactively identify problems in your patrol jurisdiction. Use the SARA model or similar problem-solving model to address the problem; setting enforcement objectives, coordinating response, implementing enforcement plans, and assessing the impact/success of your efforts. Communicate your activities to your supervisor.
- C. Communicate positively and effectively with co-workers, personnel from other divisions and agencies, and members of the public about potential community-oriented policing issues: thereby encouraging collaboration and promoting a cooperative and multidisciplinary approach to addressing public safety concerns.

- D. Actively seek out opportunities to include members of the community in the identification of public safety and crime problems, and in the development of viable solutions. Examples of this activity include, but are not limited to:
1. Make regular contacts with business owners, managers, community leaders, and the general public: asking opinions and seeking their perspective on issues of concern in the community.
 2. Host meetings within neighborhoods and communities to solicit input and feedback. Use these meetings as opportunities to inform the public about Sheriff's operations and perspectives, and to develop dialogue with members of the community.
 3. Represent the department at local community meetings. Be receptive to inquiry, information, criticism, and complaint. Use these meetings as opportunities to inform the public about Sheriff's operations and perspectives, and to develop dialogue with members of the community.
 4. Make presentations and/or instruct at local community meetings on the topics of public safety, personal safety, crime prevention, domestic violence, etc. Use these opportunities as a platform from which to inform the public about Sheriff's operations and perspectives; and to develop dialogue with members of the community.
 5. Generate press releases, informing the public and encouraging call-ins when appropriate.
- E. Document your community-oriented policing contacts, activities, and efforts through the use of formal reports, CAD incident reports, press releases, briefing items, or with a COPFU disposition on law enforcement incidents (when appropriate).

2 / 401 DEPUTY SHERIFF CORRECTIONS

I. CUSTOMER SERVICE

You are expected to conduct yourself in a manner which will promote good public relations, that supports and enhances the goals of the Department, and act courteously in both internal and external relations. Your conduct should most likely promote good public relations and foster public support for the department and support of the County of San Bernardino's "Service First" mandate. You are expected to conduct yourself in a manner that supports and enhances the goals of our department and the accomplishment of its mission.

A. Public and External Relations

You are expected to conduct yourself in a manner that is most likely to promote good public relations and foster public support for the Department and support the County of San Bernardino's "Service First" mandate. Your behavior and actions must be aligned with the Department values and philosophy.

1. Provide courteous treatment and appropriate levels of friendly service to each person you come into contact with.
2. Maintain a professional interest in a manner appropriate to the service situation, affording each citizen full information and appropriate alternatives as is consistent with the mission, vision and values of the Sheriff's Department and the County of San Bernardino.
3. Maintain an in-depth knowledge of the department and other support agencies to ensure referrals are made to appropriate resources and agencies.
4. Treat everyone with respect; avoid improper behavior which is likely to produce a pattern of complaints and claims.
5. Show a genuine interest by using voice intonations usually associated with interest rather than curtness, disrespect or disregard. Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses that tend to erect unnecessary barriers to the exchange of needed communication or which produce unnecessary stress.
6. Behave in ways that bring credit to the Department and to the County of San Bernardino. Avoid improper behavior that is likely to produce a pattern of complaints and claims.
7. Utilize proper phone demeanor per Department policy and station guidelines.

8. Abide by the same laws and ordinances we expect the public to follow; behave in ways that bring credit to the department.
9. Comply with the Department's gratuity policy.

B. Internal Relations

You are expected to conduct yourself in a manner that supports teamwork.

1. Do your share so that others are not burdened with additional work. Help others when the need is apparent.
2. Treat others with respect.
3. Find constructive ways to handle differences. Do not allow differences with others to disrupt your work or the work of others.
4. Attempt to resolve issues at the lowest possible level.
5. Avoid open criticism of Department policies and procedures. When in disagreement, discuss it with your supervisors in a constructive, professional manner. Present a positive attitude toward others.
6. Promote teamwork by sharing information with others.
7. Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses, which tend to erect unnecessary barriers to exchange of needed communication or which produce unnecessary stress.
8. Comply with the Department's discrimination and harassment policies.
9. Comply with the Department's confidentiality policies.

II. WORK HABITS

You are expected to be productively engaged in the Department's work while on paid time. Organize your time and focus your attention on the priorities assigned.

- A. Arrive on time before briefing in proper uniform with all the necessary equipment ready for duty.
- B. Remain at your assigned duty post unless you are directed to go elsewhere.
- C. Remain on duty until you are properly relieved.
- D. Be willing to help fellow deputies when needed.
- E. Court Appearances.
 1. You are expected to prepare and present cases in a manner which most effectively supports successful prosecution.

2. Arrive in court as scheduled wearing proper attire.
3. Provide credible, clear, complete and courteous testimony.

F. Judgment.

Deputies are expected to give adequate consideration of all known facts before taking action.

1. Decisions should be sound.
2. Actions should be logical.

III. SAFETY/ EQUIPMENT USE AND MAINTENANCE

You are expected to conduct yourself in a manner which protects you, your coworkers and others from harm, and equipment and facilities from damage.

- A. Follow Department policy, guidelines, and applicable laws related to: inmate movement, classification, sick call, court pulls, chow serving, inmate processing, communicable diseases, vehicles, firearms, inmate handcuffing and other restraints, radio traffic, and facility security checks.
- B. Use and maintain all issued safety equipment per Department policy.
- C. Avoid unsafe behavior that could produce accidents, injury, or damage.
- D. Take necessary action to prevent, correct, or report unsafe conditions which you observe.
- E. Know the proper evacuation policies and procedures in case of emergency.
- F. Outside Recreation.
 1. Maintain visual and verbal contact with any staff member in the yard area.
 2. Make determinations of yard usability based on weather and facility conditions.

You are expected to use and maintain equipment in a manner which will promote its good working order and appearance.

- A. Keep vehicles free of contraband, evidence, and debris. Maintain a minimum fuel level of half a tank at all times. Fuel tanks are to be filled at the end of shift.
- B. Report damage to any equipment in your use to your immediate supervisor.
- C. Return all equipment to its proper place at the end of shift.
- D. Maintain all firearms in clean, serviceable condition. Immediately report damage or malfunction to your supervisor.
- E. Deputies are expected to maintain the facility cleanliness by managing inmate workers, and ensure maintenance problems are addressed.
- F. Outside Recreation.

Deputies are expected to maintain the recreation facilities and their equipment in proper working order.

1. Conduct an equipment check at the beginning of each day to account for and inspect all equipment (radio, weapons, telephones, etc.)
2. Contact the appropriate division if something needs to be repaired or replaced.
3. Keep all recreation, cleaning, and other supplies adequately stocked.

IV. APPEARANCE AND GROOMING

You are expected to maintain a clean, well-groomed, professional appearance. Present yourself in a manner most likely to inspire public confidence and respect.

- A. Comply with the standards set forth in the Department uniform and grooming policies. Exercise good personal hygiene.
- B. Comply with the Department physical fitness guidelines.

V. INMATE PROCESSING AND SUPERVISION

You are expected to process and supervise all inmates in a professional and efficient manner.

- A. Search all arrestees when they arrive.
- B. Complete the property and medical forms, take their photographs and fingerprints.
- C. The intake process should be completed as soon as possible, so one does not delay the officer's return to the field.
- D. Make every reasonable effort to complete bookings on the current shift unless special circumstances exist, i.e., large groups of U.S. Marshal inmates arrive.
- E. Advise facility nurse and/or Classification regarding medical and classification issues.

VI. REPORTS AND WRITTEN WORK

You are expected to prepare clear, factual, concise, and complete reports and written work.

- A. Your reports must be in accordance with Department guidelines, policies, and procedures.
- B. Reports should be useable on first submittal. Reports should rarely be returned because of errors, omissions, elements, incomplete preliminary investigation or lack of corpus, spelling, grammar, sentence structure, format, illegibility, etc.

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- C. Reports are to be submitted in a timely manner as required per Department policy and procedures.
- D. Facility paperwork must be legible, complete and accurate.

VII. SECURITY

You are expected to maintain facility security in a manner intended to prevent the uncontrolled movement, injury or escape of inmates.

- A. Conduct accurate inmate counts.
- B. Initiate and maintain all housing and observation logs per policy.
- C. Maintain logs for cleaning supplies.
- D. Control inmate movement per facility policy. Monitor inmate workers to assure compliance with rules to reduce the movement of contraband.
- E. Ensure doors are secured and only authorized persons are allowed to enter the secure area of the facility. Maintain key control.
- F. Know the facility emergency operating procedures and evacuation policies.

VIII. COMMUNITY POLICING

You are expected to perform your duties in keeping with the community policing philosophy, interacting with the community you serve and addressing problems within the facility and the surrounding area.

- G. Develop an expertise in your facility, crime trends, concerns of the inmates and problem areas.
 - 1. Review criminal reports.
 - 2. Review discipline reports.
 - 3. Develop a professional rapport with the inmates.
 - 4. Exchange information with other deputies regarding problem areas in the facility.
 - 5. When returning from days off, review watch commander logs and briefing board information.

- H. Proactively identify problems within the facility. Implement tactics to impact the problem. Assess your success in affecting the problem. Use both internal and external resources to affect the problem.
 - 1. Avail yourself to instructors, cooks, the nursing staff, maintenance personnel and all non-sworn employees.
 - 2. Read inmate grievances and requests slips.
 - 3. Speak with family and friends visiting inmates to ascertain conditions and problems within the facility.

- I. Maintain open communication within our Department and surrounding agencies regarding problem solving efforts, community concerns and enforcement actions.
 - 1. Actively participate in shift briefings and station meetings, providing information on project status and problem-solving efforts.
 - 2. Exchange information with surrounding agencies and other detention facilities concerning problems being addressed and solutions.
 - 3. Maintain communication with other resources involved in the problem-solving process.

- J. Conduct problem solving meetings with available resources to seek new and innovative solutions. Conduct coordinated operations with available resources and other agencies to address specific problems.
 - 1. Facility Inmate Management Team.
 - 2. Classification Officers.
 - 3. Jail Mental Health.
 - 4. Facility Chaplain.
 - 5. Inmate Services/Support Services.
 - 6. Administrative Support Unit.

2 / 402

CUSTODY SPECIALIST

I. CUSTOMER SERVICE

You are expected to conduct yourself in a manner which will promote good public relations, that supports and enhances the goals of the Department, and act courteously in both internal and external relations. Your conduct should most likely promote good public relations and foster public support for the department and support of the County of San Bernardino's "Service First" mandate. You are expected to conduct yourself in a manner that supports and enhances the goals of our department and the accomplishment of its mission.

A. Public and External Relations

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3. Maintain an in-depth knowledge of the department and other support agencies to ensure referrals are made to appropriate resources and agencies.
4. Treat everyone with respect; avoid improper behavior which is likely to produce a pattern of complaints and claims.
5. Show a genuine interest by using voice intonations usually associated with interest rather than curtness, disrespect or disregard. Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses that tend to erect unnecessary barriers to the exchange of needed communication or which produce unnecessary stress.
6. Behave in ways that bring credit to the Department and to the County of San Bernardino. Avoid improper behavior that is likely to produce a pattern of complaints and claims.
13. Utilize proper phone demeanor per Department policy and station guidelines.
14. Abide by the same laws and ordinances we expect the public to follow; behave in ways that bring credit to the department.
15. Comply with the Department's gratuity policy.

B. Internal Relations

You are expected to conduct yourself in a manner that supports teamwork.

1. Do your share so that others are not burdened with additional work. Help others when the need is apparent.
2. Treat others with respect.

3. Find constructive ways to handle differences. Do not allow differences with others to disrupt your work or the work of others.
4. Attempt to resolve issues at the lowest possible level.
5. Avoid open criticism of Department policies and procedures. When in disagreement, discuss it with your supervisors in a constructive, professional manner. Present a positive attitude toward others.
6. Promote teamwork by sharing information with others.
7. Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses, which tend to erect unnecessary barriers to exchange of needed communication or which produce unnecessary stress.
8. Comply with the Department's discrimination and harassment policies.
9. Comply with the Department's confidentiality policies.

II. WORK HABITS

You are expected to be productively engaged in the Department's work while on paid time. Organize your time and focus your attention on the priorities assigned.

- A. Arrive at the beginning of shift in proper uniform and with all necessary equipment ready for duty per guidelines and policy.
- B. Remain at your post until the end of shift, or until properly relieved.
- C. Complete all assignments in the time allotted. Time extensions must be approved by your supervisor in advance of the due date.
- D. Comply with the Department's overtime policies and procedures.
- E. Comply with the Department's sick leave policies and guidelines.

III. SAFETY/EQUIPMENT USE & MAINTENANCE

You are expected to conduct yourself in a manner which protects you, your coworkers, and others from harm, and equipment and facilities from damage. You are expected to use and maintain equipment in a manner which will promote its good working order and appearance.

- A. Follow department policy, guidelines, station orders, and applicable laws related to:
 - Inmate Movement
 - Inmate Processing
 - Communicable Diseases
 - Computers and Radios

County, other equipment

- B. Use and maintain all equipment per department policy.
- C. Avoid unsafe behavior which could produce accidents, injury, or damage.
- D. Take necessary action to prevent, correct, or report unsafe conditions which you observe.
- E. Report damage to any equipment in your use to your immediate supervisor.
- F. Return all equipment to its proper place at the end of shift.

IV. APPEARANCE AND GROOMING

You are expected to maintain a clean, well-groomed, professional appearance. Present yourself in a manner most likely to inspire public confidence and respect.

- A. Comply with the standards set forth in the Department's uniform and grooming policies. Exercise good personal hygiene.

V. TECHNICAL DUTIES

You are expected to perform technical duties in an effective and efficient manner.

- A. Monitor and control public and inmate movement throughout the facility using audio and video equipment.
- B. Monitor emergency alarm systems; report emergency situations.
- C. Operate electronically controlled cell and security doors.
- D. Operate public address, intercom, and video systems and equipment.
- E. Receive, store, inventory and maintain records of keys and equipment issued and received.
- F. Ensure evacuation plans in assigned areas are executed per facility policy.
- G. Operate computers in an effective manner as it pertains to your work assignment.
- H. Property.
 1. Issue clothing, linen, and supplies to inmates.
 2. Receive, store, inventory, audit, and maintain records of property received from inmates.
 3. Make and issue inmate I.D. cards.
 4. Ensure receiving area is cleaned and stocked
 5. Ensure all personal property and clothing is returned to inmates at time of release or transfer.

- I. Court Liaison.
 - 1. Maintain and update court calendar.
 - 2. Coordinate transportation runs with correct court dates, out of county, and 3056 inmates.
 - 3. Ensure proper money amounts are deducted from fiscal records for commissary.

- J. Releases.
 - 1. Review all inmate jackets eligible for release.
 - 2. Process Bond and Misdemeanor Warrant releases according to facility policies and procedures.
 - 3. Issue citations and court dates.
 - 4. Coordinate with Property the release of inmate's property.
 - 5. Check with Records and Warrants for any pending warrants.
 - 6. Verify all CAL-ID results have been completed and logged.
 - 7. Verify inmate's name, booking number, photograph and thumb print before releasing inmate.
 - 8. Accurately balance cash drawer at end of shift.

- K. Duty Officer.

When assigned to Duty Officer, and SCS must be able to make appropriate decisions, using sound judgment. You must know facility policies and procedures.

 - 1. With accuracy and detail, find and correct any errors within an inmate booking jacket.
 - 2. Verify, clear, and log inmate count in a timely manner, adhering to facility policy.
 - 3. Process eligible inmates for release in a timely manner.
 - 4. Communicate with other law enforcement agencies when necessary.
 - 5. Update inmate jackets and computer with accurate court dates and times.

VI. WRITTEN WORK

You are expected to prepare clear, factual, concise, and complete written work.

- A. Your written work must be in accordance with department guidelines, policies, and procedures.
- B. Facility paperwork must be legible, complete, and accurate.

VII. SECURITY

You are expected to maintain facility security in a manner intended to prevent the uncontrolled movement, injury, or escape of inmates.

- A. Maintain key control per facility policy.
- B. Assist with the control of inmate movement by opening and closing doors electronically per facility policy.

- C. Ensure doors are secured per facility policy and only authorized persons are allowed to enter the secure area of the facility.
- D. Control inmate movement per facility policy. Monitor inmates to assure compliance with inmate rules and regulations.
- E. Maintain all logs as they pertain to your assigned work station.
- F. Know the facility emergency operating procedures and evacuation policies.

VIII. COMMUNITY POLICING

You are expected to share information with your supervisor and/or deputies when you become aware of specific facts or crime trends as they relate to the ongoing problem solving efforts within the facility and surrounding community. Be a problem solver.

2 / 500 CLERICAL

2 / 501 SECRETARY

II. CUSTOMER SERVICE

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6. Behave in ways that bring credit to the Department and to the County of San Bernardino. Avoid improper behavior that is likely to produce a pattern of complaints and claims.
7. Utilize proper phone demeanor per Department policy and station guidelines.

8. Abide by the same laws and ordinances we expect the public to follow; behave in ways that bring credit to the department.
9. Comply with the Department's gratuity policy.

B. Internal Relations

You are expected to conduct yourself in a manner that supports teamwork.

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8. Comply with the Department's discrimination and harassment policies.
9. Comply with the Department's confidentiality policies.

II. WORK HABITS

You are expected to be productively engaged in the Department's work while on paid time. Organize your time and focus your attention on the priorities assigned.

- A. Arrive at your assigned position wearing the proper attire for the duty assignment, doing so in ample time to be briefed and to relieve the off-going personnel.
- B. Comply with Department policy related to sign on/off when using a computer terminal.
- C. Comply with the Department's overtime policies and procedures.
- D. Comply with the Department's sick leave policies and guidelines.
- E. Keep your work area clean and neat. Leave work area free of debris, drinks, food, and personal items.

III. SAFETY/EQUIPMENT USE AND MAINTENANCE

You are expected to conduct yourself in a manner which protects you, your coworkers and others from harm, and equipment and facilities from damage.

- A. Avoid unsafe conduct which could result in accidents or injury to persons and/or damage to equipment.
- B. Take necessary action to prevent, correct, or report unsafe conditions which you observe.
- C. Immediately report damaged or malfunctioning equipment in your use to your supervisor.
- D. Return all equipment to its proper place at the end of shift.
- E. Avoid abuse of dictation and word processing equipment.

IV. APPEARANCE AND GROOMING

You are expected to maintain a clean, well-groomed, professional appearance. Present yourself in a manner most likely to inspire public confidence and respect.

- A. Comply with the standards set forth in the Department uniform and grooming policies. Exercise good personal hygiene.

V. ADMINISTRATIVE DUTIES AND WORD PROCESSING

You are expected to perform clerical duties in an effective and efficient manner. Documents prepared from dictation shall be accurate and generally free of errors.

- A. Type Interoffice Memorandums and other requested documents. Avoid patterns of errors when preparing these documents.
- B. Maintain and update personnel and administrative station files per Department policy and Station guidelines.
- C. Receive and route telephone calls for the Captain and Lieutenant. Take complete and accurate telephone messages in their absence.
- D. Prepare administrative reports from recorded dictation. Ensure these reports are forwarded to the appropriate recipients within Department policy time limits.
- E. Process Station personnel Time and Labor Report each pay period. Process supportive payroll paperwork for Station personnel.

VI. DATA ENTRY, FISCAL TRACKING AND RETRIEVAL

You are expected to enter and retrieve data in an efficient and effective manner including fiscal reconciliation in accordance with City and County guidelines.

- A. Compile overtime summaries and submit to the Station Commander at the end of each pay period.
- B. Avoid patterns of errors when entering data.
- C. Comply with State law and Department Policy relating to data entry and retrieval.
- D. Process requests for payment in an accurate and timely manner.
- E. Reconcile City records of budget expenditures with Station records.
- F. Prepare and process training, travel and expense account documentation.

VII. COLLATERAL DUTIES

You are expected to perform administrative and collateral duties at the direction of your supervisor and/or in the absence of other clerical staff. Examples of these duties are:

- A. Prepare criminal reports associated with investigations from recorded dictation.
- B. Ordering and inventory of Station supplies.
- C. Complete weekly deposits for funds received and submit to City Hall's Finance Department.

VIII. COMMUNITY POLICING

Community Policing is a vision of policing based on the idea that law enforcement officers and private citizens working together in creative ways, can help solve community problems related to crime, fear of crime, and neighborhood problems.

You are expected to be a problem solver. You are expected to share information with your supervisor when you become aware of specific facts or crime trends as they relate to the ongoing problem-solving efforts within the community.

- A. You are expected to be a problem solver.
- B. Develop strategies to improve communications with the community.
- C. When appropriate, become involved in problem-solving meetings with available resources to seek new and innovative solutions.

CUSTOMER SERVICE

You are expected to conduct yourself in a manner which will promote good public relations, that supports and enhances the goals of the Department, and act courteously in both internal and external relations. Your conduct should most likely promote good public relations and foster public support for the department and support of the County of San Bernardino's "Service First" mandate. You are expected to conduct yourself in a manner that supports and enhances the goals of our department and the accomplishment of its mission.

A. Public and External Relations

You are expected to conduct yourself in a manner that is most likely to promote good public relations and foster public support for the Department and support the County of San Bernardino's "Service First" mandate. Your behavior and actions must be aligned with the Department values and philosophy.

7. Provide courteous treatment and appropriate levels of friendly service to each person you come into contact with.
8. Maintain a professional interest in a manner appropriate to the service situation, affording each citizen full information and appropriate alternatives as is consistent with the mission, vision and values of the Sheriff's Department and the County of San Bernardino.
9. Maintain an in-depth knowledge of the department and other support agencies to ensure referrals are made to appropriate resources and agencies.
10. Treat everyone with respect; avoid improper behavior which is likely to produce a pattern of complaints and claims.
11. Show a genuine interest by using voice intonations usually associated with interest rather than curtness, disrespect or disregard. Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses that tend to erect unnecessary barriers to the exchange of needed communication or which produce unnecessary stress.
12. Behave in ways that bring credit to the Department and to the County of San Bernardino. Avoid improper behavior that is likely to produce a pattern of complaints and claims.
10. Utilize proper phone demeanor per Department policy and station guidelines.
11. Abide by the same laws and ordinances we expect the public to follow; behave in ways that bring credit to the department.

12. Comply with the Department's gratuity policy.

B. Internal Relations

You are expected to conduct yourself in a manner that supports teamwork.

10. Do your share so that others are not burdened with additional work. Help others when the need is apparent.

11. Treat others with respect.

12. Find constructive ways to handle differences. Do not allow differences with others to disrupt your work or the work of others.

13. Attempt to resolve issues at the lowest possible level.

14. Avoid open criticism of Department policies and procedures. When in disagreement, discuss it with your supervisors in a constructive, professional manner. Present a positive attitude toward others.

15. Promote teamwork by sharing information with others.

16. Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses, which tend to erect unnecessary barriers to exchange of needed communication or which produce unnecessary stress.

17. Comply with the Department's discrimination and harassment policies.

18. Comply with the Department's confidentiality policies.

II. WORK HABITS

You are expected to be productively engaged in the Department's work while on paid time. Organize your time and focus your attention on the priorities assigned.

B. Arrive at your assigned position wearing the proper attire for the duty assignment, doing so in ample time to be briefed and to relieve the off-going personnel.

C. Comply with Department policy related to sign on/off when using a computer terminal.

D. Comply with the Department's overtime policies and procedures.

E. Comply with the Department's sick leave policies and guidelines.

F. Keep your work area clean and neat. Leave work area free of debris, drinks, food, and personal items.

III. SAFETY/EQUIPMENT USE AND MAINTENANCE

You are expected to conduct yourself in a manner which protects you, your coworkers and others from harm, and equipment and facilities from damage.

- B. Avoid unsafe conduct which could result in accidents or injury to persons and/or damage to equipment.
- C. Take necessary action to prevent, correct, or report unsafe conditions which you observe.
- D. Immediately report damaged or malfunctioning equipment in your use to your supervisor.
- E. Return all equipment to its proper place at the end of shift.
- F. Avoid abuse of dictation and word processing equipment.

IV. APPEARANCE AND GROOMING

You are expected to maintain a clean, well-groomed, professional appearance. Present yourself in a manner most likely to inspire public confidence and respect.

- B. Comply with the standards set forth in the Department uniform and grooming policies. Exercise good personal hygiene.

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- D. You are expected to be a problem solver.
- E. Develop strategies to improve communications with the community.
- F. When appropriate, become involved in problem-solving meetings with available resources to seek new and innovative solutions.

2 / 600 SUPPORT PERSONNEL

2 / 601 SERVICE SPECIALIST

I. CUSTOMER SERVICE

You are expected to conduct yourself in a manner which will promote good public relations, that supports and enhances the goals of the Department, and act courteously in both internal and external relations. Your conduct should most likely promote good public relations and foster public support for the department and support of the County of San Bernardino's "Service First" mandate. You are expected to conduct yourself in a manner that supports and enhances the goals of our department and the accomplishment of its mission.

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1. Provide courteous treatment and appropriate levels of friendly service to each person you come into contact with.
2. Maintain a professional interest in a manner appropriate to the service situation, affording each citizen full information and appropriate alternatives as is consistent with the mission, vision and values of the Sheriff's Department and the County of San Bernardino.
3. Maintain an in-depth knowledge of the department and other support agencies to ensure referrals are made to appropriate resources and agencies.
4. Treat everyone with respect; avoid improper behavior which is likely to produce a pattern of complaints and claims.
5. Show a genuine interest by using voice intonations usually associated with interest rather than curtness, disrespect or disregard. Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses that tend to erect unnecessary barriers to the exchange of needed communication or which produce unnecessary stress.
6. Behave in ways that bring credit to the Department and to the County of San Bernardino. Avoid improper behavior that is likely to produce a pattern of complaints and claims.
7. Utilize proper phone demeanor per Department policy and station guidelines.
8. Abide by the same laws and ordinances we expect the public to follow; behave in ways that bring credit to the department.

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You are expected to conduct yourself in a manner that supports teamwork.

1. Do your share so that others are not burdened with additional work. Help others when the need is apparent.
2. Treat others with respect.
3. Find constructive ways to handle differences. Do not allow differences with others to disrupt your work or the work of others.
4. Attempt to resolve issues at the lowest possible level.
5. Avoid open criticism of Department policies and procedures. When in disagreement, discuss it with your supervisors in a constructive, professional manner. Present a positive attitude toward others.
6. Promote teamwork by sharing information with others.
7. Avoid patterns of complaints about voice intonations, expressions, responses or lack of responses, which tend to erect unnecessary barriers to exchange of needed communication or which produce unnecessary stress.
8. Comply with the Department's discrimination and harassment policies.
9. Comply with the Department's confidentiality policies.

II. WRITTEN WORK/WORK HABITS

You are expected to prepare clear, factual, concise, and complete written work.

- A. Your written work must be in accordance with Department guidelines, policies, and procedures.
- B. All paperwork must be legible, complete, and accurate.
- C. You are expected to be productively engaged in the Department's work while on paid time. Organize your time and focus your attention on the priorities assigned.
- D. Arrive at the beginning of shift in proper uniform per Department Policy and Station guidelines.
- E. Be accessible unless otherwise directed or approved by your supervisor. Keep your supervisor aware of your location and activity.

- F. Complete all assignments in the time allotted. Time extensions must be approved by your supervisor in advance of the due date.
- G. Comply with the Department's overtime policies and procedure.
- H. Comply with the Department's sick leave policies and guidelines.

III. SAFETY/ EQUIPMENT USE AND MAINTENANCE

You are expected to conduct yourself in a manner which protects you, your coworkers and others from harm, and equipment and facilities from damage.

- A. Follow Department policy, guidelines, station orders, and applicable laws related to:

Handling of evidence	Firearms
Communicable diseases	MDT and radio
Vehicles	County, City and other equipment

- B. Use and maintain all issued safety equipment per Department policy.
- C. Avoid unsafe behavior that could produce accidents, injury, or damage.
- D. Take necessary action to prevent, correct, or report unsafe conditions that you observe.
- E. Report damage to any equipment in your use to your immediate supervisor.
- F. Return all equipment to its proper place at the end of shift.

IV. APPEARANCE AND GROOMING

You are expected to maintain a clean, well-groomed, professional appearance. Present yourself in a manner most likely to inspire public confidence and respect.

- A. Comply with the standards set forth in the Department uniform and grooming policies. Exercise good personal hygiene.

V. COMMUNITY SERVICES

You are expected to provide quality law enforcement related community services.

- A. Coordinate/prepare law enforcement related presentations to schools, civic groups, etc.
- B. Act as the Station representative at community functions and meetings.

VI. PUBLIC INFORMATION OFFICER

You are expected to act as the Public Information Officer when interacting with the media.

- A. Run daily logs for the press in compliance with applicable law and Department policies.

- B. Prepare press releases on noteworthy cases or cases having high public interest and disseminate to the appropriate media outlets.
- C. Prepare Public Service Announcements regarding timely issues.
- D. Participate in Public Information group meetings.

VII. CRIME PREVENTION

You are expected to provide and facilitate crime prevention programs to the community.

- A. Coordinate Neighborhood Watch, Crime Free Multi-housing programs.
- B. Review blueprints for CPTED issues.
- C. Coordinate the "National Night Out" program
- D. Coordinate and participate in Safety Fairs.
- E. Assist in training regular and volunteer employees in crime prevention methods.

VIII. COMMUNITY POLICING

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You are expected to be a problem solver. You are expected to share information with your supervisor when you become aware of specific facts or crime trends as they relate to the ongoing problem-solving efforts within the community.

- A. Help develop strategies to improve communication with the community.
- B. When appropriate, become involved in problem solving meetings with available resources to seek new and innovative solutions.
- C. When appropriate, coordinate with other areas to address specific problems.
- D. Use the S.A.R.A. model in the problem solving efforts in your community.

VOLUME 3
REGULATIONS AND
PROCEDURES

3 / 100 VEHICLES

3 / 101 INSPECTION

Prior to each tour of duty before accepting responsibility for the safe operation of the Sheriff's units, employees shall physically inspect the units to ensure that any visible defects are identified. Lights should be checked, tires should be inspected, and the body of the vehicle should be scrutinized for cleanliness and any needed repairs or damage. If minor corrections are required, they should be accomplished immediately. A vehicle check off sheet is provided to assist in the vehicle inspection and must be completed and turned in prior to going in service unless an emergency exists.

Major defects should be noted and brought to the attention of a supervisor who will cause the defects to be corrected and if necessary, take the unit out of service until this is accomplished.

The defects shall be annotated on the vehicle checkout sheet and noted on the white board in the briefing room.

3 / 102 REFUELING OF VEHICLES

Deputies shall keep a minimum of a half-tank of fuel in the vehicle throughout the shift. All Sheriff's vehicles shall be refueled prior to the end of each shift. At the end of watch or when exchanging vehicles they must be returned with no less than $\frac{3}{4}$ tank of fuel.

3 / 103 VEHICLE MAINTENANCE

Washing and waxing of Sheriff's vehicles not only creates a good image for the Department, but ensures the long life of the vehicle's paint and chrome. It is the responsibility of each officer to see that Sheriff's units are kept clean, maintained, and operating in a safe manner.

3 / 200 SUPPLIES AND KEYS

3 / 201 KEY CONTROL

3 / 201.10 KEYS

3 / 202 BUILDING MAINTENANCE

Building maintenance is the responsibility of the Facility Management Division of the Sheriff's Department.

3 / 203 MAINTENANCE REQUESTS

In the event a repair or routine maintenance is needed a Watch Commander shall be notified. It will be the responsibility of the Watch Commander to ensure a request is made to the Facility management Division or to the City of Needles.

3 / 204 EMERGENCY BUILDING REPAIRS

If a situation requiring immediate repair or replacement arises the on-duty Watch Commander shall be notified. The Watch Commander shall notify Facility management Division and the on call administrator of the situation.

3 / 205 EQUIPMENT AND SUPPLIES

Supplies and equipment for evidence collection and field investigation are kept in metal storage cabinets adjacent to the evidence lockers. The supplies and equipment provided are for department use only.

3 / 206 CLEANING OF STATIONS WEAPONS

The Sheriff's Service Specialist shall ensure that all station rifles and shotguns are inspected and cleaned. In the event a repair is needed the weapon shall be sent to the Range for repair/replacement.

3 / 207 BATTERIES, EVIDENCE SUPPLIES

The employee assigned to Evidence shall ensure there is an adequate supply of batteries and evidence supplies available at the station.

3 / 301 CONFINEMENT OF JUVENILES

A minor shall be placed in non-secure detention in the interview or briefing room under the following circumstances:

- If the minor is under the age of fourteen.
- If the minor is age fourteen to seventeen, but does not present a security or safety risk.

In a non-secure detention, the minor's freedom of movement is controlled by the personal interaction between a Department member and the minor. The minor is under continuous in person supervision. (Audio, video or other electronic devices shall not substitute for in-person supervision.) Minors in non-secure detention may be handcuffed, but not to an item of furniture, equipment, or to any fixed object. When any minor is placed in non-secure detention, the deputy shall complete a "Non-Secure Detention Log" entry, documenting the reason for the detention, the length of the detention, and the disposition of the minor at the end of the detention.

Non-secure detention shall not exceed six (6) hours.

The Watch Commander shall be notified of the non-secure detention and is responsible for ensuring the non-secure juvenile detention log is completed.

No juveniles shall be housed in the Jail Facility of the Colorado River Station without the approval of a Sergeant or above and must meet the following requirements: is over 14 years of age, believed to be a serious risk to others, and there is a holding cell that can be isolated from adult inmates including inmate workers.

3 / 302 ARREST OF SCHOOL EMPLOYEES

Pursuant to Penal Code Section 291, upon the arrest of a school district employee, for any of the offenses indicated in section 290 or in subdivision 1 of Section 261 or 44010 of the Education Code, the arresting officer/agency shall do either of the following:

1. If the school employee is a teacher you are required to immediately notify, by telephone, the Superintendent of the school district employing the teacher, and shall immediately give written notice of the arrest to the Commission for Teacher Preparation and Licensing, and to the Superintendent of schools in the county wherein the person is employed.
2. If the school employee is a non-teacher, in any public schools of this state, you will be required to immediately notify by telephone, the Superintendent of the school district employing the non-teacher, and shall immediately give written notice of the arrest to the governing board of the school district employing the person.

If an incident occurs as described above, the Captain, or in his absence the Lieutenant, shall be notified immediately. The Captain or his designee will notify the Bureau Deputy Chief or the Duty Deputy Chief.

3 / 303 ARREST OF CITY EMPLOYEES

In the event a City employee is arrested the on call administrator shall be notified as soon as possible.

3 / 304 S.A.R.B. BOARD REFERRALS / TRUANT

The School Resource Officer is responsible for the issuing of citation to juveniles and their parent(s) for a S.A.R.B. referral. It shall also be the Officers duty to attend the SARB meetings.

In the event the School Resource Officer is unable to attend a SARB meeting or is unavailable to issue a referral the on duty Watch Commander should assign a deputy to complete the task.

3 / 400 PERFORMANCE OF LE FUNCTIONS OUTSIDE CALIFORNIA

3 / 401 OVERVIEW

With the passage of Penal Code Section 853.1 and Arizona Revised Statute 37-620.11, we now have Peace Officer authority 25 miles into the State of Arizona. The following are guidelines designed to address most major issues which may arise.

Sworn personnel must remember their involvement in any law enforcement action while in the State of Arizona will be scrutinized by the Department

3 / 402 CONDUCT

Members of the San Bernardino County Sheriff's Department will conduct themselves in a manner consistent with the Department's rules and regulations at all times.

While assisting an Arizona Law Enforcement Agency Deputies of this Department will be held accountable for their actions and conduct, consistent with the laws of the State of Arizona.

3 / 403 ASSISTANCE

Generally Deputies of this Department will not initiate criminal investigations in the State of Arizona. However, if exigent circumstances present themselves, a Deputy may take action, stabilize the situation, and turn the incident over to an Arizona Peace Officer as soon as possible.

3 / 404 AUTHORITY

A Deputy of the San Bernardino Sheriff's Department shall NOT take Law Enforcement action in the State of Arizona unless there is both a California Statute and Arizona Statute prohibiting the conduct.

3 / 405 REQUEST PROCEDURE

Generally requests for assistance made by an Arizona Law Enforcement Agency must be approved by a Supervisor.

3 / 406 NOTICE TO NEIGHBORING JURISDICTION

When it is necessary for a member of the Department to conduct an investigation in another law enforcement agency's jurisdiction, he should advise said agency of his presence and intentions. If the scope of the investigation is of such a serious nature, or significant enough to arouse the attention of the news media, he shall notify said agencies watch commander, and if necessary, request additional assistance to ensure officer safety.

3 / 407 SCOPE OF AID

When responding to an emergency in Arizona, Deputies should notify the Incident Commander or person in charge of your arrival. The Deputies should obtain a full briefing of the incident and the type of assistance requested.

As used in this section, an emergency is defined as an incident or situation which poses an immediate threat of serious harm to human life, health, or safety, or a risk of catastrophic damage to property. An emergency includes calls from an Officer of the State of Arizona for immediate assistance required to assure that Officer's safety.

3 / 408 DEPARTMENT NOTIFICATION

As soon as possible, the assisting Deputy will notify the Staff at the Colorado River Station of the status of the incident and the projected length of time the Deputy will be assisting the Arizona Agency.

The deputy and Watch Commander will follow the Unusual Incident Notification Matrix in notify the proper command staff of the events.

3 / 409 SCOPE OF AUTHORITY

The authority described in section 3 / 401 extends only to land under the control of the Legislative body of the State of Arizona. The authority does not extend to lands recognized by the Federal or State Governments as Indian Reservation. Therefore, generally, the only assistance members of our Department will render to Tribal Police on Tribal Land is when there exists a direct and immediate threat to human life.

3 / 410 ARRESTS AND DETENTIONS

If in the course of rendering aid to the State of Arizona an arrest is made by a member of our department the arrestee will be transported and booked in the closest ARIZONA Detention Facility within the local Law Enforcement Agencies Jurisdiction.

3 / 500 CONDUCT

3 / 501 OFF DUTY CONDUCT

Under California law, both on and off-duty officers have peace officer authority as to any public offense committed or which there is probable cause to believe has been committed in his presence and with respect to which there is immediate danger to person or property, or the escape of the perpetrator of such offense.

However, on-duty officers outside the County of San Bernardino who are not acting within the scope of their employment as deputy sheriffs of San Bernardino County on matters of direct concern to the County and off-duty officers, both inside and outside of the County are to give first consideration to causing the appropriate action to be effected by the responsible law enforcement orders to do so.

3 / 600 JAIL OPERATIONS

3 / 601 TRANSPORTATION OF SUICIDAL INMATES

Suicidal inmates shall be transferred to WVDC as soon as reasonably possible. Prior to transportation, personal at the Colorado River Station shall conduct a thorough pat down search of the inmate. *Generally*, a suicidal inmate should not be strip searched prior to transportation to WVDC. However, if circumstances suggest the suicidal inmate may have obtained contraband or other items with which he can injure himself or others and the information is supported by articulable facts, a Strip Search Authorization (ASU Form #020402) shall be completed and the inmate shall be strip searched prior to transportation. If any staff members from the Colorado River Station conduct a Strip Search of the Suicidal Inmate prior to transportation to WVDC, it shall be noted in JIMS by the SCS/Jail Deputy.

Staff shall maintain constant observation of the inmate while awaiting transportation to WVDC.

3 / 602 PLACEMENT OF INMATES IN A SUICIDE WATCH CELL

If a suicidal inmate is brought into the Colorado River Station Jail they shall be temporarily placed into the Sobering Cell until transport to the West Valley Detention Center. The Watch Commander shall be notified immediately once the inmate is placed into the cell. The SCS/Jail Deputy will begin a Special Observation Log of the inmate. The jail deputy shall be responsible for making observation checks as follows: There shall be direct visual observation twice every half hour at approximately 15 minute intervals. The original Special Observation Log form shall be retained in the inmate's booking jacket.

Once the suicidal inmate is placed into the cell, the Watch Commander or his/her designee, shall contact Health Services Personnel at WVDC. Once this notification has been made, the Watch Commander or his/her designee will arrange transportation of the suicidal inmate to WVDC.

3 / 603 INMATE VISITS

Per Title 15, non sentenced detainees/inmates in Type I facilities shall be afforded a visit no later than the next calendar day following arrest.

Colorado River Station Jail will grant visits under the following conditions;

1. The inmate will be held at the Colorado River Station for a period exceeding 24 hours.
2. Visitation will occur during business hours. 8:00am to 5:00pm (Monday thru Friday) free of charge.
3. Visits will be monitored by jail staff, with the exception of visits by attorneys and clergy (*).
4. Visits will be conducted via video.

5. Visits will not exceed 30 minutes.
6. A Visit log will be maintained to document the date/time of each inmate visit.
7. Visits will be granted as long as jail personnel are available and does not disrupt jail operations.
8. For Weekend and Holiday visits, the visiting party must contact the front office for an appointment.

(*) Should an inmate receive a visit from Clergy, please refer to the San Bernardino County Sheriff's Department's Detention and Corrections Manual – Section 1910.00 – for policy guidelines.

3/700 SEXUAL ABUSE AND SEXUAL HARASSMENT

3/701 INTRODUCTION:

Rape Elimination Act (PREA) is a federal act established to address the prevention and elimination of sexual assault and rape in correctional systems. PREA applies to all in-custody inmates. The Department maintains a zero-tolerance policy toward all forms of sexual abuse and sexual harassment. All allegations of sexual abuse and sexual harassment shall be investigated. The Sheriff's Department strives to ensure all of our detention facilities protect inmates from all forms of sexual assault, including harassment by staff and other inmates. Staff shall not discourage or intimidate an inmate from reporting sexual misconduct or assault. When a staff member learns that an inmate is subject to a substantial risk of imminent sexual abuse, that staff member shall take immediate action to protect the inmate. Staff members shall immediately report:

- Any knowledge, suspicion, or information regarding an incident of sexual abuse or sexual harassment that occurred in the facility
- Retaliation against inmates or staff who report such incidents
- Any staff neglect or violation of responsibilities that may have contributed to an incident or retaliation The Prison
- The facility shall report all allegations of sexual abuse and sexual harassment to the Facility's designated PREA Compliance Manager.
Staff shall not reveal or discuss any information related to the sexual abuse report to anyone other than to the extent necessary, as specified in bureau policy, to make treatment, investigation, and other security and management decisions.
(Add. 07/2015)

3/702 DEFINITIONS:

- **GENDER NONCONFORMING**
A person whose appearance or manner does not conform to traditional societal gender expectations.
- **INTERSEX**
A person whose sexual or reproductive anatomy or chromosomal pattern does not seem to fit typical definitions of male or female.
- **SEXUAL ABUSE (staff, contractors or volunteers on inmate)**
Includes any of the following acts, with or without inmate consent:
 - Contact between the penis and the vulva or the penis and the anus, including penetration, however slight
 - Contact between the mouth and the penis, vulva, or anus

- Contact between the mouth and any body part where the staff member, contractor, or volunteer has the intent to abuse, arouse, or gratify sexual desire
- Penetration of the anal or genital opening, however slight, by a hand, finger, object, or other instrument, that is unrelated to official duties or where the staff member, contractor, or volunteer has the intent to abuse, arouse, or gratify sexual desire
- Any other intentional contact, either directly or through the clothing, of or with the genitalia, anus, groin, breast, inner thigh, or the buttocks, that is unrelated to official duties or where the staff member, contractor, or volunteer has the intent to abuse, arouse, or gratify sexual desire
- Any attempt, threat, or request by a staff member, contractor, or volunteer to engage in the activities described above
- Any display by a staff member, contractor, or volunteer of his or her uncovered genitalia, buttocks, or breast in the presence of an inmate

SEXUAL HARASSMENT

- Repeated and unwelcome sexual advances, requests for sexual favors, verbal comments, gestures or actions of a derogatory or offensive sexual nature by one inmate toward another
- Repeated verbal comments or gestures of a sexual nature to an inmate by a staff member, contractor or volunteer, including demeaning references to gender, sexually suggestive or derogatory comments about body/clothing or obscene language or gestures
- TRANSGENDER
- A person whose gender identity (i.e., internal sense of feeling male or female) is different from the person's assigned sex at birth.
- UNFOUNDED ALLEGATION
- An allegation that was investigated and determined not to have occurred.
- UNSUBSTANTIATED ALLEGATION
- An allegation that was investigated and the investigation produced insufficient evidence to make a final determination as to whether or not the event occurred.
- (Add. 07/2015)

3/703 NON-SAFETY STAFF RESPONSIBILITIES FOR INMATES REPORTING SEXUAL ASSAULTS:

Any staff member (including Professional

Staff, Culinary, Maintenance, and Chaplains) is considered a first responder when an inmate reports a sexual abuse or harassment incident. When an inmate reports a sexual assault to a non-safety staff member, the staff member shall immediately contact a safety staff member. The non-safety staff member shall separate the victims and suspects if it is safe to do so. The staff member shall immediately summon assistance.

An inmate may report a sexual assault through an inmate request slip, grievance, jail crisis hotline, a third party (inmates or members of the public), anonymously, or through face to face contact. When a member of the public reports a sexual abuse or sexual harassment incident on behalf of an inmate they shall be immediately forwarded to a sworn shift supervisor.

(Add. 07/2015)

3/704 SAFETY STAFF RESPONSIBILITIES FOR INMATES REPORTING SEXUAL ASSAULTS:

- Upon learning that an inmate may have been sexually abused, safety staff shall:
- Separate the victim and the suspect
- Notify a shift supervisor (as soon as practical)

Preserve and protect any crime scene until appropriate steps can be taken to collect evidence. If abuse occurred within 72 hours, ensure the victim does not engage in any actions that may destroy physical evidence (showering, drinking, eating, brushing teeth, washing clothing, etc)

- Gather basic information about the assault:

When the assault occurred

Who they were assaulted by

The location of the assault

If sworn staff is unavailable, professional staff shall order the victim not take such actions that could destroy physical evidence.

The information gathered shall be written in a supplemental report and submitted to the staff member in charge of the investigation by the end of the safety staff's shift.

Safety staff shall evaluate the necessity for immediate medical attention and request health services to provide such care. Health services shall not provide examinations related to the sexual assault. If the inmate requires examinations, the shift supervisor or his designee shall contact the Law Enforcement Medical Services (LEMS) who will notify the Sexual Assault Response Team (SART).

(Add. 07/2015)

3/705 SUPERVISOR RESPONSIBILITIES FOR CONDUCTING INMATE ON INMATE SEXUAL ASSAULT INVESTIGATIONS:

The shift supervisor, with the rank of corporal or above, shall be responsible for evaluating the circumstances surrounding the sexual assault that occurred between inmates. The shift supervisor will make an initial determination as to the severity of the incident reported and the necessity for

the involvement of the Specialized Investigations Division. If the Specialized Investigations Division is not needed, a qualified safety supervisor shall be assigned to investigate.

3/706 SUPERVISOR RESPONSIBILITIES FOR CONDUCTING SEXUAL ASSAULT INVESTIGATIONS INVOLVING STAFF AND INMATE:

In the event that a supervisor becomes aware of a sexual assault involving a staff member, the supervisor shall notify the facility commander immediately.

The facility commander shall notify the Deputy Chief of the Detention and Corrections Bureau.

Sergeants shall conduct a tape-recorded interview with the victim inmate to determine the validity of the complaint based on the circumstances and evidence. If the sergeant or his supervisor determines there is evidence that an assault may have taken place a criminal investigation shall be conducted. The facility commander and Deputy Chief shall be notified and the Specialized Investigations Division will take over the investigation. If it is determined the inmate may have been sexually assaulted by a staff member, the inmate shall be transferred to another facility, and the facility the inmate was transferred to shall ensure the inmate is contacted by the facility's PREA Compliance Manager. Once the criminal investigation is complete supervisors shall ensure the case is forwarded to the District Attorney's Office for review and a copy of the report shall also be forwarded to the Internal Affairs Division and the Administrative Support Unit.

If it is determined there is no evidence of a criminal act, the facility commander and the Deputy Chief shall be notified, and an administrative investigation may be conducted.

For the purposes of PREA, consensual sexual relationships between staff and inmates are considered sexual assaults against the inmate. (Add. 07/2015)

3/707 REPORTING REQUIREMENTS:

Inmates may report sexual abuse or sexual harassment, retaliation by other inmates or staff for reporting sexual abuse and sexual harassment and staff neglect or violation of responsibilities that may have contributed to such incidents to any staff member using the following methods:

- Verbally, which shall be documented in an Interoffice Memorandum and submitted to the facility's PREA Compliance Manager
- Inmate request slip
- Inmate grievance form
- Jail crisis hotline

The Jail Crisis Hotline has been established for inmates to report sexual abuse or sexual harassment by staff or other inmates. All hotline complaints shall be investigated.

Inmates and staff shall be permitted to report such incidents to any rank or position they feel comfortable reporting to.

The general public may also report sexual abuse and sexual harassment on behalf of the inmate. Staff shall accept such reports made in writing, anonymously and from third parties and shall promptly submit these documents to the facility's PREA Compliance Manager. Staff shall document any verbal reports and on an Interoffice Memorandum and submitted to the facility's PREA Compliance Manager.

Inmates detained solely for civil immigration purposes shall be provided information on how to contact relevant consular officials and relevant officials at the Department of Homeland Security for reporting purposes.

Information regarding sexual abuse and sexual assault and how to report these occurrences shall be displayed in the Public Information Plan, inmate orientation video, inmate rules and regulations pamphlets and the information shall be posted in areas with high inmate traffic.

Staff may utilize the (Sexual Assault Services Hotline) to privately report the sexual abuse and sexual harassment of inmates.

(Add. 07/2015)

3/708 PREA NOTIFICATION:

If a call is received through the Jail Crisis

Hotline from an inmate housed in a San Bernardino County jail facility or from an outside source and any of the criteria listed below is applicable:

- An in-progress inmate-on-inmate sexual assault
- A sexual assault which occurred within 24 hours of the call
- A sexual assault involving any jail staff member
- Or the inmate is reporting he/she needs medical attention as a result of a sexual assault:

We-Tip will immediately contact the San Bernardino County Sheriff's Dispatch Supervisor. The Dispatch Supervisor will then immediately notify the on-call PREA Coordinator from the Corrections Standards & Operations Division-Administrative Support Unit.

If a call is received through the Jail Crisis Hotline from an inmate housed in a San Bernardino County jail facility or from an outside source and the reported inmate-on-inmate sexual assault incident occurred 24 hours or more before the time of the call.

We-Tip will send the reported sexual assault notification to the attention of the PREA Coordinator via fax to the San Bernardino County Sheriff's Department, Corrections Standards & Operations Division, Administrative Support Unit.

(Add. 07/2015)

3/709 PREA COORDINATOR:

The Administrative Support Unit Commander shall be the Department's designated PREA coordinator ensuring compliance with all facilities.

(Add. 07/2015)

3/710 PREA COMPLIANCE MANAGER:

Each facility shall have a PREA compliance manager designated by the facility commander. The facility commander shall also designate an alternate PREA Compliance Manager in the event the primary is unavailable. The PREA compliance managers shall be responsible for coordinating the facilities efforts to comply with PREA. The PREA Managers shall also be responsible for:

- Monitoring retaliation

- Completing the Survey on Sexual Violence Adult Incident Forms (U.S. Department of Justice Form #SSV-IA) when a sustained finding of sexual abuse or sexual harassment has occurred. The compliance manager shall submit such forms to the Administrative Support Unit

(Add. 07/2015)

3/711 PREA COMPLIANCE MANAGERS OUTSIDE AGENCY NOTIFICATION:

Upon receiving an allegation that an inmate was sexually abused while confined at another agency's facility, the facility commander that received the allegation shall notify the facility commander or appropriate office of the agency where the alleged abuse occurred. Such notification shall be:

- Provided immediately
- Documented and investigated, a copy of our investigation shall be forwarded to the outside agency

(Add. 06/2013)

3/712 DEPARTMENT'S RESPONSIBILITY TO PROTECT AGAINST RETALIATION:

The department shall be responsible for protecting all inmates and staff who report sexual abuse or sexual harassment or cooperate with sexual abuse or sexual harassment investigations from retaliation by other inmates or staff.

The PREA Compliance Manager shall utilize multiple protection measures, such as housing changes or transfers for inmate victims or abusers, removal of alleged staff or inmate abusers from contact with victims and emotional support services for inmates or staff that fear retaliation for reporting sexual abuse or sexual harassment or for cooperating with investigations.

For at least 90 days following a report of sexual abuse, the PREA Compliance Manager shall monitor the conduct and treatment of inmates or staff who reported the sexual abuse and of inmates who were reported to have suffered sexual abuse to see if there are changes that may suggest possible retaliation by inmates or staff and shall act promptly to remedy any such retaliation. Such monitoring shall be documented on the Retaliation Monitoring Form (ASU#130326). Areas the Compliance Manager shall monitor include:

- Any inmate disciplinary reports
- Housing
- Program changes
- Negative performance reviews
- Reassignments of staff

The Compliance Manager shall continue such monitoring beyond 90 days if the initial monitoring indicates a continuing need and document the additional monitoring. In the case of inmates, such monitoring shall also include periodic status checks.

If any other individual who cooperates with an investigation expresses a fear of retaliation, the Compliance Manager shall take appropriate measures to protect that individual against retaliation. Such measures may be transferring or monitoring the inmate.

The department's obligation to monitor shall terminate if the agency determines that the allegation is unfounded.

(Add. 07/2015)

3/713 SEXUAL ABUSE INCIDENT REVIEWS:

Every sexual abuse incident, including allegations that have been unsubstantiated, shall have an oral review board convened. Allegations determined to be unfounded shall not require a review. The review board shall conduct a thorough assessment of the conditions and circumstances surrounding the sexual abuse incident.

The Detention and Corrections Bureau PREA Coordinator shall chair the board with the following members: Facility Executive Officer and the facility's PREA Compliance manager, the Bureau's Health Services Administrator, and a supervisor from Behavioral Health Services.

Such reviews shall ordinarily occur within 30 days of the conclusion of the investigation.

Administrative Support Unit shall submit a report of the review board's findings to the facility commander and PREA Compliance Manager. The facility shall implement the recommendations for improvement or shall document its reasons for not doing so.

(Add. 07/2015)

3/714 SEXUAL ABUSE DATA COLLECTION AND STORAGE:

The Administrative Support Unit shall be responsible for collecting accurate, uniform data for every allegation of sexual abuse at the Type II and Type I facilities. Administrative Support Unit shall update the incident-based sexual abuse data at least annually.

The data collected shall include at a minimum, the data necessary to answer all questions from the most recent version of the Survey of Sexual Violence conducted by the Department of Justice. The agency shall maintain, review and collect data as needed from all available incident-based documents, including criminal reports, investigation files and sexual abuse incident reviews.

Upon request, the agency shall provide all such data from the previous calendar year to the Department of Justice no later than June 30th.

The Administrative Support Unit shall ensure sexual abuse data is securely retained for a minimum of 10 years after the date of the collection.

(Add. 07/2015)

3/715 SEXUAL ABUSE DATA REVIEW FOR CORRECTIVE ACTION:

The Administrative Support Unit shall review collected data in order to assess and improve the effectiveness of its sexual abuse prevention, detection and response policies, practices and training, including by:

- Identifying problem areas
- Taking corrective action on an ongoing basis
- Provide ongoing training
- Preparing an annual report of its findings and corrective actions for each facility, as well as the agency as a whole.
- Such report shall include a comparison of the current year's data and corrective actions with those from prior years and shall provide an assessment of the agency's progress in addressing sexual abuse.

The annual report shall be submitted to the Deputy Chief of the Bureau of Detention and Corrections. Upon approval, the sexual assault statistics shall be placed on the Department's website.

(Add. 07/2015)

VOLUME 4

FORMS

4 / 100 FORMS

4 / 101 MEMORANDUMS

All memorandums pertaining to the Colorado River Station will be placed on the Briefing Board and shall be read at each briefing for a minimum of three consecutive days. A copy of the memorandums will be maintained in the Memorandum Book, in the Briefing Room, for a period of not less than one year.

4 / 102 F.I. CARDS

When an officer questions a person in the field, he may record all identifying information about the subject on a Field Interrogation (FI) Card. Specific facts that tend to indicate criminal activity shall be forwarded to the proper division for review, or processed according to station procedure.

Completed FI Cards shall be placed in the citation in-box in records. The cards shall then be forwarded through the Detective Bureau. It shall be the responsibility of the Detective to ensure the card is forwarded to the appropriate division.

4 / 103 CRIMINAL REPORT FORMS

The criminal Report forms and procedures for investigation are outlined in the Colorado River Station's Report Writing Manual. Report forms are located on Sheriff's computers throughout the station and patrol units. Paper forms are located in the briefing room and are restocked regularly.

4 / 104 CITATION BOOKS

Citation books are available in the Records Division. Every patrol deputy and jail deputy will be issued a citation book by a Sergeant, Detective/Corporal or Records Clerk. Boat citations will also be issued to each patrol deputy. The citation books will be returned to the Colorado River Station when the deputy is reassigned.

The jail will be issued a citation book to be used for warrant citation releases.

A citation book log will be kept in the Records Division.

Deputies should only issue citations from the citation book issued to them.

When a citation is issued, the violator's copy will be given to the person being cited. The remaining copies will be turned into the "Incoming Reports" basket located in the Records Division. Completed citations are to be turned in for review by end of shift.

After review, the citations are placed in the "Completed Reports" basket. Records Clerks will then enter the citations into the "Citation" computer system. The Records clerk will route the "COURT'S" copy to the courts. The remaining copies will be filed in the employees "Citation File" in numerical order.

Completed citations will remain in the employee's citation file for 2 years. After 2 years, the citations will be purged by the Records Clerks.

On any citation issued in conjunction with a report, the DR number will be written in the upper right corner of the citation, in the "File No." section.

4 / 105 CITATION CORRECTIONS

When it becomes necessary to amend a citation, the issuing deputy will complete a Notice of Correction and Proof of Service form and forward to the Records Clerks for processing.

If a citation has been voided, "void" shall be written across the citation and submitted with a memorandum addressed to the watch commander explaining the circumstances. The voided citation with the memorandum will be placed in the employee's citation file in numerical order.

If the arresting officer determines that in the interest of justice that a completed citation should be dismissed, the arresting agency shall prepare in writing, to the judge, that the case be dismissed and recommend the reason for the dismissal. Refer to Department Policy section 3.402.20.

4 / 106 WARNING CITATIONS

See Department Policy

4/ 107 JAIL HOURLY SAFETY CHECKS / LOG ENTRIES

When only inmate workers are in custody at the Colorado River Station jail and when the assigned jailer is engaged in patrol functions or other duties authorized by the watch commander, the Sheriff's Custody Specialist (SCS) may conduct hourly safety checks of the inmate workers. Safety checks shall include direct visual observation and complete documentation of the observations on housing logs. The intent of the safety check is to account for the presence of inmates and to look for signs of observable distress or trauma. SCS's shall ensure the required information entered on logs is accurate and legible.

Whenever circumstances necessitate a delay in a safety check and the log entry, SCS's shall make every reasonable effort to resume the safety checks and log entries as soon as practical.

SCS's are encouraged to make additional safety checks and log entries whenever they are present in a monitored area throughout the course of their duties.