

# **GEORGIA LAW ENFORCEMENT CERTIFICATION PROGRAM**



## **STANDARDS MANUAL**

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## INTRODUCTION

### **Standards Background**

In March 1990, representatives of the Georgia Sheriffs' Association contacted the Department of Community Affairs (DCA) to discuss the possibility of developing law enforcement agency standards. Subsequently, DCA contacted the Georgia Peace Officer Standards and Training Council (POST), the Georgia Association of Chiefs of Police (GACP), the Georgia Municipal Association (GMA), the Association of County Commissioners of Georgia (ACCG), and others to discuss their interest in, and support for, a standards development project.

After several months of diligent work, committee and staff members produced a comprehensive set of voluntary, model management, operational and service level standards for Georgia law enforcement agencies.

In late 1996, the GACP assigned a committee, along with key members from the Georgia Police Accreditation Coalition (GPAC), to review and further develop the process to the point where it became a viable, workable program. From this collaborative effort, the State of Georgia Law Enforcement Certification Program, endorsed by the State of Georgia, was born. The newly developed standards addressed areas that are felt to be essential to the efficient and effective operation of law enforcement agencies.

On August 12, 1997, the first nine (9) law enforcement agencies were awarded State Certification after proving compliance with all applicable standards.

Immediately following the first awards, the Standards Review Committee began a thorough top-to-bottom review of the State standards. The mission of this committee was to identify standards requiring modification and make those necessary modifications. The second edition of the Standards Manual was completed in December 1997, and introduced at the GACP Winter Conference in January 1998. The third edition of the Standards Manual was completed in December 2001, and introduced at the GACP Winter Conference in February 2002. The fourth edition of the Standards Manual was completed in December 2006, and introduced at the 2007 GACP Winter Conference. The fifth edition of the Standards Manual was completed in December 2010, and introduced at the GACP 2011 Winter Conference.

### **Nature and Scope of the Standards**

The Standards Manual contains 129 standards organized into eight chapters. The view of the Georgia Law Enforcement Certification Program is that these standards reflect the best professional requirements and practices for a law enforcement agency. The standards' requirements provide a description of "what" must be accomplished by the agency while allowing that agency latitude in determining "how" it will achieve its compliance with each applicable standard.

Agencies are expected to maintain compliance with the standards and live by the letter and spirit of the standards. It is presumed that agencies operate in compliance with their written directives. The agency must consider its mission, its legally mandated responsibilities, and the demands of its service to the community in determining which standards are applicable to the agency and how it will comply with applicable standards.

*Each standard is composed of two parts: the standard statement and the commentary.*

The standard statement is a declarative sentence that places a clear-cut requirement, or multiple requirements, on an agency. Many statements call for the development and implementation of written directives, such as general or special orders, which articulate the agency's policies, procedures, rules, and regulations. Other standards require an activity, a report, an inspection, or other action. The standard statement is binding on the agency, unless waived.

The commentary supports the standard statement but is not binding. The commentary can be used as a suggestion on how to achieve compliance with the standard. The commentary can serve as a prompt, as guidance to clarify the intent of the standard, or as an example of one possible way to comply with the standard.

For some standards, an assessor may verify compliance through observation. These standards are clearly marked at the end of the commentary in bold letters.

In all cases where an agency feels it does not perform the function required by a standard, it must submit a waiver request to the Law Enforcement Certification Committee. The waiver request must explain the reason(s) why the agency does not perform the function. A Waiver is described as:

"A waiver is required by the agency when the agency is precluded by law or ordinance from compliance, the agency has no legal responsibility to perform the function, or has a justifiable reason for not complying."

All waiver requests will be reviewed by the Certification Committee to determine the agency's eligibility for exemption.

Throughout this Manual, certain words or phrases are underlined. These words or phrases are defined in a glossary contained at the end of the Manual. The definitions are intended to assist agencies in developing their policies.

## CHAPTER 1

### **ROLE & RESPONSIBILITY**

#### **Standard**

- 1.1 The agency shall have a written mission statement, which defines its role and is distributed to all personnel.

#### **Commentary**

None

#### **Standard**

- 1.2 The agency shall have a written directive that requires all personnel, prior to assuming sworn status, to take and subsequently abide by an oath of office as provided by O.C.G.A. 45-3-1 and to enforce the law.

#### **Commentary**

None

#### **Standard**

- 1.3 The agency shall have a written directive requiring all personnel to abide by a code or canon of ethics adopted or created by the agency and receive annual ethics training.

#### **Commentary**

*The Canon of Ethics or Law Enforcement Code of Ethics published by the International Association of Chiefs of Police or the Code of Ethics of the Office of the Sheriff adopted by the National Sheriff's Association will satisfy the intent of this standard. Adherence to those codes of ethics and to the United Nations Code of Conduct for Law Enforcement Officials may be included as an element of the oath of office. Agencies may use the IACP, NSA, or APCO Code of Ethics for civilian employees, or develop one.*

#### **Standard**

- 1.4 The agency shall have a written directive that specifies a code of conduct for all personnel.

**Commentary**

*This directive should include compliance with agency directives; unbecoming conduct; use of alcohol and drugs; acceptance of gratuities, bribes, or rewards; abuse of authority; use of force; and proper care and maintenance of equipment. Prohibitions should be specific, e.g., sexual harassment, racial slurs, whereas approved behavior may be stated in general terms, e.g., courtesy, punctuality.*

**Standard**

- 1.5 The agency shall have a written directive that specifies appearance guidelines for all agency personnel.

**Commentary**

*Directives about grooming and uniform appearance should be specific to address tattoos, body piercings, etc.*

**Standard**

- 1.6 The agency shall require all sworn officers to complete the POST mandated training prior to routine assignment in any capacity in which the officer is allowed to carry a weapon or is in a position to make an arrest.

**Commentary**

*The intent of this standard is to preclude assigning persons to positions requiring the carrying of weapons, enforcing the law, or making arrests until they successfully complete the POST basic mandate training course. Those persons who have been hired, but who have not yet completed the basic training course, may be used in such positions not requiring the carrying of a weapon, enforcing the law, or making an arrest.*

**Standard**

- 1.7 The agency shall have a written directive that requires the agency to update records of all personnel following their participation in training programs and to remove from enforcement duties any personnel who fail to maintain minimum annual training requirements under law.

**Commentary**

*As personnel complete training programs, the date of the training, the types of training received, any certificates received, attendance, and test scores, should be recorded for each trainee.*

### **Standard**

- 1.8 The agency shall have a written directive stating that only sworn law enforcement officers execute arrest warrants.

#### **Commentary**

*Statutory mandates, plus the broader potential civil liability for citizens who affect arrests, make it essential that only sworn officers execute criminal process.*

### **Standard**

- 1.9 The agency shall have a written directive that specifies the procedures for any arrest, made with or without a warrant.

#### **Commentary**

*The written directive should include procedures imposed by the U.S. Supreme Court, the Courts of the State of Georgia, and any legislation pertaining to, or governing, the laws of arrest. Also included should be a description of the circumstances that permit a warrantless arrest; areas that may be searched incident to arrest; both with and without a search warrant; requirements that pertain to arrestee rights, and special processing requirements for juveniles, legislators, foreign diplomats, consular officials, and military personnel. The directive should be updated in a timely fashion so that it reflects new court decisions or laws that add to the substantive laws of arrest.*

### **Standard**

- 1.10 The agency shall have a written directive, which states that personnel will use reasonable force to accomplish lawful objectives.

#### **Commentary**

*None*

### **Standard**

- 1.11 The agency shall have a written directive stating that an officer may use deadly force only when the officer reasonably believes that the action is in defense of human life, including the officer's own life, or in defense of any person in immediate danger of serious physical injury. Definitions of conditional terms, such as those for reasonable belief, serious physical injury, or similarly used terms that are used to qualify the directive, shall be included.

**Commentary**

*The intent of this standard is to establish a clear-cut agency policy on the use of deadly force that is consistent with state law (17-4-20(d)), to provide officers with guidance in the use of force in life-and-death situations, and to prevent unnecessary loss of life.*

**Standard**

- 1.12** The agency has a written directive that requires each sworn officer receive annual training on legal updates and vehicle pursuits.

**Commentary**

*This annual training may be in the form of in-service, roll-call, or academy-based training.*

**Standard**

- 1.13** The agency has a written directive that requires affected personnel receive annual training in the following critical tasks:

- a. Search and Seizure
- b. Transportation of Detainees
- c. Domestic Violence/Employee (all personnel)
- d. Property and Evidence
- e. Off Duty Conduct (all personnel)
- f. Sexual Harassment (all personnel)
- g. Selection and Hiring
- h. Citizen Complaints/Internal Affairs (all personnel)
- i. Special Operations/SWAT, etc.
- j. Dealing with the mentally ill or persons with diminished capacity (all personnel)

**Commentary**

*The intent of this standard is to provide training to all personnel who are affected or need to know the tasks and duties surrounding each assignment/task. Training will be provided to each employee who has job duties, assignments, or responsibilities dealing with each bullet. Domestic Violence, off duty conduct, sexual harassment, citizen complaints/internal affairs, and dealing with the mentally ill or persons with diminished capacity shall be taught to all personnel.*

### **Standard**

- 1.14 At least annually, all agency personnel who carry less lethal or lethal weapons are required to receive in-service training on agency's use of force policies.
- a. Training will be documented; and
  - b. If the agency authorizes use of neck restraints or similar weaponless control techniques with a potential for serious injury, it is included in the annual in-service use of force curriculum.

#### **Commentary**

*The intent of bullet b is to require training on the use of neck restraints or similar control techniques if used by the agency. If neck or similar control techniques are not allowed, it should be noted in policy.*

### **Standard**

- 1.15 At least annually, all agency personnel authorized to carry lethal weapons are required to receive in-service training on the constitutional and legal limitations on the use of deadly force and on the agency's policies regarding the use of deadly force. Training will be documented.

#### **Commentary**

*None*

### **Standard**

- 1.16 At least annually, all agency personnel authorized to carry lethal weapons will demonstrate proficiency with each issued or approved lethal weapon.
- a. Proficiency training must be conducted by a certified weapons instructor
  - b. Proficiency training must be documented
  - c. The agency must have procedures for remedial training for those employees who are unable to demonstrate proficiency
  - d. The agency must have procedures for removing from enforcement duties employees who are unable to demonstrate proficiency with their primary duty weapon until proficiency is achieved.

#### **Commentary**

*The intent of this standard is to cover the carrying and use, both on and off duty, of all weapons, such as handguns, shotguns, chemical sprays, or striking weapons. Demonstrated proficiency includes achieving minimum qualifying scores on a prescribed course; attaining and demonstrating a knowledge of the laws concerning the use of authorized weapons and knowledge of agency policy(s) on the use of force, escalating force, and deadly force; and being familiar with*

*recognized safe-handling procedures for the use of these weapons. The instruction and qualification of all weapons should be provided by a certified weapons instructor.*

*The intent of bullet (c) is to ensure that remedial measures are provided. An employee failing to demonstrate proficiency with a weapon is not returned to duty with that weapon until such time as proficiency is demonstrated and documented.*

### **Standard**

- 1.17** At least annually, all agency personnel authorized to carry electronic control devices will demonstrate proficiency with all electronic control devices.
- a. Proficiency training must be conducted by a certified weapons instructor
  - b. Proficiency training must be documented
  - c. The agency must have procedures for remedial training for those employees who are unable to demonstrate proficiency
  - d. The agency must have procedures for removal of the electronic control device from the employee who is unable to demonstrate proficiency until proficiency is achieved.

### **Commentary**

*Annual and biennial in-service use of force refresher training need not be as formal as entry level or recruit training. Use of force retraining can be accomplished through a combination of methods; for example, during shift briefing training sessions, reviewing legal updates on use of force issues, or conducting written or skills tests on use of force and less-than-lethal weapons during annual firearms qualifications courses. Proficiency levels should be established by the agency with input from certified weapons instructors or others in the agency that can validate criteria. Demonstrated proficiency with less-than-lethal weapons may consist of the same criteria used at entry level, or the course may be modified to either abbreviate or extend the training, based on the agency's experience with the weapon in the field.*

### **Standard**

- 1.18** At least biennially all agency personnel authorized to carry less lethal weapons will demonstrate proficiency with all authorized less lethal weapons.
- a. Proficiency training must be conducted by a certified weapons instructor
  - b. Proficiency training must be documented
  - c. The agency must have procedures for remedial training for those employees who are unable to demonstrate proficiency

- d. The agency must have procedures for removal of any less lethal weapon from the employee who is unable to demonstrate proficiency until proficiency is achieved

**Commentary**

*Annual and biennial in-service use of force refresher training need not be as formal as entry level or recruit training. Use of force retraining can be accomplished through a combination of methods; for example, during shift briefing training sessions, reviewing legal updates on use of force issues, or conducting written or skills tests on use of force and less-than-lethal weapons during annual firearms qualifications courses. Proficiency levels should be established by the agency with input from certified weapons instructors or others in the agency that can validate criteria. Demonstrated proficiency with less-than-lethal weapons may consist of the same criteria used at entry level, or the course may be modified to either abbreviate or extend the training, based on the agency's experience with the weapon in the field.*

*Less lethal weapons include, but are not limited to chemical weapons, impact weapons, baton and less-lethal munitions.*

**Standard**

- 1.19 The agency shall have a written directive that requires medical aid as determined by the agency after any use of force that results in, or is alleged to have resulted in, injury or death of another person.

**Commentary**

*None*

**Standard**

- 1.20 The agency shall have a directive that requires only weapons and ammunition meeting agency authorized specifications be used by agency personnel in law enforcement responsibilities both on duty and working extra duty. The directive must address:
  - a. the types and specifications of all lethal and less-than-lethal weapons approved for use;
  - b. the types and specifications of ammunition approved for use;
  - c. the procedure for review, inspection, and approval of all weapons intended for use by each employee in the performance of duty, prior to carrying, by a qualified weapons instructor or armorer;
  - d. a process to remove unsafe weapons; and

- e. the procedure for maintaining a record on every weapon approved by the agency for official use.

### **Commentary**

*The intent of this standard is to establish strict agency control over all firearms, weapons and ammunition it allows members to carry and use in the performance of their official duties, both on duty and working extra duty.*

*For firearms, the agency should establish an approval process. Each firearm should be identified, meet the agency's established criteria, and be safe and in good working order. The user should demonstrate his or her proficiency in using the firearm on an approved qualifying course before being approved, in writing, by the agency, to carry and use the firearm. A certified firearms instructor or armorer should inspect and approve the firearm and oversee the proficiency test.*

*A complete record of all weapons approved by the agency should be maintained. For firearms, the record should list the type, description, identifying model, and serial number of each, as well as the identity of the owner or assignee. The record should also include the name of the official making the approval, the date of approval, the course fired, and all scores used to qualify the user on the demonstration of proficiency. All approvals should be conditional upon periodic re-qualification.*

### **Standard**

- 1.21** The agency shall require a written report to be submitted whenever an employee:
- a. discharges a firearm, for other than training or recreational purposes;
  - b. takes an action that results in, or is alleged to have resulted in, injury or death of another person;
  - c. applies force through the use of lethal or less lethal weapons; and
  - d. applies weaponless physical force at a level defined by the agency.

### **Commentary**

*Any agency should carefully examine all incidents wherein its employees have caused, or are alleged to have caused death or injury to another, have accidentally or intentionally discharged a firearm, or have applied physical force upon another. The intent of this standard is to ensure that each event is properly documented whenever an employee is involved in an incident of this type. If physically able, the employee involved should be required to verbally report his/her involvement within a specified time period. The verbal report should be committed to writing as soon as practicable thereafter. Written procedures should state by whom, when, and how the report will be submitted. The standard is not intended to document the display of weapons by officers.*

**Standard**

**1.22** The agency has a procedure for reviewing the agency's use of force reports.

**Commentary**

*The intent of the review is to determine whether there are policy, training, weapons/equipment, or discipline issues that should be addressed.*

**Standard**

**1.23** The agency will prepare a written annual analysis of all use of force incidents.

**Commentary**

*None*

**Standard**

**1.24** The agency shall have a written directive that requires the removal from line-duty assignment, pending administrative review, any employee whose actions or use of force results in a death or serious injury.

**Commentary**

*The purpose of this standard is twofold: to protect the community's interest when officers may have exceeded the scope of their authority in their actions or in their use of force, and to shield officers who have not exceeded the scope of their authority from possible confrontations with the community. The agency should consider removing from line-of-duty status all officers involved in a critical or traumatic incident, not limited to shootings and may include incidents such as a fatal motor vehicle collision involving an employee. The agency should consider provisions for post incident debriefing or counseling for those employees involved, as needed. In some critical incidents, the employee's family may require assistance also.*

*The removal process may have a detrimental effect on employees involved. Agencies may wish to routinely include a review of these procedures during in-service training sessions to enhance understanding of this procedure.*

**Standard**

**1.25** The agency shall have a written directive that prohibits bias based profiling by all enforcement personnel. This directive shall also include provisions for training of enforcement personnel.

**Commentary**

*Bias based profiling includes any agency action based on factors such as, but not limited to, gender, race, religion, national origin, ethnicity, or sexual orientation.*

**Standard**

- 1.26** The agency shall have a written directive outlining an employee early warning system, which includes specified evaluation criteria and agency follow up requirements for employees who could be involved in potential problematic behavior.

**Commentary**

*Examples of evaluation material that should be utilized are employee performance evaluations, disciplinary actions, complaints, use of force incidents, vehicle pursuits, etc.*

**Standard**

- 1.27** The agency shall have a written directive governing the use of agency material, photographs, images, recordings, etc., on social networking sites or through other electronic communication.

**Commentary**

*None*

**Standard**

- 1.28** The agency shall have a written directive governing the use of agency and personal electronic devices.

**Commentary**

*These devices include but are not limited to audio/video recording devices, cell phones, computers, cameras, etc.*

## CHAPTER 2

### **ORGANIZATION & MANAGEMENT**

#### **Standard**

- 2.1 The agency shall have a written directive system that includes, at a minimum, the following:
- a. a policy statement that vests in the agency's chief executive officer the authority to issue, modify, or approve agency written directives;
  - b. identification of the persons or positions, other than the agency's chief executive officer, authorized to issue written directives;
  - c. a description of the written directives system format;
  - d. procedures for indexing, purging, updating, and revising directives; and
  - e. procedures for review of proposed policies, procedures, rules and regulations prior to their promulgation.

#### **Commentary**

*The agency should establish a formal written directive system to provide employees with a clear understanding of the constraints and expectations relating to the performance of their duties. The written directive system should permit rapid access to individual policies, procedures, and rules and regulations and should differentiate, if necessary, types of directives, e.g., general order, special order, personnel order.*

#### **Standard**

- 2.2 The agency shall have a written directive that describes the agency's organizational structure and functions and is available to all personnel.

#### **Commentary**

*The agency may determine its own organizational structure. The intent of this standard is to provide a written description of the agency's organization. The agency's organizational chart should coincide with this description.*

#### **Standard**

- 2.3 Each organizational component is under the direct command of only one supervisor.

#### **Commentary**

*None*

### **Standard**

2.4 Each employee is accountable to only one supervisor at any given time.

#### **Commentary**

*None*

### **Standard**

2.5 The agency shall have a written directive stating that supervisory personnel are accountable for the activities of employees under their immediate control.

#### **Commentary**

*None*

### **Standard**

2.6 The agency shall have a written directive requiring that:

- a. responsibility is accompanied by commensurate authority; and
- b. each employee is accountable for the use of delegated authority.

#### **Commentary**

*The intent of the directive should be to establish a policy guideline for the delegation of authority. At every level within the agency, personnel should be given the authority to make decisions necessary for the effective execution of their responsibilities.*

### **Standard**

2.7 The agency shall have a written directive requiring all complaints against the agency or its employees be investigated, and specifies:

- a. the types of complaints to be investigated by line supervisors;
- b. the types of complaints that require investigation by the internal affairs function; and
- c. an annual review of all complaints received by the agency.

#### **Commentary**

*This standard does not require the establishment of an Internal Affairs Unit. However, the function is important. Investigations may be assigned to an individual on an as-needed basis or may be conducted by the chief executive*

*officer. Nothing in this standard precludes an agency from asking for outside assistance on internal investigations. However, the agency remains responsible for this function.*

### **Standard**

- 2.8** The agency shall have a written directive requiring the formulation and annual updating of written goals and objectives for the agency and for each organizational component within the agency. Established goals and objectives are made available to all affected personnel.

#### **Commentary**

*None*

### **Standard**

- 2.9** The agency shall be required to maintain the following certification documentation:
- a. certification contracts;
  - b. annual compliance reports;
  - c. on-site assessment reports; and
  - d. waiver approval documentation.

#### **Commentary**

*None*

**CHAPTER 3**  
**PERSONNEL**

**Standard**

- 3.1 The agency shall have an equal employment opportunity plan.

**Commentary**

*The equal employment opportunity plan should ensure equal opportunities for employment and employment conditions. The equal employment opportunity plan (EEO) should be based on an annual analysis of the agency's present employment policies, practices, and procedures relevant to their effective impact on the employment and utilization of all employees (i.e., includes civilian employees). The EEO plan, which may be produced in the form of a written directive, may contain such provisions as: (1) a strongly worded statement from the agency's CEO that it is agency policy to ensure that all individuals should be given equal opportunity for employment, regardless of race, sex, creed, color, age, religion, national origin, or physical impairment; (2) a procedure for filing complaints relating to EEO; and (3) specific action steps that the agency should take to ensure equal employment opportunity is a reality, such as advertising as an "equal opportunity employer" or providing applications or testing processes at decentralized, easily accessible locations. The policies related to sexual harassment in the workplace may also be incorporated into the agency's overall EEO effort.*

**Standard**

- 3.2 The agency shall have written directives describing all elements and activities of the selection process for all personnel.

**Commentary**

*Such written directives are essential for the proper administration, use and defensibility of the selection process. The directive should describe the order of events in the selection process and should include, at the least, information about the purpose, development, job relatedness, administration, scoring, and interpretation of all elements used in the selection process.*

*The law enforcement agency may rely upon a state or local civil service commission, employment agency, or other public or private organization to administer or provide one or more elements of the selection process. If so, a copy of all relevant manuals should be maintained on file by the law enforcement agency. Written directives should describe the selection process in detail and include timetables, the order of events, administration, scoring, interpretation of test results, and other pertinent information.*

### **Standard**

- 3.3** The agency shall have a written directive requiring that all elements of the selection process for all sworn personnel be administered, scored, evaluated, and interpreted in a uniform manner. The process for sworn personnel shall include:
- a. medical examination, including drug screening;
  - b. psychological screening;
  - c. oral interview;
  - d. background investigation; and
  - e. testing for deception (e.g. polygraph, voice stress analyzer, etc.).

#### **Commentary**

*Operational elements of the selection process time limits, oral instructions, practice problems, answer sheets, and scoring formulas should be clearly set forth and carried out identically for all candidates. Failure to do so may preclude validation of the process and make the agency susceptible to legal challenges.*

### **Standard**

- 3.4** A written directive requires a background investigation of each candidate for all sworn positions and all full-time civilian positions is conducted prior to appointment to probationary status, and includes:
- a. verification of qualifying credentials;
  - b. a review of any criminal record; and
  - c. verification of at least three personal references.

#### **Commentary**

*It is more reliable to conduct the inquiry in person, although telephone and mail inquiries are appropriate in obtaining criminal history and driving records. The investigation should routinely involve a home visit with the candidate and his or her family and interviews with neighbors. Background investigations are generally listed among the final stages in the selection process only to suggest that this is when they should be completed; they are likely to have commenced much earlier.*

### **Standard**

- 3.5** The agency shall have a written directive requiring all new personnel to receive

information regarding:

- a. the agency's role, purpose, goals, policies, and procedures;
- b. working conditions and regulations; and
- c. responsibilities and rights of employees.

**Commentary**

*None*

**Standard**

- 3.6** The agency shall maintain current job descriptions covering all employees. Each employee is issued the job description of his/her job and all job descriptions for each job within the agency are available to all personnel.

**Commentary**

*Statements of duties and responsibilities for each job within the agency should be prepared and made available to managers, supervisors, and all other agency employees. Such statements are key elements in achieving more effective management and supervision.*

**Standard**

- 3.7** The agency shall have a written directive requiring a performance evaluation of each employee be conducted and documented at least annually.

**Commentary**

*The purposes of performance evaluations are to standardize the nature of the personnel decision making process; to ensure the public that the agency's personnel are qualified to carry out their assigned duties; and to provide job incumbents with necessary behavior modification information to allow them to maintain behaviors that are appropriate from the agency's standpoint and to eliminate inappropriate behaviors.*

**Standard**

- 3.8** The agency shall have a written directive that defines the agency's performance evaluation system and includes at a minimum:

- a. measurement definitions;
- b. procedures for use of forms;
- c. rater responsibilities; and
- d. rater training.

### **Commentary**

*A central personnel agency may or may not incorporate performance evaluation as part of its overall management activities. Where it does, some features of the evaluation system may not suit the needs of the law enforcement agency. Although policies and procedures may be developed by a centralized agency, it remains the responsibility of the chief executive officer to adapt and amplify those guidelines to meet the agency's needs.*

### **Standard**

- 3.9** All elements used to evaluate candidates for promotion are job related and non-discriminatory.

### **Commentary**

*The intent of this standard is to ensure that candidates are evaluated by a promotion process that measures traits or characteristics that are a significant part of the job. It is not sufficient for an agency to merely say in a directive that its procedures are job related. However, there is a variety of means by which job-relatedness can be shown.*

*An agency may choose, for example, to demonstrate that an oral examination measures traits that are shown by the job analysis to be significant or necessary to perform the job. An assessment center may be shown to measure the performance tasks or skills that a job description has shown to be essential job functions.*

*The agency may also demonstrate job-relatedness by validation of a testing element. For example, an agency may demonstrate statistically that a written test is a predictor of future job success by correlating test scores with the performance of individuals on the job. If high-test scores can be associated with individuals that are successful, and vice versa, then the process may be legally considered a valid means of measurement if the correlation is statistically significant. Agencies will normally need competent professional assistance from personnel specialists before undertaking a validation study of this type. Many commercially available tests have done validation studies that may be helpful to agencies.*

*Nothing this standard should be interpreted as preventing an agency from using a combination of methods to document the job-relatedness of its promotion process. The goal of this standard is to ensure that the agency has the documentation necessary to make a logical and persuasive case in the event of a legal challenge and that the elements of the promotion process measure skills, knowledge, abilities, and traits needed to perform that job.*

## **Standard**

- 3.10** The agency shall have a written directive describing the procedures used for each element of the promotion process, including those for:
- a. evaluating the promotional potential of candidates;
  - b. administering written tests,
  - c. using assessment centers,
  - d. conducting oral interviews prior to appointment to probationary status,
  - e. providing procedures for review and appeal of results for each promotional element by candidates;
  - f. establishing procedures for re-application;
  - g. determining promotional eligibility for vacancies where lateral entry is permitted, and
  - h. security of promotional material.

### **Commentary**

*The directive should describe all elements and procedures used in each promotional process and may be incorporated within a comprehensive personnel management or general policy and procedures manual.*

*Promotional potential ratings may replace or supplement on-the-job performance evaluations and may be used to determine an employee's initial eligibility for promotion or to rank candidates on a list. Written examinations (including answer keys, cut-off scores, passing points, and/or numerical rankings) may be administered for each classification, position, or rank. Promotional criteria for lateral entry may include both eligibility qualification and formal procedures for carrying out the process. Oral interviews should include uniform questions and rating scales and assess a defined set of personal attributes; the interview results should be recorded on a standardized form.*

*The right of the candidates to review and to challenge all aspects of the promotion process is an integral part of the process itself. Candidates should be allowed to review and appeal all scores and evaluations related to their performance in the process to ensure fairness and impartiality. The administrative review and appeal process may be conducted by individuals from within and outside the agency. An impartial review and appeal process should reduce or eliminate litigations.*

### **Standard**

- 3.11** The agency shall have a written directive which:
- a. specifies the type of clothing and equipment to be used by agency personnel; and
  - b. describes the agency's provision of said items.

#### **Commentary**

*Certain employees are required to wear the agency's uniform and others are required to wear civilian clothes in law enforcement activities. Equipment is also needed by certain employees in the performance of their duties. The written directive should specify those eligible for clothing and equipment issue or allowances, specify the amount to be provided, and indicate the period for which it will be provided.*

### **Standard**

- 3.12** The agency shall have a written directive governing the types of off-duty and extra-duty employment in which agency personnel may engage, and the process for approval.

#### **Commentary**

*Agencies may want to consider expressing the prohibition of certain types of off-duty/extra-duty employment in general terms, such as proscribing off-duty/extra-duty employment that, in the opinion of the agency, would constitute a conflict of interest or would tend to bring discredit to the agency. Alternatively, the prohibition could be quite specific, such as by focusing on specific jobs or locations.*

## **CHAPTER 4**

### **LEGAL**

#### **Standard**

- 4.1 The agency shall have a written directive that governs search and seizure without a warrant by agency personnel, to include the following situations:
- a. search by consent;
  - b. stop and frisk of an individual under circumstances where the officer has articulable reasons to fear for his/her safety;
  - c. search of a vehicle under a movable vehicle exception;
  - d. at the scene of a crime;
  - e. exigent circumstances, as where the public safety is endangered;
  - f. inventory searches of seized vehicles or other property, and
  - g. other situations authorized by state and federal law.

#### **Commentary**

*The intent of this standard is to provide general guidelines and procedures for agency law enforcement personnel to follow in determining whether to conduct searches and seizures to include conducting searches and seizures that have not been reviewed and authorized by judicial personnel.*

#### **Standard**

- 4.2 The agency shall have written directives that address:
- a. confessions and admissions;
  - b. timely preliminary hearings / first appearance; and
  - c. informing defendants of their rights.

#### **Commentary**

*None*

#### **Standard**

- 4.3 If the agency has a civil process function, the agency shall have written directives to govern the service of civil process documents.

### **Commentary**

*Where applicable, the written directives should describe the role of the process servers and their general responsibilities relating to the methods of service and the actions required of the servers. Additionally, each type of process in the jurisdiction may be identified, and any specific requirements unique to that individual process should be explained. The directive should also contain details for service on partnerships and corporations as well as civil process received from, or served, outside of the agency's jurisdiction.*

### **Standard**

- 4.4** The agency shall have a written directive requiring that information regarding each item of criminal process be recorded, to include the following elements:
- a. date and time received;
  - b. nature of document;
  - c. source of document
  - d. name of defendant;
  - e. officer assigned for service;
  - f. date assigned for service
  - g. court docket number; and
  - h. date process expires.

### **Commentary**

*Record entries may be cross-referenced so that the information can be retrieved by means of the court's docket number and by the names of any of the parties to the action. In most instances, a unique number should be assigned to permit cross-reference of the return with the entry.*

### **Standard**

- 4.5** The agency shall maintain a record on the execution or attempted service of legal process documents that includes:
- a. date and time service was executed/attempted;
  - b. name of officer(s) executing/attempting service;
  - c. name of person on whom legal process was served/executed;
  - d. method of service/reason for non-service; and
  - e. address of service/attempt.

### **Commentary**

*Legal process documents include criminal warrants and search warrants.*

### **Standard**

- 4.6 The agency shall have a written directive requiring the execution of orders for civil arrest or writs requiring the seizure of real or personal property is performed by a sworn law enforcement officer.

#### **Commentary**

*Restricting the individual's "present right to personal liberty" is best performed by an arresting officer who has proper authority and training. The seizure of property pursuant to a court order involves a potential for resistance. In the execution of such writs, the agency should ensure that the officer assigned has the power to keep the peace and that sufficient officers are assigned to deter breach of the peace during each execution.*

### **Standard**

- 4.7 The agency shall have a written directive requiring that all property acquired through the civil process function is accounted for in agency records and is disposed of by the agency pursuant to legal authority.

#### **Commentary**

*Any property obtained through asset forfeiture proceedings, condemnation, or abandonment is covered under this standard.*

### **Standard**

- 4.8 The agency shall have a written directive requiring that information regarding each item of civil process be recorded, to include the following elements:
- a. date and time received;
  - b. nature of document;
  - c. source of document;
  - d. name of plaintiff / complainant;
  - e. officer assigned for service;
  - f. date assigned for service;
  - g. court docket number; and
  - h. date service is due.

#### **Commentary**

*Record entries may be cross-referenced so that the information can be retrieved by means of the court's docket number and by the names of any of the parties to the action. In most instances, a unique number should be assigned to permit cross-reference of the return with the entry*

**CHAPTER 5**  
**OPERATIONS**

**Standard**

- 5.1 The agency shall be available to respond to emergencies 24 hours a day, seven days a week within its service area.

**Commentary**

*None*

**Standard**

- 5.2 The agency makes available body armor for all sworn personnel assigned to uniform field duty and establishes written guidelines for the wearing and availability of the body armor for all sworn personnel.

**Commentary**

*The wearing of body armor is important to officer safety. Body armor should afford protection consistent with the threat to which officers are exposed. Possible reasons for not wearing body armor could include, but are not necessarily limited to, excessively warm weather conditions, the regular assignment of patrol personnel to non-line duties, etc. Body armor donated to the agency, or provided by other means, meet the requirement of this standard.*

*For reasons of proper fit and hygiene, it is strongly recommended the agency provide body armor for its individual sworn personnel assigned to uniform field duty.*

**Standard**

- 5.3 The agency shall have a written directive requiring the use of occupant safety restraining devices in agency vehicles.

**Commentary**

*The use of seat belts can have a significant effect in reducing the number of deaths and the severity of injuries resulting from traffic crashes, and can assist officers in maintaining proper control of their vehicles during pursuit or emergency high-speed operations. The directive should require use of occupant safety restraining devices by the driver and all passengers, to include detainees (with exceptions noted).*

### **Standard**

- 5.4 The agency shall have a written directive establishing procedures for responding to routine and emergency calls and includes guidelines for the use of authorized emergency equipment.

#### **Commentary**

*At a minimum, the agency should classify calls for service as routine or emergency. These classifications should designate when emergency lights and siren should be used and when traffic laws should be observed. The directive should address high-speed driving conditions and restrictions when responding to emergency calls. The procedure should also address the responsibility of dispatchers, supervisors and officers responding to emergency calls. Guidelines for emergency equipment use during routine activities, such as stopping traffic violators, assisting motorists, and parking on/off roadways, may be included.*

### **Standard**

- 5.5 The agency shall require that vehicles used in routine or general patrol service be conspicuously marked and equipped with at least operational emergency lights and siren.

#### **Commentary**

*Conspicuously marked patrol cars are readily identified as law enforcement agency vehicles from every view and from a long distance. Conspicuous marking increases safety, serves as a warning to potential violators, and provides citizens with a feeling of security. It is recommended that patrol cars be equipped with a mobile transceiver, public address speaker, exterior spotlights, and alley lights.*

### **Standard**

- 5.6 The agency shall have a written directive governing pursuit of motor vehicles, to include:
- a. evaluating the circumstances;
  - b. initiating officer's responsibilities;
  - c. designating secondary unit's responsibilities;
  - d. specifying roles and restrictions pertinent to marked, unmarked, or other types of police vehicles involvement in the pursuit;
  - e. assigning dispatcher's responsibilities;
  - f. describing supervisor's responsibilities;
  - g. using forcible stopping/roadblocks including circumstances authorizing use;
  - h. specifying when to terminate pursuit;

- i. engaging in inter-and intra-jurisdictional pursuits involving personnel from the agency and/or other jurisdictions;
- j. detailing a procedure for reporting and an administrative review of the pursuit;
- k. annual written review of vehicle pursuit reports; and
- l. completion and submittal of the GACP Pursuit Data Collection Form to the Director, GLECP by March 1<sup>st</sup> for the preceding calendar year. (see 5.35)

**Commentary**

*The agency shall have clear cut policy and procedures for pursuits. The policy should be cross-referenced with the agency's policy on deadly force (see 1.11). All sworn personnel should be provided this directive. Agencies may wish to consider frequent discussion and review of these policies/procedures during roll call and/or in-service training sessions. A review of incidents involving vehicle pursuits may reveal patterns or trends that indicate training needs and/or policy modifications.*

*The extreme dangers inherent in the use of roadblocks mandate guidelines for their use. The directive should specify the types of roadblocks authorized for use, e.g., moving, fixed, or circle system, and the circumstances justifying their use, e.g., to stop a fleeing felon. The procedure should specify who has authority to implement and/or cancel a roadblock and the person in charge at the scene. Whenever possible, planning should take place prior to implementation of the roadblock. Officers should be trained in roadblock techniques and properly equipped to set them up. This standard should be cross referenced to the agency's deadly force policy (see 1.1).*

*This standard does not apply to traffic safety checkpoints.*

**Standard**

- 5.7** The agency shall have a written directive which requires the transporting officer to search the detainee before being transported.

**Commentary**

*The transporting officer is legally responsible for the safety and custody of the detainee being transported. It must be assumed that the detainee may have had an opportunity to obtain contraband or a weapon prior to the time he or she is accepted for transport by the officer. It should never be assumed by the officer that someone else has searched the detainee. Detainees should be searched each time they come into the transporting officer's custody, including transport to and from court appearances.*

*The directive should clearly define agency policy on the types of searches that may be conducted, describe when and where they may be conducted, and provide strict*

*procedures on how and by whom each type of authorized search may be performed. Exceptions, if allowed, should be listed. If conducted, strict guidelines on "strip" searches and/or "body cavity" searches should be established and included in this directive.*

### **Standard**

- 5.8** The agency shall have a written directive which requires examination at the beginning of each shift of all vehicles used for transporting detainees and the search of any transport vehicles after transporting detainees.

#### **Commentary**

*The intent of this standard is to ensure that any vehicle used to transport a detainee is free of weapons and contraband before and after the detainee comes in contact with the vehicle. An examination before beginning each shift will ensure the vehicle has not been tampered with since last used, is free of weapons and contraband, is mechanically safe, is free of damage or defect, and is properly equipped for use.*

*Each time a detainee is to be transported, the vehicle should be examined to ensure that no weapons or contraband are present. Some latitude may be allowed where an officer has been in constant control of the vehicle following the pre-shift examination and the introduction of the detainee to the vehicle; however, most vehicles will not have been under constant supervision and officers should not assume that no opportunity has existed for the introduction of weapons, contraband, or other items.*

*Once a detainee has been removed from the vehicle, a thorough search should be conducted as soon as practical, but, in all cases, before the vehicle is reused. This will not only ensure that the detainee has left nothing in the vehicle, but if items are found, link them in a timely manner to the detainee.*

*In special transport situations, it is the transporting officer's responsibility to ensure that the vehicle is safe and equipped with appropriate items; for example, spare tire, jack, lug wrench, and safety flares. The condition of the vehicle itself should be examined, including proper inflation of tires, fuel and oil levels, ignition system, and engine operation. The transporting officer should have proper forms or credit cards for procurement of gasoline, as well as all detainee-related documentation.*

### **Standard**

- 5.9** The agency shall have a written directive which establishes under what conditions an officer may interrupt a detainee transport for necessary stops and/or to render emergency assistance.

**Commentary**

*The primary duty of the transporting officer is the safe delivery of the detainee in his or her care. This directive should stipulate circumstances under which the transporting officer can stop to respond to the need for law enforcement services while transporting a detainee, if allowed. However, the directive should caution that diversionary incidents, whether or not instigated by persons attempting to free the detainee, may divert the transport officer and place the detainee in jeopardy or enhance chances for escape. General principles of tort law impose a duty of care on the transporting officer to protect the detainee from injury. Only when the risk to third parties is both clear and grave and the risk to the detainee is minimal should the officer stop to render assistance.*

*During long distance transports, care should be taken when stopping for fuel and meals or for allowing the detainees reasonable opportunities to use toilet facilities. Locations should be alternated and randomly selected. Normally, no stops will be made while transporting from the point of arrest to the booking/processing location.*

**Standard**

- 5.10** The agency shall have a written directive which describes restraining devices and methods to be used during detainee transports with exceptions noted.

**Commentary**

*It is necessary for officers to know when and how detainees are to be restrained and when, where, and how particular restraining devices are to be employed, including special and prohibited methods. Agencies should be aware that some techniques have been found to contribute to serious physical injury or death, e.g., "positional asphyxia" and should be prohibited. For example, in transporting more than one detainee, should each be handcuffed with hands in front and arms intertwining or may a detainee be handcuffed to any part of the vehicle? The directive should also take into account circumstances under which the detainee is to be transported by vehicle over a period of several hours.*

*It should not be assumed that restraining devices are unnecessary for disabled detainees. A detainee in a wheelchair or one who uses walking aids may not require the use of restraining devices in all instances. Restraining devices also may be harmful to sick or injured detainees, depending upon the nature of the sickness or injury. The written directive in both situations should be specific in defining circumstances when restraining devices would and would not be necessary and the extent of the officer's discretion in their application.*

*Mentally disabled detainees may pose a significant threat to themselves and/or the transporting officers. The selected device should restrain the detainee securely without causing injury. These devices should be required whenever practical but should not preclude the use of handcuffs in emergency situations. The types of restraints used should be indicated on the transfer document.*

### **Standard**

- 5.11** The agency shall have a written directive that prescribes procedures for transporting sick, injured, or disabled detainees.

#### **Commentary**

*If a detainee becomes sick or is injured incidental to arrest, the arresting officer should seek medical attention at that time, if at all possible. If the detainee is not provided care in a medical facility or is not transported to a medical facility initially, but is taken to the booking point, the directive should define the actions to be taken at that time for providing medical attention to the detainee.*

*Disabled detainees present conditions for the transport that dictate special care and attention. For example, the type of vehicle used would be a consideration when transporting non-ambulatory detainees or those requiring wheel-chairs, crutches, or prosthetic appliances. It may be necessary to transport medicine, insulin, and other special items for certain detainees during transport. The safety of the detainee and the transporting officer requires due care when transporting disabled detainees.*

### **Standard**

- 5.12** Vehicles used primarily for patrol and transporting detainees must have the driver separated from the detainee by a safety barrier.

#### **Commentary**

*The safety barrier prevents the detainee from having access to the driver's compartment of the vehicle. Communications between the front and rear compartments should not be impaired to the point that precludes conversation. Installation of such a barrier should be done in a manner that promotes the safety of occupants in the front and rear compartments. (COMPLIANCE MAY BE OBSERVED)*

### **Standard**

- 5.13** The agency shall have a written directive specifying a requirement that any personnel directing traffic or in the roadway controlling traffic, wear reflective

clothing at all times.

**Commentary**

*Reflective clothing should meet OSHA requirements (ANSI 207).*

**Standard**

- 5.14** The agency shall have a written directive establishing procedures for directed traffic enforcement based on review of the jurisdiction's crash data, requests for traffic enforcement, crime data or trends, school zones, and roadway conditions, which justify the need for directed enforcement in a specific location.

**Commentary**

*None*

**Standard**

- 5.15** The agency shall have a written directive establishing procedures for handling traffic law violations committed by:

- a. nonresidents of the agency's service area;
- b. juveniles;
- c. legislators;
- d. foreign diplomats/consular officials; and
- e. military personnel.

**Commentary**

*The written directive should address all special processing requirements, e.g., diplomatic or legislative immunity, or procedures that apply to traffic law violations committed by the classes of persons enumerated above and any others that require special processing.*

**Standard**

- 5.16** The agency has a written plan for handling a bomb threat or bomb emergency. The plan shall have procedures for:

- a. communications protocol;
- b. secondary devices;
- c. establishment of safe distances from ground zero for protection of public safety personnel; and
- d. gaining access to a bomb disposal unit.

**Commentary**

*The bomb threat or bomb emergency plan should include the role of personnel in ascertaining details from the bomb threat caller; notification of appropriate command personnel; formation of a security perimeter; communications procedures; organization of search teams; search procedures; equipment required by search teams; and news media access. An evacuation policy should be established for schools and other buildings. The plan should also provide for coordination with the fire/rescue personnel and with investigators or evidence specialists responsible for apprehending suspects and/or gathering physical evidence. The plan should be reviewed and updated as needed.*

**Standard**

- 5.17** The agency has a written plan for handling a hostage/barricaded person situation, to include, at a minimum, provisions for the following:
- a. attempts to avoid confrontation in favor of controlling and containing the situation until the arrival of trained tactical and/or hostage negotiation personnel;
  - b. notification of tactical and hostage negotiation personnel;
  - c. interaction between tactical and hostage negotiation personnel and responsibilities of each;
  - d. notification of appropriate persons within and outside the agency, such as command officers, dog handlers, or helicopter pilots;
  - e. communications with other agencies;
  - f. establishment of inner and outer perimeters;
  - g. evacuation of bystanders;
  - h. evacuation of injured persons;
  - i. establishment of central command post and appropriate chain of command;
  - j. request for ambulance, rescue, fire, and surveillance equipment;
  - k. authorization for use of force and chemical agents;
  - l. pursuit/surveillance vehicles and control of travel routes; and
  - m. after-action reports.

**Commentary**

*Guidelines for hostage/barricaded person situations should be developed and tested prior to their use. Once in effect, the plan should be reviewed and updated as needed.*

**Standard**

- 5.18** The agency shall have a written directive controlling the access of news media representatives, including photographers, to:

- a. scenes of major incidents, natural disasters, or other catastrophic events; and
- b. crime scenes.

**Commentary**

*News media representatives should not be in a position to interfere with law enforcement operations at the scene of an incident. The guidelines for the news media access, including access by photographers, to the scene should be communicated to the media to help ensure their cooperation.*

**Standard**

- 5.19** The agency shall have a written directive that establishes steps to be followed in conducting preliminary investigations to include:
- a. observing all conditions, events, and remarks;
  - b. locating and identifying witnesses;
  - c. maintaining and protecting the crime scene and arranging for collection of evidence; and
  - d. interviewing the complainant, witnesses, and suspects

**Commentary**

*The preliminary investigation may be sufficient to bring the case to a satisfactory conclusion, thus eliminating the need for a follow-up investigation. The standard is not intended to preclude the officer conducting the preliminary investigation from being assigned to the follow-up investigation.*

**Standard**

- 5.20** The agency shall have a written directive that establishes steps to be followed in conducting follow-up investigations to include at a minimum:
- a. reviewing and analyzing all previous reports prepared in the preliminary phase, departmental records, and results from laboratory examinations;
  - b. conducting additional interviews and interrogations;
  - c. seeking additional information from uniformed officers, informants, etc.;
  - d. planning, organizing, conducting searches, and collecting physical evidence;
  - e. identifying and apprehending suspects;
  - f. determining involvement of suspects in other crimes;
  - g. checking suspects' criminal histories; and
  - h. preparing cases for court presentation.

**Commentary**

*These procedures should be used only in the event they are found to be necessary. For example, every follow-up investigation may not include a search. The written directive should be intended as a guide. Maintaining contact with principals in any investigation is valuable in building public confidence in the agency as well as indicating that the law enforcement officers are genuinely concerned about the welfare of the victim and other citizens associated with the case.*

**Standard**

- 5.21** The agency shall have a written directive establishing guidelines for the use of eyewitness identifications involving:
- a. Show-ups;
  - b. photographic identifications; and
  - c. physical lineups.

**Commentary**

*This is not inclusive of composite sketches or images.*

**Standard**

- 5.22** If the agency does not provide 24 hour coverage for the criminal investigation function, an “on call” schedule of investigators shall be maintained.

**Commentary**

*In agencies where investigators are not assigned to duty shifts throughout a 24 hour period or on weekends, the criminal investigation function should publish an on-call investigator duty roster, which is furnished to the communications center and the commander of the patrol force. The intent of the standard is to ensure constant availability of investigative resources. Personnel from other agencies may be utilized to fulfill the intent of this standard.*

**Standard**

- 5.23** The agency shall have a written directive establishing procedures to be used in criminal investigations, to include:
- a. information development;
  - b. interviews and interrogation;
  - c. collection, preservation, and use of physical evidence; and
  - d. surveillance.

**Commentary**

*The written directive should specify acceptable practices and methods of*

*developing information through witnesses, victims, informants and other sources available to officers. The directive should also provide guidance in conducting an investigation by utilizing information developed by the other methods listed in the standard.*

### **Standard**

- 5.24** The agency shall have a written directive that establishes a system of case file management for the criminal investigation function, to include:
- a. case status control system;
  - b. administrative designators for each case;
  - c. types of records to be maintained;
  - d. accessibility to the files; and
  - e. procedures for purging files.

### **Commentary**

*A system for case status control should be established to specify information that should be recorded for each case, such as investigator assigned, date assigned, case number and report due date. Administrative designations such as “open,” “suspended,” and “closed,” are also recommended for assisting internal case management and control.*

*Case files should be maintained on all cases in which investigative activities are ongoing. The case files provide an immediate information resource to investigators.*

### **Standard**

- 5.25** A written directive provides procedures for handling missing persons, which include at a minimum:
- a. initial description and information to be gathered;
  - b. dissemination of collected information;
  - c. entry and removal of the information in the appropriate criminal justice information system;
  - d. follow-up contact with the reporting persons;
  - e. follow-up investigation and search;
  - f. juveniles; and
  - g. any special considerations applicable to at-risk persons.

### **Commentary**

*Procedures may include but should not be limited to guidelines for utilization of Levi’s Call, A Child Is Missing, Suzanne’s Law, and Mattie’s Call. The National*

*Center for Missing and Exploited Children may be used as a reference for working missing children investigations.*

**Standard**

- 5.26** The agency shall have a written directive that establishes a system for the authorization, distribution, and use of electronic surveillance and undercover equipment.

**Commentary**

*The intent of this standard is to establish a system of controls, policies, and procedures that should prevent unauthorized use and loss of often expensive and sophisticated electronic surveillance equipment.*

**Standard**

- 5.27** The agency shall have a written directive that specifies policies and procedures to be followed when using informants to include:
- a. a master confidential informant file;
  - b. information to be included in the file, to include at a minimum biographical and background information, criminal history records, and identifier of the informant;
  - c. maintenance and security of files;
  - d. procedures for compensating informants;
  - e. safeguards and precautions to be taken with informants;
  - f. procedures for juveniles; and
  - g. procedures for probationers and parolees.

**Commentary**

*The use of confidential informants is important to the satisfactory completion of many investigations, including patrol-related investigations; drug, vice, and organized crime control functions; and intelligence functions. Procedures should be established to provide for this resource within a controlled system to avoid abuse. A master file on informants should be maintained with an emphasis on security and rigid access control.*

### **Standard**

- 5.28 The agency shall make available to all sworn personnel a copy of the agency's child abuse protocol that details the procedures to be followed for processing cases involving abused and/or neglected children.

#### **Commentary**

*This standard does not apply to sworn jail personnel.*

### **Standard**

- 5.29 If the agency conducts follow up investigations of incidents involving the abuse, neglect, or molestation of children, agency personnel who conduct interviews with the victim shall have received specialized training in interviewing children.

#### **Commentary**

*Agencies whose personnel do not have the specialized training to meet this standard should seek assistance from outside agencies. The intent of this standard is to ensure that services are delivered by personnel who have received specialized training in these areas.*

*If the agency utilizes a Child Advocacy Center (CAC) for interviews in the follow up investigation, the agency may apply for a waiver for this standard. The waiver must include documentation the CAC is being used by the agency and the CAC has been approved by the local prosecuting attorney.*

### **Standard**

- 5.30 The agency shall have written procedures for taking a juvenile into custody, including, at a minimum, provisions for the following:
- a. determining whether the juvenile is alleged to have engaged in non-criminal misbehavior (a status offense);
  - b. determining whether the juvenile is alleged to have been harmed or to be in danger of harm;
  - c. ensuring that the constitutional rights of juveniles are protected;
  - d. bringing the juveniles to the intake facility or the juvenile component without delay (unless a juvenile is in need of emergency medical treatment);
  - e. procedures for fingerprinting and photographing of juveniles; and
  - f. notifying parents or guardians of juveniles that the latter have been taken into custody.

#### **Commentary**

*The intent of this standard is to provide guidance to agency personnel in making*

*custodial decisions in juvenile matters. For the purposes of this standard, the term "taking into custody" encompasses the concept of protective custody for juveniles.*

*Agency procedures should also specify the responsibilities of law enforcement personnel during the processing of a juvenile taken into custody.*

### **Standard**

- 5.31** The agency shall have a written directive requiring that officers dealing with juvenile offenders use the least coercive among reasonable alternatives and includes, at a minimum, provisions for the following:
- a. outright release with no further action;
  - b. criteria and procedures for issuing written citations or summonses to juvenile offenders to appear at intake in lieu of taking them into custody; and
  - c. referral to juvenile court .

### **Commentary**

*Law enforcement agencies have a wide range of alternative remedies they may employ when dealing with juveniles, ranging from warning to intake.*

*The agency should have guidelines for making diversion decisions, such as the nature of the offense, the age and circumstances of the offender, the offender's record, the availability of community-based rehabilitation programs, and recommendations for diversion from complainants or victims.*

### **Standard**

- 5.32** The agency shall have a written directive governing procedures for the custodial interrogation of juveniles, to include provisions for the following:
- a. conferring with parents or guardians;
  - b. limiting the duration of the interrogation and limiting the number of officers involved in the interrogation; and
  - c. explaining agency and juvenile justice system procedures to juveniles being interrogated.

### **Commentary**

*None*

### **Standard**

**5.33** The agency shall have procedures addressing homeland security to include:

- a. designation of an identifiable position within the agency as having responsibility for acting as a liaison with the Georgia Information Sharing & Analysis Center (GISAC); and
- b. training of all personnel for the collection and reporting of suspicious activity to GISAC.

#### **Commentary**

*The required training may be in the form of in-service; computer based, or roll call training.*

### **Standard**

**5.34** The agency shall have a written plan for responding to natural disasters, incidents of terrorism/weapons of mass destruction, violence at educational facilities, civil disturbances and other unusual occurrences in accordance with the National Incident Management System (NIMS) / Incident Command System (ICS) for response, command and control of incidents.

#### **Commentary**

*The use of ICS and NIMS has proven extremely effective to provide command and control of public safety responders to most types of incidents. This system provides standardized management, protocols, and procedures that all responders whether local, state, or federal, will use to coordinate and conduct response actions. This system can be easily expanded or diminished based on changing situations. At a minimum the agency plan should include Command, Planning, Logistics, Finance, and Operations.*

### **Standard**

**5.35** The agency shall submit an annual written report of all vehicle pursuits on the Annual Pursuit Data Collection form as provided by the Director of State Certification by March 1st for the preceding calendar year.

#### **Commentary**

*The Georgia Association of Chiefs of Police (GACP) Pursuit Data Collection Form was instituted to collect state-wide pursuit information to assist in the formulation of policies, rules, and regulations.*

*If the agency has had no pursuits within the assessment period a letter on agency letterhead can be submitted in lieu of the written annual report indicating no pursuits have occurred.*

*The data provided to GACP on this form, is not maintained for each individual agency, but tabulated for the entire state.*

**CHAPTER 6**  
**SUPPORT SERVICES**

**Standard**

- 6.1** The agency has a written directive requiring the recording of every incident in one or more of the following categories if the incident is alleged to have occurred in the agency's service area:
- a. citizen reports of crimes;
  - b. incidents resulting in an employee being dispatched or assigned;
  - c. criminal and non-criminal cases initiated by law enforcement employees;  
and
  - d. incidents involving arrests, citations, or summonses.

**Commentary**

*A record should be made of actions taken by law enforcement personnel whether in response to a request for service or for self-initiated actions. If two or more persons report the same incident, only one case report should be required.*

*The directive should establish procedures to ensure that proper action is taken to investigate complaints evaluate suggestions and correct deficiencies or refer them to proper authorities for correction. The person making the complaint or suggestion should be notified of the action taken. This may be contained in the agency's general field reporting document.*

**Standard**

- 6.2** The agency maintains records to include at a minimum:
- a. incidents by type;
  - b. incidents by location;
  - c. stolen, found, and recovered property files; and
  - d. evidentiary property files.

**Commentary**

*The incident by type records provides information on experience relative to categories of activity. The agency should identify those activities constituting the prevalent activity for categorization, usually UCR Part I offenses and principle offenses in the Part II category.*

*The location of incident records facilitates measuring caseloads relative to geographic distribution.*

*Common practice is to maintain one property file by the type of property involved and separate property files using serial numbers. It is highly desirable to have serial numbers of stolen and recovered property sequenced to facilitate comparison.*

### **Standard**

- 6.3** The agency shall have a written directive establishing procedures for maintaining records (electronically or manually) of traffic citations, to include:
- a. issuing citation forms to officers;
  - b. accounting for citations; and
  - c. storing citations in a secure area.

#### **Commentary**

*Issuing and accounting for traffic citations should be rigidly controlled. Copies of citations issued by officers should be filed in agency records. To be acceptable electronic systems must be capable of meeting the requirements of this standard.*

### **Standard**

- 6.4** The agency shall have a system for assigning a unique identification number and having access to a criminal history file for each person custodially arrested.

#### **Commentary**

*An identification number is a person-oriented number and is assigned to a specific person. Once a person has been assigned an identification number, all subsequent arrests and information concerning that person should be referenced to his or her identification number. Each person who has been arrested should have only one identification number, although the individual may have been arrested on a number of different occasions and thus have different case and arrest numbers relating to them. The system should include a procedure ensuring that identification numbers are not duplicated or skipped.*

*The criminal history file is often referred to as an identification file and should include the following documents: fingerprint card, criminal history transcripts (state or federal), photograph (if available), and copy of arrest report. The file may be sequenced by identification number.*

*The agency may use a number assigned by another agency (e.g. the local sheriff's department).*

### **Standard**

- 6.5** The agency shall have a written directive establishing crime analysis procedures

to include:

- a. collection of data;
- b. procedures for conducting analysis on collected data;
- c. dissemination of findings; and
- d. briefing the CEO.

### **Commentary**

*Crime analysis should provide currently useful information to aid operational personnel in meeting their tactical crime control and prevention objectives by identifying and analyzing methods of operation of individual criminals, providing crime pattern recognition, and providing analyses of data from field interrogations and arrests. Also, crime analysis can be useful to the agency's long-range planning effort by providing estimates of future crime trends and assisting in the identification of enforcement priorities.*

*Knowledge of police hazards within the community helps officers perform more effectively. Though hazards may be permanent or temporary and may vary hourly, daily, or seasonally, the agency should attempt to identify as many as possible. Identification and understanding contribute to patrol techniques that most effectively counteract the hazards.*

*This standard is not inclusive of jail operations or agencies who do not have first responder responsibility.*

### **Standard**

- 6.6** The agency shall have a written directive that establishes and describes the reserve officer program to include:
- a. the selection criteria for reserve officers are the same as full-time officers;
  - b. requiring Georgia Peace Officer Certification;
  - c. annual in-service training equal to full-time officers;
  - d. reserve officers' uniforms and equipment are the same as full-time officers when performing like functions; and
  - e. reserve officers are bonded and/or provided with public liability protection equal to that provided to full-time officers.

### **Commentary**

*Equipment and uniforms for reserve officers, except for insignia, patches, or badges, should not be distinguishable from those of full-time officers.*

### **Standard**

- 6.7** The agency shall have a written directive that establishes and describes the

agency's auxiliary program to include:

- a. a statement that auxiliaries are not commissioned with sworn officer status;
- b. a description of the duties of auxiliaries;
- c. a requirement that if auxiliaries wear uniforms, the uniform will clearly distinguish them from sworn officers; and
- d. a requirement that auxiliaries receive training for duties to which they are assigned.

### **Commentary**

*Auxiliaries are not law enforcement officers, but may be assigned to law enforcement-related community service functions. They can also be used as a resource in emergencies and large-scale special events. However, if the agency chooses to involve them in various activities to assist in the day-to-day delivery of law enforcement services, it should ensure that their duties do not require the status of a sworn officer. This standard includes law enforcement explorer programs and chaplains.*

### **Standard**

- 6.8** A written directive requires all agency personnel to share responsibility for achieving the agency's community relations and crime prevention objectives.

### **Commentary**

*Law enforcement agencies should establish direct contacts with the community served. Without "grass roots" community support, successful enforcement of many laws may be difficult, if not impossible. A well-organized community relation function can be an effective means of eliciting public support, can serve to identify problems in the making, and may foster cooperative efforts in resolving community issues. Input from the community can also help ensure that agency policies accurately reflect the needs of the community.*

*Because the conduct of each employee reflects on the agency as a whole, the burden of achieving the agency's community relations objectives should be shared. A unified, coordinated effort should require the participation, enthusiasm, and skills of all agency personnel.*

### **Standard**

- 6.9** The agency shall have a written directive establishing continuous security measures and procedures for receiving all in-custody and evidentiary property obtained by employees into agency control, to include:

- a. requiring the officer taking possession of the property to document the

- receipt of the property on an approved agency form;
- b. requiring all property to be placed under the control of the property and evidence control function before the officer ends his/her tour of duty;
  - c. requiring all property to be logged into agency records by the evidence control function as soon as possible;
  - d. requiring a written report detailing the circumstances by which the property came into the agency's possession and describing each item of property obtained;
  - e. providing guidelines for packaging and labeling property prior to storage;
  - f. establishing extra security measures for handling exceptional, valuable, or sensitive items of property;
  - g. requiring an effort to identify and notify the owner or custodian of property in the agency's custody; and
  - h. establishing procedures for the temporary and final release of property items from the control of the property and evidence function.

### **Commentary**

*The agency should not lose sight of its responsibility to protect all property coming into its control and custody or of its ongoing obligation, to maintain an uninterrupted chain of custody. The agency should establish specific controls and ensure strict adherence to all of its policies and procedures governing in-custody and evidentiary property. This should protect both the officer and the agency.*

*All employees should complete a descriptive inventory of every item of property coming into their possession as a result of their official duties and responsibilities as soon as practical. Initially, every item of property obtained by an employee during a shift should be placed under the control of the property and evidence function prior to shift's end. This should allow the property to be officially inventoried and recorded in the agency's records in a timely manner. The agency may authorize exceptions to these procedures; however, supervisory approval should be obtained and a descriptive inventory should be accomplished verbally or through other electronic means if distance is a factor.*

*The property should be entered into storage in a uniform manner. Methods for preparing, labeling, and recording property should be established. Responsibility for these tasks may be assigned.*

*Extra security measures for handling and receiving should be taken when, from whatever source, items are considered to be sensitive, high in value, or otherwise constituting an increased security risk. Guidelines are provided for handling items such as money, firearms and weapons, blood and other body fluids, and drugs. Drugs should be packaged in tamper-proof protective packaging whenever they are received by, released by, or returned to the property custodian. The intent of this packaging system is to ensure that the property custodian does not have to open a submitted drug package for the purpose of verifying contents whenever the*

*package leaves the property section for court, crime lab, or other authorized purposes. All containers and packages should be inspected for tampering as a safeguard against substitution. These procedures need to conform to OSHA (Occupational Safety and Health Administration) standards.*

*Written reports should be submitted, listing the property obtained and detailing the circumstances associated with the custody. Case numbers may be used to cross-reference the property.*

*Once the property has been officially placed under the agency's control, a procedure for removing the property for further investigation, court, release or other official purpose should be established. A written document ensures accountability and/or uninterrupted chain of custody until final disposition. Employees should be prohibited at all times from storing property in their personal desks, lockers, vehicles, homes, or other places that are not secure or would interrupt the chain of custody. Personal use of any property should also be strictly prohibited.*

*A reasonable attempt should be made to locate owners of property in the custody of the agency and notify them of its status. If possible, release back to the owner should be affected as expeditiously as is consistent with applicable law.*

### **Standard**

- 6.10** The agency shall designate, in writing, one person as the primary property and evidence custodian who will be responsible for the day-to-day control of the property and evidence function.

#### **Commentary**

*None*

### **Standard**

- 6.11** The agency shall conduct the following documented inspections, inventories, and audits of in-custody property and evidence:
- a. an inspection to determine adherence to procedures used for the control of property is conducted semi-annually by the person responsible for the property and evidence control function or his/her designee;
  - b. an inventory of property occurs whenever the person responsible for the primary control of the property and evidence function is assigned to and/or transferred from the position and is conducted jointly by the newly designated property custodian and a designee of the CEO to ensure that records are correct and properly annotated; and
  - c. an annual audit of property held by the agency is conducted by a supervisor not routinely or directly connected with control of property.
  - d. If any items are found to be missing, the agency shall initiate a written

action plan to correct the deficiency.

### **Commentary**

*The inspection is conducted to determine that the property room is being maintained in a clean and orderly fashion, that the integrity of the property is being maintained, that provisions of agency orders or other directives concerning the property management system are being followed, that property is being protected from damage or deterioration, that proper accountability procedures are being maintained, and that property having no further evidentiary value is being disposed of promptly.*

*The purpose of the inventory is to ensure the continuity of custody and not to require the accounting of every single item of property. The inventory should be sufficient to ensure the integrity of the system and the accountability of the property. During the joint inventory, a sufficient number of property records should be reviewed carefully with respect to proper documentation and accountability. The person assuming custody of the property should ensure that all records are current and properly annotated. All discrepancies should be recorded prior to the assumption of property accountability by the newly appointed custodian.*

*The purpose of the standard is to ensure the integrity of the system, not to require an accounting for every item of property. The annual audit should be a random sampling of property held to satisfy the auditor that policies and procedures are being followed. The person named to conduct the inventory should be appointed by the agency's chief executive officer. Under no circumstances should that inspector be appointed by supervisory or command officers having the property function under their control.*

### **Standard**

- 6.12** A written directive defines victim/witness assistance services to be rendered during the preliminary investigation, to include at a minimum:
- a. giving information to the victim/witness about applicable services, e.g., counseling, medical attention, compensation programs or emergency financial assistance, and victim advocacy;
  - b. advising the victim/witness about what to do if the suspect or the suspect's companions or family threatens or otherwise intimidates him or her;
  - c. informing victims/witnesses about the case number, if known by the agency, and subsequent steps in the processing of the case; and
  - d. providing a telephone number that the victim/witness may call to report additional information about the case or to receive information about the case.

### **Commentary**

*Much of the information for the victim/witness can be on a card that the patrol*

*officer or investigator gives to the victim/witness. Information about the case can be included, with directions on how to receive information about the status of the case.*

### **Standard**

- 6.13** A written directive defines victim/witness assistance services to be provided during the follow-up investigation, if any, to include, at a minimum:
- a. re-contacting the victim/witness periodically to determine whether needs are being met, if, in the opinion of the agency, the impact of a crime on a victim/witness has been unusually severe and has triggered above-average need for victim/witness assistance;
  - b. explaining to victims/witnesses the procedures involved in the prosecution of their cases and their role in those procedures, if not an endangerment to the successful prosecution of the case;
  - c. scheduling line-ups, interviews, and other required appearances at the convenience of the victim/witness and, at the option of the agency, providing transportation, if feasible;
  - d. returning promptly victim/witness property taken as evidence (except for contraband, disputed property, and weapons used in the course of the crime), where permitted by law or rules of evidence if feasible; and
  - e. assigning a victim advocate, if available, to the victim/witness during follow-up investigation.

### **Commentary**

*Regarding bullet (a), the agency should consider re-contacting victims/witnesses within ten days of the follow-up investigation's initiation. The explanation called for by bullet (b) may be printed on cards given to victims/witnesses and is intended to orient them and relieve their possible anxiety about their continued involvement in their cases. The feasibility of providing the assistance noted in bullet (c) may vary from case to case and should depend, in large part, on the physical, financial, and emotional state of the victim/witness as well as on resources available to the agency.*

### **Standard**

- 6.14** A written directive establishes a field training program for recruits with provisions for the following:
- a. field training of at least four (4) weeks for trainees, after the required mandate training;
  - b. a selection process for field training officers;
  - c. supervision of field training officers;
  - d. training and in-service training of field training officers;

- e. rotation of recruit field assignments;
- f. guidelines for the evaluation of recruits by field training officers; and
- g. reporting responsibilities of field training officers.

### **Commentary**

*The goal of field training is to provide recruit trainees with “on street” experiences following the completion of classroom training. A minimum four week period permits time for rotation of recruits among the various training activities and objectives with which they may be familiar. In some cases, field training may be presented at intervals as part a logically coherent classroom training program. Here, training is managed by providing classroom training followed by a short segment in the field to provide the trainee with “on street” experience in those curricular areas just covered in the classroom.*

*Whether presented during and/or after the classroom training, field training should be closely supervised process, as the initial experience of recruits often shapes their future careers.*

*The field training program is an important adjunct of the formal recruit classroom training and should be as carefully organized, administered, and evaluated as classroom training. The field training program should be closely allied with the academy so that field training officers (FTOs) are aware of what skills and subjects have been taught and what roles the FTOs are to assume.*

*The selection process for FTOs is crucial to a successful program as many of the values, tactics, and attitudes of FTOs are transmitted to inexperienced officers. Initial training, as well as periodic in-service training, should be provided to FTOs to prepare them for and keep them current with their assigned responsibilities.*

*The relevance of the field training experience may be enhanced by providing guidelines to FTOs that define the responsibilities of the FTO and provide specific direction about the skills, knowledge, and abilities to be assessed, taught, or performed. The evaluative responsibilities of the FTOs should also be identified.*

### **Standard**

- 6.15** *The agency shall have a written directive requiring remedial training for personnel having difficulty with any program of instruction, at any level of training, and for personnel who show a lack of understanding in the application of department policies and procedures.*

### **Commentary**

*The directive should include the circumstances and criteria used to determine the need for remedial instruction, the timetables under which remedial training is provided, and the consequences of participation or nonparticipation by the affected personnel.*

### **Standard**

- 6.16** If the agency has a court security function, a written directive includes:
- a. a clear description of the agency's role and authority for court security;
  - b. a clearly defined policy and procedure on court security for agency personnel assigned to the function;
  - c. identification of a position in the agency responsible for the security function;
  - d. required equipment for courtroom security;
  - e. documented security inspections of facilities immediately prior to court sessions; and
  - f. plans/procedures based on a documented survey conducted every three (3) years.

### **Commentary**

*This standard is conditional upon the agency's obligation to provide court security for a court as a part of its legally mandated responsibility. Responding to the court on routine calls for service is no different from other such requests and does not cause this standard to be applicable.*

*If the court security function is shared by two or more agencies, a memorandum of agreement should identify the responsibilities of each.*

*"Facilities" refers to interior and exterior doors/windows, interior and exterior lighting, emergency lighting and power, fire/smoke detection and suppression equipment, alarms (intrusion, fire, duress), circulation patterns, secure areas, restricted areas, key control, ADA (Americans with Disabilities Act) accessibility, and communications.*

*"Plan/procedures" refer to the establishment of plans and or procedures to deal with emergencies (fire, medical, hostage, bomb, and disaster), high risk trials, search (area, person), weapons, use of restraining devices, detainee movement, and circulation pattern.*

*"Required equipment" includes fire suppression, medical supplies, restraining devices, communications, weapons (ammunition, gas), magnetometers, and alarm.*

## CHAPTER 7

### **COMMUNICATIONS**

#### **Standard**

- 7.1 Agencies with first responder responsibilities shall provide 24 hour, toll-free telephone access for emergency calls for service.

#### **Commentary**

*The public should be able to contact the law enforcement agency at all times for information or assistance that may be needed in emergencies. Agencies that are unable to maintain 24 hour telephone service should arrange for such service through neighboring law enforcement agencies.*

#### **Standard**

- 7.2 The agency shall have a written directive establishing procedures for communications to and from field officers, to include:
- a. specification of the circumstances requiring communications by field officers;
  - b. the recording of the status of officers when out of service;
  - c. the methods used for identifying officers during communications;
  - d. communication with interacting agencies;
  - e. criteria for the assignment of the number of officers in response to an incident; and
  - f. circumstances that require the presence of a patrol supervisor at the scene for the purpose of assuming command.

#### **Commentary**

*Identification systems should be based on beat numbers or other assignment numbers, officer identification numbers, or a combination of the two. Operations are more efficient and officer safety is enhanced when dispatchers, supervisors and fellow officers know the status of officers, their locations, the nature of cases and the developments in their investigation. The administrative control "system" can be maintained on a card, log sheet, computer record, or any instrument that permits a permanent record to be retained. The response criteria should relate to a list of critical factors, e.g., officer needs assistance, felony in progress, life-saving situation, etc. The list should be available to all dispatchers.*

## **Standard**

- 7.3 The agency shall have 24 hour two-way radio capability providing continuous communication between the communication center and officers in the field.

### **Commentary**

*Immediate communication capability provides a measure of safety and security to law enforcement officers and the public.*

*The intent of this standard is to ensure that on-duty officers have the means for constant radio communication. In most instances, portable transceivers are required to enable officers on foot patrol and those away from their vehicles to maintain communications with the dispatch center for exchanging information, requesting assistance, receiving orders or instructions, and responding to calls for service. In some remote geographic areas where portable transceivers are ineffective, mobile transceivers may be acceptable.*

## **Standard**

- 7.4 Agencies utilizing a 24-hour dispatch function shall have the capability of immediate playback of recorded telephone and radio conversations while it maintains a continuous recording of radio transmissions and emergency telephone conversations within the communications center. A written directive establishes procedures for the following:
- a. that recordings be retained in compliance with the Georgia Records Retention Act guidelines as published by the Secretary of State's office;
  - b. secure handling and storage for recordings; and
  - c. criteria and procedures for reviewing recorded conversations.

### **Commentary**

*These recordings are an indispensable source for criminal investigations, internal investigations, training, and audits of the agency's service delivery system. Access to secure recordings should be limited and available only through a specific procedural method.*

*The citizen requesting service or the officer wanting assistance may not be able to repeat an emergency conversation that was garbled or too quick for easy understanding. Therefore, the agency should have the capability to replay a conversation while recording other calls or radio transmissions.*

*The capability of continuous recording can be provided with a parallel dual-load recorder. If the dispatch function is provided by an outside entity, such as a 911 center, the agency must provide documentation of compliance with this standard. (COMPLIANCE MAY BE OBSERVED)*

**Standard**

- 7.5** The agency has a written directive establishing a procedure for meeting the agency's need for language translation services.

**Commentary**

*None*

**CHAPTER 8**  
**HOLDING AREAS**

The standards in this chapter apply only to those agencies operating short-term holding areas designed to maintain custody of detainees for periods less than seventy-two (72) hours, excluding holidays and weekends.

Standards will be applied when a person is locked into any space or is shackled to an immovable object and is not continually under the direct personal supervision and control of another person who can immediately intervene on behalf of the agency or detainee. These standards will not apply when an agency has no holding area or keeps its detainees under continual supervision and control.

This chapter shall not apply to detention/holding areas within court facilities or jails.

This chapter shall be considered a chapter of “if” standards. If the agency does not meet the requirements above, then it may plan on having this chapter and standards waived.

**Standard**

- 8.1** The agency shall have a written directive which requires that personnel receive training on the operations of the holding facility, to include fire suppression and equipment provided for use by the agency.

**Commentary**

*Types and levels of training should vary with the nature of assignments and responsibilities. Employees who work in direct, continuing contact with detainees require special training, including use of physical restraint, to ensure safety and security of staff and detainees. Employees who do not work in direct contact with detainees should receive an orientation on the operation of the holding facility and their role, if any.*

*Fire suppression may include smoke and fire detectors, fire extinguishers, fire hoses to one and one half inches, and air packs.*

**Standard**

- 8.2** The agency shall have a written directive which governs access of nonessential persons to the holding facility.

**Commentary**

*If nonessential persons are granted access to holding facilities, their presence should not violate a detainee's privacy, impede facility operations, or obstruct or frustrate acquisition and development of information for presentation in court by*

*either the prosecution or the defense. Access of all nonessential persons should be prohibited in emergency situations.*

**Standard**

- 8.3** The agency's holding facilities shall provide the following minimum conditions for detainees:
- a. adequate lighting as required by local code or ordinance;
  - b. circulation of fresh or purified air in accordance with local public health standards;
  - c. access to a toilet and drinking water;
  - d. access to wash basin or shower for detainee held in excess of eight hours; and
  - e. a bed and bedding for each detainee held in excess of eight hours

**Commentary**

*Sufficient air, lighting, and sanitary facilities are essential to the health of detainees. Bedding issued to detainees held overnight should be clean, sanitary, and fire-retardant. The directive may provide exceptions for detainees who are deemed to be suicidal.*

**Standard**

- 8.4** The facility has an automatic fire alarm, heat/smoke detection system, fire suppression equipment approved in writing by state or local fire officials, and a written directive prescribing fire prevention practices and procedures to include:
- a. a monthly documented visual inspection of fire suppression equipment;
  - b. an annual documented testing of fire suppression equipment; and
  - c. a weekly documented testing of the automatic fire detection devices and alarm systems to include a visual inspection as required by local fire code.

**Commentary**

*Reasonable provisions for testing and or self-testing of the technology employed should be established to ensure the integrity and reliability of the system. The agency should plan and execute all reasonable procedures for the prevention and prompt control of fire, e.g., the current Life Safety Code as published by the National Fire Protection Association.*

**Standard**

- 8.5** The agency shall have a written and posted emergency evacuation plan for the holding area and a designated and signed emergency exit directing evacuation of

persons to hazard-free areas.

**Commentary**

*If possible, two separate means of emergency exit should be provided. The evacuation plan should specify route of evacuation and subsequent disposition and housing of detainees. The plan also should include provisions for first aid and hospital transportation.*

**Standard**

- 8.6** The agency shall have a written directive specifying that firearms will be secured before entering the holding area. If any exceptions or conditions are permitted in emergencies, they are included in the directive.

**Commentary**

*The agency should consider any other items such as knives, batons, chemical sprays, electronic control weapons, etc., it may want to exclude from the holding area environment when formulating its directive on the exclusion of firearms.*

**Standard**

- 8.7** The agency shall have a written directive requiring a security check including searching for weapons and contraband, prior to each use of an unoccupied cell.

**Commentary**

*A security check, including a search for weapons and contraband, should be made of each unoccupied cell prior to use. In addition, a cell should be checked when it becomes unoccupied. The written directive should indicate who is responsible for making this security check and require that any conditions observed be reported immediately to supervisory personnel either verbally or in writing.*

**Standard**

- 8.8** The agency shall have a written directive that prescribes procedures to be followed in the event of an escape.

**Commentary**

*The procedures to be followed if an escape occurs should be made known to all personnel. They should include provisions for sounding alarms, alerting officials, mobilizing resources, and ending the alert.*

**Standard**

- 8.9** The agency shall have a written directive that establishes procedures for a

search of the detainee to include:

- a. an inventory search of the detainee at the time of booking and prior to entry to the holding facility; and
- b. an itemized inventory of property taken from the detainee.

**Commentary**

*The written directive should precisely identify the types and scope of searches to be conducted by agency personnel. The directive should be consistent with current legal standards concerning the conduct of strip searches and body cavity searches. The written directive should also specify which items may be retained by the detainee and which may not. It is important to record carefully all property pending its return at the time of release. Unauthorized items and confiscated contraband should be shown on the inventory along with the detainee's signature, and a copy placed in the detainee's file. If possible, this process should be witnessed. If the detainee refuses to sign the inventory, it should be so noted.*

**Standard**

- 8.10** The agency shall have a written directive that prescribes methods for handling, detaining, and segregating persons under the influence of alcohol or other drugs or who are violent or self-destructive.

**Commentary**

*The holding facility is not normally equipped to provide treatment to persons under the influence of drugs or alcohol. Such persons should be detained in other facilities, when available. When these facilities are not available, special consideration should be given to ensuring that the potential for detainees to injure themselves or others is minimized. Such detainees should remain under close observation by facility staff.*

**Standard**

- 8.11** The agency shall have a written directive that identifies the policies and procedures to be followed when a detainee is in need of medical assistance.

**Commentary**

*Arrangements for detainee emergency health care should be made with a local medical facility. If possible, a licensed health care professional should be identified as the emergency health care contact person. At least one on-duty person should be certified in first aid. The intent of this standard is to ensure that staff recognize, take immediate action on, and report all detainee medical emergencies.*

**Standard**

- 8.12** The agency must have a first aid kit available in all holding areas that is subjected to a documented monthly inspection and replenished, as necessary.

**Commentary**

*First aid equipment available to agency personnel should provide a capability for proper response to a broad range of anticipated emergencies. (COMPLIANCE MAY BE OBSERVED.)*

**Standard**

- 8.13** The agency shall have a written directive that requires that detainee "receiving screening" information be obtained and recorded when detainees are admitted to the holding area and before transfer to another facility. Receiving screening must include an inquiry into:

- a. current health of the detainee;
- b. medications taken by detainee;
- c. behavior, including state of consciousness and mental status; and
- d. body deformities, trauma markings, bruises, lesions, jaundice, ease of movement, etc.

**Commentary**

*The purpose of the screening is to determine whether medical attention is required. Female detainee screening should take into account the special needs of women.*

*Receiving screening may be performed by allied health personnel or by trained correctional officers at the time of booking. The information obtained may be recorded on a separate form designated for this purpose or recorded with other information obtained during the booking process. In addition, a record should be kept of all treatment and medication administered to a detainee, including circumstances or events necessitating such treatment.*

**Standard**

- 8.14** The agency shall have the procedures for gaining access to medical services posted in areas used by detainees, in the language(s) prevalent to the area.

**Commentary**

*It is important that detainees know that emergency health care services are available to them. The procedures for requesting emergency health care should be posted in conspicuous places in English and in any other languages that may be prevalent in the area. Access procedures should be explained orally to*

*detainees unable to read. Signs should be permanently mounted and legible. COMPLIANCE MAY BE OBSERVED.*

**Standard**

- 8.15** The agency shall have a written directive which sets forth procedures regarding a detainee's rights, that include at a minimum:
- a. ensuring a timely court appearance of the detainee;
  - b. ensuring that the detainee's opportunity to make bail is not impeded;
  - c. ensuring that detainees have confidential access to attorneys;
  - d. ensuring the detainee's access to a telephone;
  - e. alerting the detainee to monitored or recorded telephone conversations, to include signs in the language prevalent in the area and/or an audible signal on the phone line; and
  - f. ensuring meals are provided to detainees no more than fourteen hours apart.

**Commentary**

*None*

**Standard**

- 8.16** The agency shall have a written directive which requires 24-hour supervision of detainees by agency staff, including a count of the detainee population at least once every shift, and establishes procedures to ensure that the detainee is visually observed by agency staff at least every thirty minutes.

**Commentary**

*Twenty-four-hour supervision is essential for maintaining security and ensuring the safety and welfare of detainees. Supervision, as used in this standard, assumes agency staff is present in the same building that houses the holding facility and not at a remote location. One intent of this standard is to prohibit delegating supervision to a trustee. In addition to a count of the detainee population at least once every eight hours, other counts may be necessary prior to and following certain activities, such as night lockup, recreation, and meals. Care should be taken during physical checks that the detainee does not anticipate the appearance of agency staff. Detainees who are security risks should be under closer surveillance and require more frequent observation. This classification includes not only detainees who are violent but also those who are suicidal or mentally ill or demonstrate unusual or bizarre behavior.*

## GLOSSARY

### A

#### **ACADEMY**

A facility at which agency or officer training programs are conducted; usually houses classrooms, gymnasium, library and offices for academy instructors and staff. Other facilities, such as a firing range and driver training track, are usually considered to be part of the academy but may not necessarily be located at the same site.

#### **ACCOUNTABLE**

The state of being held responsible by higher authority for specified job-related results.

#### **ACCREDITATION**

The act of accrediting or the state of being accredited. Recognition as having sufficient standards to qualify for professional practice recognition.

#### **ADMINISTRATIVE REVIEW**

Documented review which should address whether training, policy, equipment or disciplinary decisions should be implemented.

#### **ANALYSIS**

A systematic process for identifying and analyzing patterns or trends based on agency records, reports, processes, etc. An analysis should reveal patterns or trends regarding agency enforcement, training, policies and or program effectiveness. The documented analysis should include plans of action to address training needs, policy modification or agency liability and also agency successes. In the absences of sufficient data to conduct an analysis the agency shall still include a review of their processes, policies, etc., as it relates to the subject.

#### **ARREST**

The restraint of the liberty of a person to come or go as he or she pleases, no matter how slight. An individual has been arrested when he or she is not free to go, regardless of whether formal words of arrest have been used.

#### **ASSESSMENT CENTER**

A standardized evaluation of behavior based upon multiple sources of input and using trained observers and multiple techniques. Judgments about behavior are made from

specially developed assessment exercises designed to measure the participant's performance in specific job related tasks and situations.

### **AUDIT OF PROPERTY**

The audit shall be a significant random sampling of all property, including high risk items, to satisfy the CEO that all items are properly accounted for. The minimum sample size for an audit shall be 10% or 250 total pieces (whichever is lower) of all property.

### **AUXILIARY**

A civilian affiliate with the law enforcement agency in a part-time, unsalaried, non-sworn support capacity because of his or her interest in contributing to the agency's role in a support capacity, e.g., volunteers, senior citizens, law enforcement explorers.

## **B**

### **BARRICADED PERSON**

An individual who resists being taken into custody by using, or threatening use of, firearms, other weapons, explosives, etc. Generally, the barricaded person is behind cover. As used here, the barricaded person may or may not have taken a hostage or made a threat to his or her own life.

## **C**

### **CALEA**

Commission on Accreditation for Law Enforcement Agencies, Inc. CALEA is a private, non-profit corporation working to promote, recognize and maintain professional excellence in law enforcement through accreditation.

### **CANDIDATES**

Persons seeking employment who have completed a formal application.

### **CEO**

Chief Executive Officer; Chief of Police, Sheriff, Director, etc.

### **CHAIN OF CUSTODY**

The continuity of custody of material and items collected as physical evidence. The connotation, under the law, is that the item or material introduced subsequently into the

court must be proven to be the same as that obtained initially and delivered to the laboratory for examination.

### **CITATIONS**

Any traffic enforcement action that involves a written notice to the accused to appear and that contemplates trial adjudication or disposition to determine the guilt or innocence of the person charged with a violation.

### **CIVIL ARREST**

A civil arrest is made pursuant to a written order by a judge of a competent jurisdiction in a civil action or proceeding. Such written orders may be given by a supreme court, the family court, county court, district court, surrogate's court, or magistrate's court, depending upon the area of the country.

### **CIVIL PROCESS**

Those writs, summonses, mandates, or other processes issuing from a court of law or equity pertaining to a cause of action of a civil nature. The term includes original, intermediate and final processes to be served by the agency in any action involving civil litigants.

### **COMMENTARY**

The commentary supports the standard statement and is not binding on the agency; however, it can be used as a suggestion on how to achieve compliance. The commentary serves as a prompt, as guidance to clarify the intent of the standard, or as an example of one possible way to comply with the standard.

### **COMMUNICATION**

The exchange of information through devices as defined by the agency. The devices can be portable radios, cellular telephones, and any other device used to transmit and receive information.

### **COURT**

A judicial officer or the room or space where judicial officers conduct trials, hearings, or other judicial activities.

### **CRIME PREVENTION PROGRAMS**

Among others, the following:

1. Neighborhood Watch
2. Property Identification

3. Residential Security
4. Commercial Security
5. Neighborhood Surveillance and CB Patrols
6. Community Education and Awareness
7. Crime Reporting
8. Personal Protection Procedures
9. Vehicle Theft
10. Substance Abuse
11. Vandalism
12. Bicycle Theft Prevention
13. Crime Against the Elderly
14. Rural Crime Protection
15. Community Service Programs
16. Victim/Witness Assistance
17. Marine Boat Theft
18. Business Watch

### **CRIME SCENE**

The location where the crime occurred or where the indication of the crime exists.

### **CRIME SCENE PROCESSING**

The specific actions taken at a crime or accident scene, consisting of the taking of photographs, preparing the crime or accident scene sketch, and the collecting and preserving of physical evidence.

### **CRIME SCENE PROCESSOR**

The person or persons charged with the responsibility for processing the crime scene, but whose primary duties are different, such as a traffic officer or detective.

### **CRIME SCENE SPECIALIST/TECHNICIAN**

A person who processes the crime scene, who may have a higher level of training than the crime scene processor and whose primary duty is crime scene processing.

### **CRIMINAL PROCESS**

Those writs, summonses, mandates, warrants, or other processes issuing from a court of law compelling a person to answer for a felony or misdemeanor. The term also includes processes issued to aid in crime detection or suppression, such as search warrants.

### **CRITICAL TASKS**

The following are considered Critical Tasks and training is extremely important:

- Search and seizure
- Transportation of Detainees
- Domestic Violence/Employee
- Property/Evidence
- Off Duty Conduct
- Sexual Harassment
- Selection and Hiring
- Citizens Complaints/IA
- Special Operations/SWAT etc.
- Dealing with the mentally ill or persons with diminished capacity

**CUSTODY**

Legal or physical control of a person; legal, supervisory or physical responsibility for a person.

**D**

**DEADLY FORCE**

As defined by OCGA Section 16-3-21.

**DISABLED DETAINEE**

A detainee with an anatomical, physiological, or mental impairment that hinders mobility or may require exceptional means for transporting.

**DISSEMINATION**

Insuring that every employee of the agency has been provided with, and acknowledged receipt of the document in question, whether in electronic or written form and that the agency has a written record of such receipt.

**DISTRIBUTED**

Made available to all agency personnel through posting or through dissemination.

**E**

### **ELECTRONIC CONTROL DEVICES**

A less lethal tool designed to emit an electrical signal that affects the sensory and/or motor functions of the nervous system. The devices may also be referred to as Conducted Electrical Weapons (CEW).

### **EMERGENCY**

An actual or potential condition that poses an immediate threat to life or property. In the context of mutual aid, it means a situation that exceeds the capability of a local agency to counteract successfully.

### **EQUAL EMPLOYMENT OPPORTUNITY**

The provision of equitable opportunities for employment and conditions of employment to all employees regardless of race, creed, color, age, gender, religion, national origin, or physical impairment.

### **EQUAL EMPLOYMENT OPPORTUNITY PLAN**

A document that is designed to state the steps the agency intends to take to insure that there are no artificial barriers that would prevent members of a protected group from a fair and equitable opportunity to be hired, promoted, or to otherwise take advantage of employment opportunities.

### **EXECUTION**

The performance of an act required by the writ, warrant, or other process commanding the seizure of a person or thing, as opposed to mere delivery of an instrument without any accompanying seizure.

### **EXTRA-DUTY EMPLOYMENT**

Secondary employment wherein the actual or potential use of law enforcement powers is anticipated and the employee is functioning in the capacity of a law enforcement employee of an agency, although not on-duty and not being paid from the agency payroll. In such an instance, the employee is considered to be working as an employee of the secondary employer, or as an independent contractor, although his law enforcement authority arises out of his or her position within his law enforcement jurisdiction. ( *NOTE: To be distinguished from “off-duty” employment.*)

## **F**

### **FIELD DUTY**

Any operational assignment that causes an officer to be in the field; on the street, out of the law enforcement headquarters or other facility. Field duty may refer to plain clothed officers as well as uniformed officers.

### **FIELD TRAINING**

A structured and closely supervised program provided to recruit officers to facilitate the application of skills and knowledge obtained in the academy/classroom to actual performance in on-the-job situations.

### **FIELD TRAINING OFFICER (FTO)**

An officer who has been carefully selected and trained to deliver the field training program to recruit officers.

### **FIXED ROADBLOCK**

A full or partial roadblock established at a fixed point.

### **FOLLOW-UP INVESTIGATION**

An extension of the preliminary investigation. The purpose is to provide additional information in order to close a case, arrest an offender, and/or recover stolen property. The investigation may include the following activities: (1) identifying and apprehending the offender; (2) collecting, preserving, analyzing and evaluating evidence; (3) recovering stolen property; (4) interviewing victims and witnesses; (5) interrogating suspects; (6) determining in detail the exact circumstances of the offense; (7) determining if other crimes may have been committed by the suspect; (8) reporting information obtained; and (9) preparing case for court presentation.

### **FUNCTION**

A general term for the required or expected activity of a person or an organizational component. (Example: patrol function, communications function, the crime analysis function.)

## **G**

### **GENERAL ORDER**

A term to describe permanent directives concerned with policy, rules and procedures

affecting more than one organizational component.

### **GOAL**

A relatively broad statement of the end or result that one ultimately intends to achieve. A goal usually requires a relatively long time span to achieve, and whenever possible, should be stated in a way that permits measurement of its achievement.

## **H-I**

### **HIGH RISK ITEMS**

At a minimum includes narcotics, money, jewelry, guns and precious metals.

### **IN-SERVICE TRAINING**

Training in addition to recruit training, which may include periodic retraining or refresher training, specialized training, career development, promotional training, advanced training, and roll-call training.

### **INCIDENT**

An event that requires law enforcement action or the dispatching of officers in response to citizen requests for law enforcement services. This includes any incident, whether criminal or non-criminal, for which there has been a response to the scene, an investigation, or the preparation of an oral or written report.

### **INSPECTION**

Inspection conducted by personnel who may or may not have control of the persons, facilities, or procedures being inspected. Inspectors in larger agencies are generally members of a specialized component responsible for conducting inspections throughout the agency. The results of inspections are usually reported to the agency's chief executive officer.

### **INSTRUMENT FOR DETECTION OF DECEPTION**

An apparatus designed for the detection of deception by measuring and recording changes in a person's voice characteristics, respiration, galvanic skin responses, heart activity or other physiological changes.

### **INTAKE**

The point at which a juvenile offender enters the juvenile justice system. "Intake" maybe initiated on request of the law enforcement agency, but the intake process is generally supervised by a probation agency, juvenile court, or special intake unit.

## **INTELLIGENCE**

The product resulting from the collection, evaluation, analysis, integration, and interpretation of all available information useful in fighting crime. Also, an agency, staff or office employed in gathering such information.

## **INTERVIEWS**

Conversations between law enforcement officers and persons who are thought to have knowledge sought by the officer, whether those persons are victims, witnesses, suspects, or anyone who may possess relevant information. An interview may be relaxed and informal or highly structured and formal, depending on the circumstances. The term "interrogation" is rarely used because it has come to be associated with an element of intimidation or coercion in the public mind.

## **INVENTORY**

An inventory requires a 100% listing and accountability of all high risk items maintained by the property and control function. The inventory shall also include a random sampling of 10% of all other property and evidence maintained by the agency. Random sampling is determined by type, location and disposition.

# **J**

## **JOB**

One or more positions with duties and responsibilities that are identical in all significant respects so that a single descriptive title can be used to identify the work done by incumbents. (See "Position" for the differentiation among class, job and position.)

## **JOB DESCRIPTION**

An official written statement setting forth the duties and responsibilities of a job, and the skills, knowledge, and abilities necessary to perform it.

## **JOB RELATED**

A procedure, test, or requirement either predictive of job performance or indicative of the work behavior expected or necessary in the position.

# **L**

## **LATERAL ENTRY**

A personnel practice that permits employees from within or outside the agency to be selected for a position and be exempted from all or part of the agency's selection process for that position; if the employees meet the minimum qualifications of the employing agency, they are not necessarily subjected to the total selection process.

### **LEGAL PROCESS**

Any item of civil or criminal process, whether original, intermediate, or final that is valid on its face and is to be served or executed by the law enforcement agency.

### **LINE UP**

The presentation of a number of individuals, including the suspect, simultaneously before an eyewitness.

## **M**

### **MAKE AVAILABLE**

Providing employees with an individual copy of a document or through posting

### **MAGNETOMETER**

A device for measuring magnetic fields; used to detect ferrous and nonferrous metal objects in either hand-held or walk-through configuration; commonly known as a "metal detector."

### **MISSION STATEMENT**

A written statement setting forth the goals, roles and responsibilities of the agency.

### **MOVING ROADBLOCK**

Use of one or more moving vehicles to block the roadway and prevent approaching vehicles from continuing.

## **N**

### **NONDISCRIMINATORY**

Components of the selection or appointment process that have no demonstrable adverse impact (or a minimum adverse impact) upon the selection or appointment rate of any race, gender, or ethnic group, etc.

### **NONSWORN PERSONNEL**

Employees who may or may not be required to take an oath of office as a condition of employment, but who are not authorized to act in the capacity of a peace officer as defined in "sworn officer."

## **O**

### **OBJECTIVE**

An objective is an end or result that one intends to attain in order to achieve partial fulfillment of a goal. An objective is a plan or an element to reach a goal, and therefore, requires a shorter time to accomplish than does a goal.

### **OFF-DUTY EMPLOYMENT**

Secondary employment entirely independent of the authority arising out of a position as a law enforcement agent of an agency. Employee is considered to be an employee of the secondary employer or an independent contractor and is not functioning nominally in the capacity of a law enforcement employee of his agency. (*NOTE: To be distinguished from "extra-duty"*)

### **ORGANIZATIONAL COMPONENT**

A subdivision of the agency, such as a division, section, unit, or position that is established and staffed on a full-time basis to provide a specific function.

## **P**

### **PATROL**

The deployment of officers to repress and prevent criminal activities, investigate offenses, apprehend offenders, and furnish day-to-day law enforcement services to the community.

### **PERSONNEL ORDER**

An announcement of changes in the status of personnel, such as a transfer or promotion.

### **PHYSICAL EVIDENCE**

Any substance or material found or recovered in connection with a criminal investigation.

**PHYSICALLY AND/OR MENTALLY DISABLED DETAINEE**

A detainee with an anatomical, physiological, or mental impairment that hinders mobility.

**PHOTO ARRAY**

The showing of several photographs to an eyewitness for the purpose of obtaining an identification.

**POLICY**

A written directive that is a broad statement of agency principles. Policy statements may be characterized by such words as "may" or "should" and usually do not establish fixed rules or set procedures for conduct of a particular activity, but rather provide a framework for development of procedures and rules and regulations.

**POLYGRAPH EXAMINATION**

See Instrument For Detection Of Deception

**POSITION**

The duties and responsibilities, or work, assignable to one employee. A position may be filled or vacant. For purposes of comparison, a patrol officer assigned as a Fleet Maintenance Officer would occupy a "position." Patrol officer would be the "class," and patrol officer (assigned as a fleet maintenance officer) would be a "job." A position may have functional responsibility for a single task (i.e., fleet maintenance officer, patrol officer, or community relations officer) or over several tasks (i.e., "administrative lieutenant responsible for communications, records, data entry, etc.).

**PRELIMINARY INVESTIGATION**

Generally, the activity that begins when officers arrive at the scene of an incident. The activity should continue until such time as a postponement of the investigation or transfer of responsibility will not jeopardize the successful completion of the investigation. The investigation usually includes the following tasks: (1) providing aid to the injured; (2) protecting the crime scene to ensure that evidence is not lost or contaminated; (3) determining if an offense has actually been committed and, if so, the exact nature of the offense; (4) determining the identity of the suspect or suspects and effecting an arrest if it can be accomplished either at the scene or through immediate pursuit; (5) furnishing other field units, through the communications system, descriptions, methods and direction of flight, and other relevant information concerning wanted persons or vehicles; (6) obtaining complete identification of all witnesses; (7) determining what information is known by the victims and witnesses; (8) arranging for the collection of evidence; (9)

determining in detail the exact circumstances of the offense; (10) obtaining written statements from victims and witnesses, and from the suspect if such statements can be obtained legally; and (11) accurately and completely recording all pertinent information on the prescribed report forms.

### **PROBATIONARY STATUS**

A latter phase of the selection process represented by some form of conditional employment.

### **PROFICIENCY**

The additional skills, knowledge, and abilities that are needed to remain competent in performing the duties and responsibilities of a job.

### **PSYCHOLOGICAL SCREENING**

Professional screening designed to identify candidate behavior patterns and/or personality traits that may prove either deleterious or advantageous to successful job performance.

## **Q**

### **QUALIFIED WEAPONS INSTRUCTOR**

A qualified weapons instructor is an instructor certified to provide training of the weapon they are reviewing, inspecting, or approving.

## **R**

### **RADIO**

Any device capable of transmitting and receiving wireless voice transmissions via electromagnetic energy emission/detection.

### **REASONABLE BELIEF**

The facts or circumstances the officer knows, or should know, are such as to cause an ordinary and prudent person to act or think in a similar way under similar circumstances.

### **RECRUIT TRAINING**

The orientation of new officers to their jobs and the development of basic law enforcement skills.

### **REMEDIAL TRAINING**

Personalized training to correct a specific deficiency, which is usually identified by either (1) testing or other evaluation during training or (2) supervisory evaluation during routine job performance.

### **RESERVE OFFICER**

A part-time sworn officer commissioned with peace officer authority who normally is not paid for services provided. Reserve officers have qualifications and training equivalent to full-time, sworn officers performing like functions and are utilized to supplement the agency's day-to-day delivery of law enforcement services.

### **ROADBLOCK**

A temporary operation in which law enforcement or other authorized personnel stop some or all traffic to inspect individual vehicles or their contents or to interview drivers and shall be conducted in accordance with current Georgia Law.

### **ROADWAY**

That portion of a highway, improved, designed, or ordinarily used for vehicular travel, exclusive of the shoulder.

### **RULES AND REGULATIONS**

A set of specific guidelines to which all employees must adhere.

## **S**

### **SEARCH**

Involves a coordinated effort to locate individuals missing in a wilderness area, in large bodies of water, or elsewhere.

### **SELECTION PROCESS**

The combined effect of components and procedures leading to the final employment decision, including minimum qualifications (e.g., education, experience, physical attributes, citizenship, residency), written tests (if any), performance tests (if any), oral exams (if any), interviews, background investigations, medical exams, polygraph tests, police academy ratings, probationary period ratings, personality inventories, interest inventories, psychiatric evaluations, veteran's preference, cut-off scores (if any), and ranking procedures.

### **SERIOUS PHYSICAL INJURY**

A bodily injury that creates a substantial risk of death; causes serious, permanent disfigurement; or results in long-term loss or impairment of the functioning of any bodily member or organ.

### **SERVICE**

The delivery of any item of civil process that is complete with the act of delivery and does not require physical or legal seizure of a person or thing.

### **SHOWUP**

The presentation of one suspect to an eyewitness in a short time frame following commission of a crime.

### **SKILLS, KNOWLEDGE, AND ABILITIES (SKA)**

Skills are the proficiency with which an individual performs. Knowledge is a body of information or the understanding gained through learning, education, experience, or associations. Abilities are processes required to perform the various job responsibilities.

### **SPECIAL ORDER**

A directive affecting only a specific segment of the organization or a statement of policy or procedure regarding a specific circumstance or event that is of a temporary nature.

### **SPECIAL EVENT**

An activity, such as a parade, athletic contest, or public demonstration, that results in the need for control of traffic, crowds, or crimes.

### **STANDARDS**

Issued by the State of Georgia Law Enforcement Certification Program, a standard is made up of two parts; (1) the standard statement, and (2) the commentary.

1. The standard statement is a declarative sentence that places a clear-cut requirement or multiple requirements on an agency. Many statements call for the development and implementation of a policy or procedure in the form of a rule, regulation, or written directive. Other standards require an activity, a report, a procedure, or other action.
2. The standard commentary is designed to explain or expand upon the standard or to provide guidance with regard to gaining compliance with the standard. A commentary is not binding upon the agency.

### **STATUS OFFENSE**

An act or conduct declared by statute to be an offense, but only when committed or engaged in by a juvenile and that can be adjudicated only by a juvenile court.

### **SUPERVISOR**

An employee responsible for the day-to-day performance of a group, function or unit. An employee whose job is to oversee and guide the work or activities of a group of other people.

### **SWORN OFFICER**

A commissioned law enforcement officer, subject to an oath of office and possessing those general peace officer powers prescribed by constitution, statute, or ordinance in the jurisdiction.

## **T**

### **TACTICAL PERSONNEL**

Usually refers to a group of five or more officers who are specially selected, trained, and equipped to handle high-risk incidents, such as those involving snipers, barricaded persons, hostage-takers, selected warrant services, and other situations or activities as deemed necessary by command leadership.

### **TERRORISM**

A violent act or an act dangerous to human life in violation of the criminal laws of the United States or any political subdivision to intimidate or coerce a government, the civilian population or any segment thereof, in furtherance of political or social objectives.

### **TRAFFIC LAW VIOLATION**

Violation of any statute, ordinance, or legally authorized regulation relating to the use of streets and highways or the operation and ownership of motor vehicles and other road vehicles.

### **TRANSPORTING OFFICER**

An employee who is responsible for transporting a detainee from one point to another.

## V

### **VICTIM**

A person who suffers physical, financial, or emotional harm as the direct result of a crime\* committed upon his or her person or property. Also regarded as victims are (1) a spouse, child, parent, or legal guardian of a minor victim and (2) a spouse, child, sibling, parent, or legal guardian of a homicide victim. (The definition excludes any person involved in a crime as a perpetrator or accomplice.)

*\*Any of the following constitute "a specific crime:" all felonies, all misdemeanor crimes against persons, and, upon the recommendation of the responding officer, other crimes.*

### **VICTIM ADVOCATE**

A person authorized by the agency to assist victims in specified ways. Such advocates may be agency members (sworn or non-sworn) or volunteers (unpaid citizens).

## W

### **WEAPONS OF MASS DESTRUCTION**

Any weapon or device intended to cause terroristic consequences, massive loss of human lives, or property damage to include: biological, nuclear, incendiary, chemical, or explosives.

### **WITNESS**

A person who, as determined by the law enforcement agency, has information or evidence relevant to the investigation of a specified crime. (See \* under **Victim** definition) When the witness is a minor, the term "witness" includes an appropriate family member. "Witness" includes neither defense witnesses nor anyone involved in the crime as a perpetrator or accomplice. (All victims are witnesses.)

### **WRITTEN DIRECTIVE**

Any written document used to guide or affect the performance or conduct of agency employees. The term includes policies, procedures, rules and regulations, general orders, special orders, memorandums, and instructional material.