

**COMMUNITY SERVICE
OFFICERS
POLICY AND PROCEDURE
MANUAL**



**SAN JOSE POLICE DEPARTMENT
2019 EDITION**

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COMMUNITY SERVICE OFFICERS

Policy and Procedure Manual

Bureau of Field Operations

A 1100 MISSION STATEMENT, GOALS, AND VALUES

MISSION STATEMENT

The San José Police Community Service Officers Unit is comprised of people dedicated to preserving the value of life and property for all citizens and visitors in our diverse community. Community Service Officers (CSOs) answer non-emergency calls for service in a timely, precise, and skilled manner.

They are committed to excellence in the delivery of these services while treating people with dignity, respect, and empathy.

CSOs strive to continuously improve through training, public feedback, and team work. By utilizing technology and experience, we will continue to grow to fulfill the needs of our expanding community and all who pass through it.

GOALS

Supplement patrol officers in the Bureau of Field Operations by responding to non-emergency calls for service, thus allowing patrol officers to remain in service and available to respond to emergency and enforcement calls for service, and to conduct proactive enforcement. CSOs shall also supplement patrol officers in the Main Lobby/Information Center by completing written reports on incidents that do not require follow-up.

The CSO Program is also responsible for community policing activities. During free patrol time, CSOs will conduct outreach with citizens and provide crime prevention information, answer questions, and educate citizens about the various programs the police department and other city departments have to offer.

OBJECTIVES

- Respond to identified calls for service, completing the evidence collection and report-taking process, if required, associated to those calls.
- Provide assistance to Bureau of Field Operations personnel.
- Enhance the Department's Community Policing efforts by conducting outreach.

VALUES

- Integrity
- Courage
- Excellence
- Service
- Diversity
- Innovation
- Respect

PROCEDURE

A 1101 MAINTENANCE OF MISSION

This Community Service Officer Policy and Procedure Manual is a composite of policies and procedures established by the Bureau of Field Operations (BFO) Support Services Division Captain and the CSO Supervisor, as well as directives and procedures from the Chief of Police via official memorandum and the SJPD Duty Manual.

Additionally, this manual includes directives and policies from the City of San José Management: 1) the City Policy Manual, 2) the Memorandum of Agreement (MOA) between the City of San José and the Municipal Employees Federation (MEF), American Federation of State, County, and Municipal Employees (AFSCME) Local 101, and 3) matters agreed to through the meet and confer process. Its purpose is to maintain and ensure the achievement of the Unit's mission. This manual establishes the governing principle of management and reflects the objectives, philosophy, and direction of the Community Service Officers Unit.

A 1102 AUTHORITY TO AMEND/REVOKE POLICIES

The CSO Program Supervisor has the authority to amend or revoke any material contained within this manual at any time except matters and notice as they pertain to the current Memorandum of Agreement with MEF, Local 101, and policies derived from the SJPD Duty Manual or the City Policy Manual.

A 1103 MANAGEMENT RESPONSIBILITIES

The Program Supervisor or designee is obligated to track any updates and changes in the CSO Policy and Procedure Manual and shall also maintain the archive files, master file, and keep a permanent record of all revisions made.

A 1104 EMPLOYEE RESPONSIBILITIES

CSO personnel are responsible for the knowledge of all sections contained within this manual and any updated information, as it becomes available. All CSOs shall review and strictly adhere to all sections. CSOs shall also review their CAD messages, city email, the CSO briefing binder, and their individual boxes each workday. Those who are returning from an extended leave have the added responsibility of reviewing procedure updates and briefing binder archival files.

A 1200 ETHICAL RESPONSIBILITIES

The mark of every profession is a Code of Conduct. The success and reputation of the San José Police Community Service Officers is highly dependent upon the individual character, commitment to excellence, and customer service philosophy of each CSO. Accordingly, all CSOs are responsible for adhering to the Code of Ethical Conduct.

PROCEDURE

A 1201 CODE OF ETHICAL CONDUCT

As a Community Service Officer for the San José Police Department —

I am committed to ensuring the safety of the residents of San José, as well as all persons in need of assistance, acknowledging respect for human life above all else and holding it as my top priority.

I will always represent the San José Police Department in a professional and honest manner and provide assistance to my co-workers, officers, and the public in a compassionate, empathetic, and responsible manner, accepting responsibility for my actions and mistakes, observant of the laws of this city, state, and country.

I will conduct myself in a manner characterized by professionalism and politeness, while at no time exhibiting behavior that is rude or demeaning.

I will uphold the veracity of the San José Police Department, always keeping in mind that my actions, responses, and pause could greatly affect the safety and lives of others.

I will cooperate and coordinate my efforts in a manner that will establish and maintain the highest possible standard of efficiency and teamwork, assisting other Department members as practicable.

I will utilize my training and experience in performing my duties and providing appropriate service in a timely, efficient, and effective manner, exhibiting honesty and integrity through ethical behavior, both on and off duty.

I will answer each and every request for service with the appropriate response and urgency required, exercising patience and discretion.

I will take every reasonable opportunity to improve my standard of professional performance and enhance my level of knowledge and competence. I will constantly strive to achieve these objectives and ideals, dedicating myself to my chosen profession.

A 1202 CUSTOMER SERVICE PHILOSOPHY

In representing the Police Department, CSOs may be the first point of contact with the public and other agencies. As such, we have a major impact upon the perception held by the community we serve. All contacts with either the public or other agencies shall be courteous, diplomatic, and professional. Even with stressful or emergency situations, CSOs shall remain calm, assertive, and control the conversation.

The intent of a CSO is to earn and maintain the respect of the community, officers, co-workers and those working for outside agencies, to promote trust in the CSO Unit, and to establish collaborative working relationships.

A 1203 PROVIDING IDENTIFICATION

If requested by a civilian, CSOs shall provide their name and badge number. Refer to Duty Manual C 1409 – Supplying Identification [2012].

A 1204 RELEASE OF PERSONAL DATA

All department members' address, telephone numbers, and personal information are considered strictly confidential and will not be released except to authorized recipients. Refer to Duty Manual C 2301 – Personal Data of Department Members.

A 1205 ACCOUNTABILITY

While actively performing their job duties, all CSOs shall avoid simultaneously engaging in activities that may cause a distraction or prevent providing the highest quality service.

A 1206 USE OF SOCIAL NETWORKING SITES

CSOs are prohibited from accessing social networking Internet websites (including, but not limited to SnapChat, Twitter, YouTube, and Facebook) from Department computers, cell phones, or other city owned equipment for non-work related purposes. Personnel are also prohibited from accessing sites for personal use while on-duty. Refer to Duty Manual C 1404 – Conduct Unbecoming an Officer [2012], Duty Manual C 1432 – Personal Activities On-Duty [2012], and City Policy Manual 1.6.2 – Personal Use of City Equipment [2005].

Additionally, personnel shall not knowingly post on the internet photographs, video images, audio files, or text documents that relate to official Departmental activities (e.g., crime scenes, photos depicting potential evidence, photos of personnel performing official duties, investigation reports, etc.) without the express written permission of the Chief of Police.

Department members are also cautioned that the use of images, files or texts depicting Departmental property, equipment or personnel, if posted on the Internet, in any manner that tends to reflect adversely against the reputation of the San José Police Department or the City of San José, could be subject to appropriate discipline.

A 1207 DUTIES AND RESPONSIBILITIES - CIVILIANS

Department members who are civilians perform duties and tasks which support the Department's goals and objectives. Assignments are made in relationship to the Civil Service Classification held and may range from the performance of only one task to the command of a subdivision of the Department.

A 1208 EXAMPLES OF DUTIES - CIVILIANS

- Assist Bureau or Division Commanders in administration of their units.
- Analyzes Department operations and suggest methods of improvement.
- Provides clerical support in processing correspondence, reports, and indices.
- Provides information from automated systems, to line officers for operational decision making.
- Serve as interfaces between the Department and other agencies in development of new programs and systems.
- Performs other tasks as assigned to accomplish the Department's mission.

A 1209 COMPLAINT PROCESS

The intent of this section is for CSOs to understand the complaint process when a CSO is the recipient of a citizen complaint.

PROCESS FOR CSOS

CSOs may encounter a citizen who wants to make a complaint against them, another CSO, or another SJPD employee. The CSO shall obtain the person's name and contact number, provide them with their business card and advise the citizen that a supervisor will contact them as soon as possible. The CSO should contact the Senior CSO who will receive the complaint. The Senior CSO shall report the complaint to the CSO Supervisor as soon as is possible. If the Senior CSO is unable to contact the CSO Supervisor, then the Area Lieutenant shall be advised. If a CSO is contacted by either the CSO Supervisor or any member of the Internal Affairs Unit (IA) and is asked to come in for an interview regarding a complaint, the CSO is strongly encouraged to contact an MEF Union Steward and request Union Representation at the interview, as is the right of the union member. The SJPD affords all civilian employees the same rights as sworn employees. Those rights are listed in the Peace Officers Bill of Rights (POBOR). The Department has 365 Calendar days from the date of the complaint to complete its investigation. (Refer to Duty Manual A 3009 – COMPLAINT PROCESS)

PROCESS FOR CSO SUPERVISOR

When a complaint is received by the CSO Supervisor, the Program Captain shall be advised of the complaint. The captain may assign the complaint to be investigated by the CSO Supervisor. In cases of an allegation of Criminal Misconduct, the complaint will be turned over to IA to conduct the investigation. For all other cases, the CSO Supervisor will complete the investigation, which will consist of contacting and interviewing the complainant, any potential witnesses, and the subject CSO. The report will be forwarded through the chain of command for findings and

recommendations. The Preponderance of Evidence (51% / 49%) standard shall be applied when weighing evidence and making findings in complaint cases.

ADDITIONAL INFORMATION:

Peace Officers Bill of Rights (POBOR)

Refer to the following SJPD Duty Manual sections for further information on:

C 1703 Acceptance of Allegations

C 1704 Referral of Allegations to Internal Affairs Unit (IA)

C 1710 Determining the Classification of Allegations

C 1723 Available Findings and Outcomes

C 1804 Disciplinary Actions Available

A 1300 STANDARDS OF CONDUCT: GENERAL

Standards of conduct for police personnel are higher than the standards applied to the general public and other City employees. CSOs are expected to conduct themselves in a manner that does not bring discredit upon themselves or the department, on or off duty.

PROCEDURE

A 1301 GENERAL RESPONSIBILITIES

CSOs shall abide by all federal, state, and local laws as well as the provisions set forth in the CSO Procedure Manual and the San Jose Police Department Duty Manual. Refer to Duty Manual C 1402 – General Responsibilities [2012].

A 1302 CHAIN OF COMMAND

The chain of command shall be observed to enhance the organizational flow of information and respect the structure of the organization. CSOs have a dual chain of command if they participate in the FTO program.

The chain of command of the CSOs is as follows:

- Chief of Police
- Assistant Chief of Police
- Deputy Chief of Police for the Bureau of Field Operations
- Support Services Division Captain
- Area Lieutenant when in the field
- CSO Supervisor
- Senior CSO (Administrative)
- Field Sergeants
- CSO II/CSO I/FTO

A 1303 ORDERS

CSOs shall obey all lawful orders given to them from supervisory personnel. In no case shall the orders be publicly ridiculed. Refer to Duty Manual C 1421 – Duty To Obey Lawful Orders, C 1422 – Conflicting Orders, C 1423 – Criticism of Orders, and C 1424 – Improper or Questionable Orders [2012].

A 1304 SMOKING

Smoking is not permitted in any employee work places. This includes any work area, meeting rooms, waiting rooms, public counters, employee lounges, conference rooms, employee cafeterias, private offices, stairwells, restrooms, elevators and all City vehicles. Employees wishing to smoke may do so in any open area, not within enclosed portions of the buildings.

Smoking is prohibited within 25 feet of doorways leading any City building.

A 1305 ILLEGAL/PRESCRIPTION DRUG USE

CSOs shall not use any illegal drug or narcotic. No prescription medication shall be consumed if the substance is known to impair their abilities to perform their job duties. Personnel using prescription medication may be required to obtain a City medical release prior to reporting for duty. Refer to Duty Manual C 1413 – Use of Drugs [2012] and City Policy Manual 1.4.2 – Substance Abuse Program & Policy [2011].

A 1306 ALCOHOL CONSUMPTION

No CSOs shall consume any alcoholic beverage or have the smell of an alcoholic beverage on their breath while on-duty. CSOs in uniform, whether on or off duty, shall not consume any alcoholic beverage in a public place, nor shall they consume any non-alcoholic drinks if in any public bar or lounge. Refer to Duty Manual C 1412 – Consumption of Alcohol [2012].

A 1307 SECONDARY EMPLOYMENT

CSO shall not engage in any outside employment until the employee has completed their initial probation and/or has received authorization from the department. For further clarification on secondary employment including authorized hour amount and stipulations, refer to Duty Manual C 1500 – Secondary Employment [2012]. All authorizations for secondary work expire on the following dates:

Department Members with Last Names that start with	Outside Work Permits Expiration Dates
A-G	October 1
H-M	December 1
N-Z	February 1

SECONDARY EMPLOYMENT WHILE ON DISABILITY OR MODIFIED DUTY LEAVE

All authorizations for secondary employment are immediately suspended upon the employee being placed on disability leave or modified duty. Refer to Duty Manual C 1535 – Secondary Employment While on Disability or Modified Duty Leave [2014] for appeal procedures.

SECONDARY EMPLOYMENT WHILE ON ADMINISTRATIVE LEAVE

All authorizations for secondary employment are immediately suspended upon the employee being placed on administrative leave. Refer to Duty Manual C 1536 – Secondary Employment While on Administrative Leave [2014] for appeal procedures. When the employee who was placed on administrative leave returns to full duty, all secondary employment authorizations are automatically reinstated.

A 1308 POSTING OF MATERIALS

Department members wishing to post item(s) on Department bulletin boards shall obtain prior approval from the Office of the Chief, Public Information Office. The Public Information Office will approve all items prior to posting. For posting items at the police substation, the Bureau Chief also has the approval authority. The practice of attaching notices to walls, doors and windows is prohibited. Refer to the MEF MOA for the posting of material on the bulletin boards set aside for Union use.

The posting of materials on the outside of assigned lockers shall be in good taste.

A 1309 CHANGE OF NAME/ADDRESS/PHONE NUMBER

CSOs shall notify the CSO Supervisor within 24 hours of any change of address or telephone number. This can be done in person, by email, or optionally by routing a completed emergency contact form to the CSO Supervisor's office. Once the corrections are made to the CSO Supervisor shall notify the Police Personnel Unit. Refer Duty Manual L 1104 – Change of Address or Telephone Number [2012].

In addition to address and phone number changes, name changes and updates to benefits, payroll deductions, etc. shall be submitted electronically through the City's E-Way website. If proof (new Social Security card) of a name change is not presented to the Human Resources Department within 30 days of the electronic submission, the name will automatically revert to the prior legal name. The new Social Security card must also be presented to Police Personnel to obtain a new employee identification card.

A 1310 WRITTEN CORRESPONDENCE

The following guidelines shall apply all written correspondence:

- All official correspondence directed outside the department shall contain the signature or name of the Chief of Police and the countersignature of the originator.
- A department member shall not make any request for equipment or services to agencies, commit the department to any type of action or commit departmental resources without approval from the authority for the Chief of Police.
- Official memorandum shall include a transmittal form and be submitted through the chain of command. The transmittal form shall be completed as follows:
 - All lines of the heading filled out (date, to and subject field. Generally, the "To" field is the Chief of Police (first name, middle initial, last name and title).
 - Signed by each person in the chain of command, starting with the first box. If there are not enough "Immediate Supervisor" boxes for signatures before the Bureau Commander box, two supervisors or managers should sign the same box.
- Internal memorandums directed to "All CSO Personnel" shall be distributed only with prior approval of management. Normally, these memorandums should contain the BFO Deputy Chief's signature, or the CSO Supervisor's signature. If

authorized and signed by anyone else, the memorandum must contain a signature from one of these managers in the approved box.

- When initiating a computer-generated document, employees shall use the following style and format requirements:

Font:	Arial or Times New Roman
Font style:	Regular
Font size:	12 point
Case format:	Standard type using upper and lower case
Type color:	Black ink only

A 1311 TIMESHEET RECORD KEEPING

It is the responsibility of the CSO to keep an accurate timesheet and for the Senior CSO to check the accuracy of those timesheets reflected in eResource.

A 1312 TIMESHEET ERRORS/ADJUSTMENTS

If there are any discrepancies between the timesheet submitted by the employee and the time recorded by eResource, the Senior CSO shall make the needed adjustments to the timesheet and a copy of the changes given to the employee.

If the employee does not agree with the changes made, this shall be brought to the attention of the CSO Supervisor in a timely manner.

Senior CSOs shall keep track of employees' timesheets and document and/or rate them appropriately in their annual performance appraisal. Errors may lead to an administrative/criminal investigation.

If there are any more changes that need to be made after the timesheet has been submitted, it is the responsibility of the employee to fill out a timesheet adjustment form that is located electronically on the SJPD intranet.

A 1313 TIMESHEET RESPONSIBILITIES

Timesheet completion is the sole responsibility of each employee who shall adhere to the following:

- Electronic timesheets shall be completed before the end of the pay period, or before the deadline set by the division timekeeper (as in the case with holidays).
- For employees going on any planned leave, timesheets shall be completed ahead of time.
- Timesheets shall be accurate and properly completed per the department's guidelines and the Memorandum of Agreement with MEF (i.e., shift differential, overtime pay, call back, standby pay, training pay, higher class pay, etc.).
- All jury duty forms/payments and funeral leave certificates shall be turned in within two weeks of their use.
- Any changes or adjustments to the employee's regularly scheduled shift shall be accompanied with the appropriate explanation and hours worked in the comment field (e.g., flex time, release time, adjusted shift hours).

A 1314 TIMECARD ENTRY

It is recommended that timesheets be filled out and/or updated daily to ensure accuracy and timely completion. In addition to listing regular hours, the following applies:

USE OF CODES

An explanation of the transaction codes may be found by clicking on "TRC" that is located under the copy codes at the top of the timesheet. The available overtime explanation codes can also be found in the same area under "OT CODE." The specific codes that shall be used by CSOs are the following:

ADMIN - Administrative clerical work such as timesheets, evaluations, and disciplinary investigations.

CMPOL - Community Policing outside regular hours including presentations, community meetings, etc.

MANOT- Mandatory Overtime (hold over for critical incidents).

MEET - Meetings for supervisors, vendors, special projects (e.g. FTO) and one-on-one appointments with supervisors.

MNSTF - Voluntary Overtime.

SPCEV - Special events such as Cinco, Mardi Gras, etc.

TRNG - Training such as FTO, on-going training/CPT. This includes outside courses; used for both the instructors and participants.

RECORDING OTHER TIME

Besides recording regular time (REG) and time off (PER, COM, VAC), rules governing the use of callback pay (CCJ), funeral leave (FNL), jury duty (JUR), shift differential (SH2), stand-by pay (SPJ), training pay (THD), can be found in the Municipal Employees' Federation MOA. The rules regarding the use of other codes are as follows:

DISABILITY (DSE)

Disability leave can only be recorded for pre-approved worker's compensation claims.

FAMILY MEDICAL LEAVE

The mandatory use of time balances (vacation vs. sick leave vs. comp time, etc.) is explained in the MEF MOA. Once the request has been submitted to use FMLA, the following FMLA codes may be used:

FCO FMLA - Comp-Time

FLT FMLA - Lost Time

FPE FMLA - Personal Leave
FSI FMLA - Sick leave
FVA FMLA - Vacation Leave

If the request is subsequently denied, the time will be adjusted.

LOST TIME (LST)

If an employee does not have enough sick leave hours, lost time must be indicated unless the employee has received prior approval by the CSO Supervisor to use available vacation or compensatory time off. Lost time must also be indicated for any time off not approved by the CSO Supervisor. The accrual of 10 hours or more of unexcused lost time will affect department seniority and may lead to discipline so it is imperative that time is recorded correctly.

OVERTIME

All overtime must be approved on the timesheet by a Senior CSO or CSO Supervisor. Only actual overtime hours worked shall be recorded on the timesheet and shall not be projected or recorded in advance. If timesheets are due before the end of the pay period, any overtime worked after they were due shall be recorded on a timesheet adjustment form and turned in during the subsequent time period. The overtime codes for pay or comp at the 1.5 rate (OVT and CMJ) may only be used when working over 40 regular hours of work in a defined workweek (Sunday through Saturday). Any use of time off including sick leave, vacation, comp-time, personal leave, or disability leave is not counted toward the 40 hours. Overtime codes at the 1.0 rate for pay or comp time (RG2 and CMP) shall be used until the 40 hours (regular pay added to 1.0 overtime) are reached. Any overtime worked requires a comment that lists the actual time worked, the approving authority (approved by Senior CSO or Supervisor), whether it was beginning of shift (BOS) or end of shift (EOS) overtime, and a reason code as listed under the USE of CODES section.

A 1315 CONDUCT DURING DISPLAY OF NATIONAL COLORS:

Courtesy to the national colors will be displayed by CSOs at retreat ceremonies, the playing of the National Anthem, and parades.

TYPES OF SALUTES:

- **When in Uniform:** When in uniform, the CSO will salute in the following manner: Raise the right hand smartly to forty-five degree angle, slightly to the right and approximately two inches above the right eye, thumb and fingers extended and joined, palm to the left, upper arm horizontal, forearm inclined at forty-five degrees, hand and wrist straight. To complete the salute, drop the arm smartly to its normal position.
- **When Not in Uniform:** When not in uniform, stand at the position of attention, uncover the head and hold the hat in the right hand over the heart. If not wearing a hat, stand at attention and hold the right hand over the heart.

WHEN TO SALUTE:

- **Parades:** When passing a flag not cased in a standard, the CSO will begin the salute six paces before reaching the flag and hold the salute until past the

- flag. When members are in ranks, each unit salutes together at the command of its leader.
- When the flag is passing, the CSO should take the position of attention and salute when the flag is within six paces of the CSO's position and hold the salute until the flag has passed the CSO. The CSO should drop the salute smartly.
 - Public Ceremonies. When the National Anthem is being played in any public ceremony, the salute should be given at the first note of the Anthem and held until the last note is completed. If this is done at a flag raising or retreat ceremony, the CSO should face in the direction of the flag.

A 1400 GROOMING/UNIFORM STANDARDS AND GUIDELINES

A 1401 HEAD AND FACIAL HAIR OF MALE DEPARTMENT MEMBERS:

In order to maintain public respect, head and facial hair of male department members will be neat and well-groomed, consistent with contemporary community standards. The spirit and purpose of this section is to prevent personal grooming from constituting an interference or distraction and to permit the evaluation of performance of duty on its own merit, independent of appearances.

- Head and facial hair may be permitted to grow naturally but will be groomed close to the skin neatly trimmed so as not to present a ragged, bushy unkempt, extreme or eccentric appearance.
- Goatees and beards for uniformed personnel are not authorized. The face will be clean shaven except that mustaches and sideburns will be permitted if neatly trimmed and well-groomed. Sideburns may have a natural flare but will not be extreme in width or extend below the ear lobe.
- No jewelry will be visible around the neck.
- Supervising department members may require department members to be photographed for documentation in enforcing the provisions of this section.
- The Chief of Police may exempt department members from these regulations when appropriate for a law enforcement purpose.

A 1402 HEAD HAIR, MAKEUP AND JEWELRY OF FEMALE DEPARTMENT MEMBERS:

In order to maintain public respect, head hair, makeup and jewelry will be neat in appearance and consistent with contemporary community standards in the context of generally accepted officer safety considerations. The spirit and purpose of this section is to prevent personal grooming from constituting an interference or distraction and to permit the evaluation of performance of duty on its own merit, independent of appearances.

- Hair will be clean and neatly arranged. Hair will not extend beyond the bottom of the uniform shirt collar while in a standing position. Hair longer than the collar will be worn up in a neat fashion and securely fastened. Hair worn in front of the ears shall not extend below the bottom of the ear. Items used to hold or secure hair will be similar in color to the individual's hair color and/or the duty uniform.
- "Natural" hair styles shall be no longer than three inches from any part of the head.
- Hair pieces or wigs, if worn while in uniform, shall be of good quality, fit, present a natural appearance, not present a safety hazard, and will conform to all grooming standards as set forth in these regulations.
- In no event should the length of the hair or the style preclude the proper wearing of Department head gear.
- Make-up: The use of facial makeup shall be conservative and in keeping with the professional image of the San Jose Police Department.

- Jewelry: No jewelry will be visible around the neck. Small silver or gold colored "stud-type" earrings may be worn where the ear lobe is pierced. No dangling, hoop, or clip-on earrings will be allowed.
- Supervising department members may require department members to be photographed for documentation in enforcing the provisions of this section.

A 1403 APPROPRIATE ATTIRE FOR IDENTIFICATION CARD PHOTOGRAPHS:

When required to obtain a Department issued identification card, CSOs shall wear their class "A" uniform. All grooming standards will apply.

A 1404 BODY ART, TATTOOS, BRANDS, INTENTIONAL SCARRING, MUTILATION OR DENTAL ORNAMENTATION:

All department members are prohibited from displaying body art, tattoo(s), brand(s), intentional scarring, mutilation or dental ornamentation while on duty or representing the Department in any official capacity.

Any current department member with existing body art, tattoo(s), brand(s), intentional scarring, mutilation or dental ornamentation that is visible shall have the following options:

- On-duty department members shall cover existing body art, tattoo(s), brand(s), intentional scarring or mutilation by wearing a long-sleeve uniform shirt and/or uniform trousers/breech, or;
- Cover the existing body art, tattoo(s), brand(s), intentional scarring or mutilation with a skin tone patch or make-up, or;
- Have the tattoo(s) or brand(s) removed at the employee's expense.

Body art, tattoo(s), brand(s), intentional scarring, mutilation or dental ornamentation that is not able to be covered or concealed is prohibited. This includes but is not limited to foreign objects inserted under the skin, pierced, split or forked tongue and/or stretched out holes in the ears.

On-duty department members shall not have any dental ornamentation. The use of gold, platinum, silver or other veneer caps for the purpose of ornamentation are prohibited. Teeth, whether natural, capped or veneered, shall not be ornamented with designs, jewels, initials, etc. Any exceptions to this policy must be approved by the Office of the Chief of Police.

A 1405 UNIFORMS AND EQUIPMENT

All CSO Program personnel will wear or have in their possession the approved uniform and all listed equipment. All CSOs must always have at least one Class A uniform and at least one Class B uniform clean and available for their shift.

SJPD CSO UNIFORM

Class A

- Long sleeve shirt with SJPD patches and CSO rockers
 - Men's - FX Light Blue L/S #45W6625

- Ladies - - FX Light Blue L/S #102W6625
- Pants
 - Option 1 – Wool Pant #32289
 - Option 2 – Poly Rayon Lycra #39489

Class B

- Short sleeve shirt with SJPD patches and CSO rockers
 - Men's – FX Light Blue S/S #95R6625
 - Ladies – FX Light Blue S/S #152R6625
- Pants
 - Blauer Navy Blue BDU Pant #8830
- Black crew neck t-shirt.
- Patrol jacket
 - Blauer model #6120 black with chrome SJPD buttons, SJPD patches, CSO rockers and cloth name tag with last name and first initial.
- Leather boots
 - Minimum 5" height, black, plain polished toe with laces up the front (side zippers are allowed). No patent leather or leather luster type products allowed. Boots must be shined using standard shoe polish.
- Black socks.
- Trouser belt
 - Black 1 ½" basket-weave with chrome buckle. Velcro and plastic clip belts are acceptable.
- Four black basket-weave belt keepers with chrome snaps. Velcro or hidden snaps are all acceptable.
- Richardson Flex Fit baseball-style cap, navy blue wool with miniature department patch on front. Adjustable caps are not acceptable.
- Silver B-500 name tag with blue lettering.
- Sam Brume black clip-on tie to be worn with long sleeved shirt only.
- Vanguard unadorned plain silver tie-bar, silver SJPD star tie tack, or adorned silver tie-bar.
- Patrol Jacket
 - Fechheimer Ultra, Elbeco 3920, Summit Patrol jacket (with appropriate modifications), Mocean black bike jacket and the Spiewak Golden Fleece #1881 WPL 7001 103 models are examples of the acceptable standard patrol jacket. A soft badge and soft name tag are allowed. Shoulder patches and seniority stripes (optional) are sewn in the same manner as on the regulation shirt.

A 1406 ISSUANCE OF EQUIPMENT

The Department provides all CSOs with the following equipment:

- Silver CSO shield
- Black basket-weave duty belt
- Radio hand-pack with microphone
- Black basket-weave hand-pack holster

- OC spray
- Black basket-weave OC holster
- Pelican 7060 flashlight with charger
- Black flashlight holster
- Nikon D3300 digital camera with additional Nikkor lens
- Olympus digital voice recorder
- Rain gear (refer to Memo # 2014-021, Rain Gear Reimbursement Program)
- Fingerprint kit
- Police Administration Building (PAB) key
- Police department issued identification card
- Department issued ballistic vest that *shall* be worn
- Laptop case
- Yellow reflective vest which *shall* be worn during traffic control.

If any of the above-listed equipment is lost or stolen, the CSO will advise the CSO Supervisor immediately and will be required to complete a memorandum and/or police report to document the loss or theft. Refer to Duty Manual Section R 1908 – Reporting Lost or Stolen City Equipment.

A 1407 WEARING OF IDENTIFICATION

Current Department identification must be worn at all times when not wearing a uniform in any police facility, whether on or off duty. It is not necessary to wear identification when wearing the approved Class A or B uniform. When on duty, the identification must be worn when not in uniform, in any city facility including City Hall. If off duty, this requirement applies to police facilities only.

A 1408 OPTIONAL EQUIPMENT

Use of patrol knives - Folding blades shall be 5” or less and fit snugly into a holder if worn on the duty belt. When not worn on the duty belt, folding blade knives will have a clip attached to prevent loss or movement. Fixed blades shall have a maximum blade length of 6” and be secured in a sheath. The sheath or the entire knife may be concealed while in uniform. The color of knives worn by a member shall be professional in color. Knife holders on the duty belt must match the other equipment holders in color and design.

A 1500 EQUIPMENT AND FACILITY USE

Community Service Officers must exercise care and take all safety precautions when using any City owned equipment or facility.

PROCEDURE

A 1501 PERSONAL USE AND CARE OF EQUIPMENT

Employees are prohibited from using City issued equipment, or equipment owned by the City, for personal use. Employees are responsible for keeping Department issued equipment in good condition; those who intentionally damage equipment shall be subject to discipline. Employees are not permitted to use personal disks/USB data storage devices in AIS computers.

A 1502 REPORTING LOST/STOLEN EQUIPMENT

Lost or misplaced property will be reported to the Department on a memorandum directed through the chain of command. If the item has a serial number or any other identifying number, a Crime Report will also be completed with the law enforcement agency having jurisdiction where the loss or theft occurred. Stolen equipment will be reported on a Crime Report. A copy of the memorandum, signed by the department member's commanding officer, is returned to the department member. The department member is issued a replacement after presenting Central Supply with a copy of the signed memorandum. Refer to Duty Manual R 1908 – Reporting Lost or Stolen City Equipment [2012].

A 1503 EQUIPMENT RETURN

All equipment provided to the CSO by the Department shall be returned upon separation from the Department.

A 1600 GENERAL SCHEDULING

A 10-hour workday and four-day work plan is an important employee benefit in maintaining high morale and promoting a team concept with the Bureau of Field Operations. Shift hours and staffing needs are based on the volume of calls for service and departmental needs in terms of fulfilling departmental goals. In extreme emergencies, such as a major earthquake or other disaster, employees may be assigned to adjusted shifts. In all cases, departmental needs and public safety are the dominant factors in determining shift hours and assignments.

A 1601 HOLIDAY STAFFING

CSOs will not normally work City Observed Holidays. However, they may be required to work certain holidays at the direction of the Chief of Police or his/her designee.

Refer to MEF MOA section 10.1 "Holidays" regarding compensation for holidays worked, and compensation for holidays if said holiday falls on employee's normal day off.

A 1602 CSO FIELD STAFFING

In order to maintain a commitment to the public, the CSO program will ensure the following staffing levels:

- CSOs will work a four day a week/ten hour a day schedule seven days a week. They will work two shifts – dayshift 0600-1600 hours and swing shift 1200-2200 hours.
- CSO staffing needs to be defined so that CSOs are present and planned absences can be allowed. There are two levels of staffing that are hereby defined – minimum and mandatory. Minimum staffing is that level of staffing that planned time-off can be allowed for (vacation, training, etc.). Mandatory staffing is that level of staffing that should be maintained when considering unplanned time off (sick, disability, etc.). These two levels may change on a day to day basis depending on the level of resources available on any given day.
- Any time off over the allotted available through e-Resource shall go through the BFO Administration Unit.

A 1603 SHIFT BID

The following procedures will be adhered to regarding shift bid for the CSO Program:

SHIFT BIDDING – GENERAL

Shifts shall be bid and awarded once a year to qualified personnel based on departmental seniority (refer to SENIORITY below). CSOs are qualified to bid for a shift if they meet the following conditions:

- Must be a full duty worker by shift change. For those classified as a modified worker (personnel with any type of work restriction), still in training, or on any type of leave of absence, the CSO Program Supervisor must receive notice and/or medical clearance, if applicable, three business days before the shift packets are distributed. Once the packets are distributed, the CSO Supervisor must be

notified immediately of any changes to an employee's full duty work status that occurs before the time of the actual bid.

- Personnel who do not intend to take a leave of eight or more consecutive weeks off during the shift.
- Personnel still on a leave of absence at shift change, (that is not medically related), who have a scheduled return date of two months or less.
- Modified workers may be required to bid for specific shifts that have been predetermined outside of the normal bidding process. In these cases, only those that have worker's compensation restrictions shall have shift preference over those that do not.

SHIFT BIDDING – PROTOCOL

All bidding members will be given their bid times no later than two weeks before the actual shift bid. Unusual circumstances may prevent this from occurring in which case the information shall be distributed as soon as is practical. If an employee does not bid during the specified period, they shall receive the last shift available or make their selection based on available shifts when they do bid. Police Department staff will not attempt to call CSOs who do not bid at the specified time. Absentee written bids shall be accepted in lieu of a call-in; however, the SJPD staff shall not be responsible for lost or mis-routed bid requests.

ADMINISTRATIVE ASSIGNMENTS

The CSO Supervisor shall initiate administrative shift assignments (voluntary or involuntary), as necessary, in order to effectively manage CSO personnel. The CSO who has been involuntarily transferred shall retain all vacation and time off awards. (Refer to the MEF MOA for the denial of a shift bid.) In the event an employee has bid for a shift and then is unable to work the shift due to an unscheduled leave or modified work conditions for two months or more, the employee may be administratively assigned for the remainder of the shift.

SENIORITY

Establishing Department seniority for purposes of shift bidding is separate from City seniority, which is defined in the MOA between the City of San José and the Municipal Employees Federation Union (MEF). For shift bidding seniority and other Department seniority issues the following guidelines shall be adhered to:

- Seniority shall be defined as time in class within the Department.
- Department members who move between levels within one series shall maintain seniority within that series when returning to a lower level within three years of their promotion. If the same employee were to promote again, their prior seniority accrued at the promoted level shall not count towards shift-bidding seniority for the latest promotion.
- An employee shall not maintain bidding seniority if he/she moves to a different classification or a different department.
- Those resigning as a non-probationary employee shall have one year to return to retain the seniority they accrued before they resigned.

- No loss of seniority for unpaid leaves up to four months in duration for medical leave (with verification) or for reasons that qualify under FMLA. This applies to each episode. With the previously stated exception, one day of seniority shall be lost for each eight hours of unpaid absences (lost time, suspension, and reduced workweek).
- Existing permanent employees, transferring from another department/division, shall be given the highest seniority in their hiring group. In case there are two City employees hired at the same time, the one with the most City seniority shall be granted the highest seniority of the hiring group.
- Seniority amongst newly hired CSOs shall be determined by the average of the written and oral exam scores during the testing for hiring process.
- CSOs promoting collectively at the same time shall retain the seniority placement of their former class.

A 1604 VACATION BID

First Round

First round vacation bidding shall occur semi-annually during the vacation bidding process. CSOs shall be allowed to bid for scheduled vacation based on seniority. They may complete one (1) bid for a consecutive block of time (40 hours or more) based on their accumulated vacation hours or hours they will have accrued by the time of their vacation. (Refer to MEF MOA). Bids will be awarded if staffing does not drop below “minimum” staffing levels (refer to section A 1602, CSO Field Staffing, in this manual). During this bid only, partial vacation time of 30 hours is accepted if it is contiguous to a holiday. CSOs shall indicate the use of vacation time (not compensatory or personal leave time) for any time off granted as part of the first-round vacation bidding process. Refer to BFO Admin Unit Memo/Rules for further information regarding this process. It is the employee’s responsibility to ensure they maintain a vacation balance that equals their bid. Those in violation risk having their vacation time cancelled. Management must approve any exceptions. Additionally, personnel may not cancel first round bids except under unusual circumstances and on approval by the BFO Admin Unit.

Second Round

Second round bidding for single days off and/or consecutive blocks of time takes place after the bid and is granted by classification on a rotating seniority basis. Single or consecutive days are listed in preferential order on a bid sheet. Personnel may use any current balance of vacation, personal or compensatory leave time that they will have by the specified date. Bids will be awarded if staffing does not drop below “minimum” staffing levels (refer to A1602 CSO Field Staffing section of this manual). Second round bids also may not be cancelled except under unusual circumstances and on approval by the BFO Admin Unit.

Random Days

After second round bids have been awarded, random days during this six-month period will be accepted at any time and are awarded by classification on a first come, first serve basis. Personnel may use any current balance of

vacation/personal/compensatory leave time that they will have by the specified date. Time off will be awarded as long as staffing does not drop below minimum staffing levels. The number of personnel allowed time off is subject to change contingent on staffing levels at shift bid. Random days may be cancelled provided at least 24 hours' notice is given to cancel. The CSO Supervisor may grant an exception to these rules.

Special Requests

The BFO Admin Unit may approve special vacation requests outside of the bidding process. A special circumstance is defined as a rare, unusual or infrequent event that must absolutely occur on a specific date or dates.

A 1605 REST PERIOD BETWEEN SHIFTS/ASSIGNMENTS

Employees shall be provided a minimum rest period of ten (10) hours before the commencement of their next shift/assignment unless an exigent circumstance dictate. This will be a very rare circumstance and must be authorized by the BFO Deputy Chief or designee. Supervisors may adjust an employee's shift to provide adequate rest period before their next shift/assignment. However, employees may waive this right to a ten (10) hour rest period for assignments/trades.

A 1606 SHIFT TRADES

Shifts that were awarded based on seniority may be traded on a long-term basis. Two parties must be in the same classification and anyone whose seniority falls between the trading partners must also approve of the shift trade. All requests shall be made on a memorandum and approved by the CSO Supervisor or designee. For short-term trades refer to A 1607 – Shift Substitutions.

A 1607 SHIFT SUBSTITUTIONS

- Shift substitutions may be granted in order to allow temporary changes in work schedules. Shift substitutions are a privilege and may be restricted at any time.
- Employees must be of the same rank. For long-term, permanent shift trades refer to A 1606 – Shift Trades.
- A shift substitution form shall be completed for shift substitutions of any duration and must be approved by a Senior CSO or CSO Supervisor. Hours-only same day shift substitutions and shift substitutions that are paid back within the seven-day work week (Sunday through Saturday) shall be recorded on the timesheet (days and hours) by the person who actually works it, including any paid time off, shift differential, training pay, etc. Both the day/times worked, and the day/times paid back of these "Plan A" substitutions, will be indicated on the single substitution form.
- Shift substitutions that do not take place within the workweek shall be recorded on the timesheet as if the person is still working that day and shall include any applicable shift differential, training pay, etc. Those actually working on that day understand they waive those rights and that the hours they work for someone else also do not qualify for overtime compensation. Substitutions that fall under this "Plan B" are recorded on two separate forms and may be turned in at different times.

- The employee regularly scheduled to work (for “Plan B” substitutions) is still responsible for the shift. If another employee agrees to work for the regularly scheduled employee but fails to work for any reason, the regularly scheduled employee is still responsible for the time and for ensuring their own time balance is debited accordingly. (The only exception is in the case of disability leave, long term medical leave or administrative leave.)
- Employees who are promoted to a different classification have 60 days to pay back the shift hours. Personnel who owe hours to an employee who has been promoted may pay back the trade working in their current classification as long as there is sufficient Senior CSO staffing or with supervisory approval, may work for the promoted employee in the higher-class position.
- Any disputes surrounding shift substitutions shall be resolved between the employees.
- Probationary employees are not permitted to execute “Plan B” shift substitutions. Management may consider exceptions to this restriction under extenuating circumstances.

A 1608 PROBATION

Probationary periods shall not be less than twelve (12) months of actual service as determined by the Civil Service Commission. Actual service shall mean regular hours worked, paid holidays and up to 80 hours of other cumulative or consecutive paid or unpaid absences. The probationary period is automatically extended for any amount of time off in excess of 80 hours. For employees who are re-instated (re-hired within 3 years of their resignation date), it is up to the department whether to place them on probation again or not.

An employee’s probation may be extended up to three months. The employee must receive written notification of the extension prior to the end of the probationary period. If the employee does not receive this written notification, the employee may appeal to the Office of Employee Relations within ten (10) working days of being told of the extension.

A 1700 TYPES OF LEAVE

Any type of leave from work may have a significant impact on the operation of the CSO Unit. Public service and safety is dependent upon maintaining minimum staffing levels. Employees may be entitled to take time off, as with vacation and personal leave, or may be granted other types of time off, such as leaves of absence without pay. Because of the critical nature of the job, time off that is granted may also be rescinded in cases of emergency.

PROCEDURE

A 1701 ABSENT WITHOUT NOTIFICATION

An employee who is absent without notification to his/her department director or designee for two consecutive work shifts shall be considered to have voluntarily resigned. Notification must be provided prior to commencement of the second consecutive shift. (Refer to MEF MOA).

A 1702 REPORTING FOR DUTY

Department members will be punctual in reporting for duty at the time and place designated by their senior officers. Members will report for duty in the regular uniform of the day, and apparel and equipment will be in a presentable condition. Members who report for duty at a later time than is required by their commanding officers may be subject to dismissal from duty for that watch or tour of duty. Immediate supervisors may allow tardy subordinates to assume their duties when notified by members that lateness will occur. However, repeated failures to report promptly may be deemed neglect of duty and made the subject of departmental discipline.

C 1703 ABSENCE WITHOUT PROPER LEAVE

Members will not be absent from duty without proper permission or leave, except when unable to report for duty at the assigned time due to sickness or injury, at which time the Department must be notified.

A 1704 ADMINISTRATIVE LEAVE

An employee may be placed on administrative leave when the appointing authority determines it is in the City's best interest. A department head or designee shall have the authority to remove a City employee from duty without prior approval in extreme cases. Refer to Duty Manual S 2707 – Non-Disciplinary Emergency Relief from Duties [2012].

A 1705 COMPENSATORY LEAVE

Any compensatory time not taken within 26 pay periods shall be paid out. CSOs may be directed by their supervisors to take time off in order to avoid aged compensatory time payout. (Refer to MEF MOA Section 7.11.5) CSOs may use their accrued comp time balance according to second round bidding rules or for other time off outside the bidding process.

A 1706 DISABILITY LEAVE

Employees who are disabled as a result of an occupational illness or injury shall use disability leave. Only Risk Management may determine if an employee has an approved claim. Employees have an obligation to check with their Risk Management caseworker before indicating disability on their timesheet. Employees calling in absent for the day who want to use disability leave shall provide medical verification for that day to Risk Management. All physical therapy appointments shall be scheduled, if possible, on the employee's own time. If the employee is already scheduled for disability leave either due to an appointment or work limitation, they may use approved disability leave if they call in sick for the other portion of their scheduled workday.

A 1707 DISABILITY LEAVE PROCEDURE

An employee who believes they have a work incurred injury must first file worker's compensation paperwork. An injured employee must serve a written, signed notice on the employer within 30 days after the occurrence of an injury. Failure to provide this notice may preclude recovery under the Worker's Compensation system. Worker's Compensation claims should not be made on first-aid injuries. Once requested, or with knowledge of a qualifying injury, supervisors have 24-hours to provide the employee with the DWC form 1 claim form. Supervisors must also fill out the Employer's Report of Occupational Illness or Injury form (form 5020). Usually, both forms are turned in at the same time. Employers must, however, file the 5020 report with Risk Management within five (5) days of their knowledge. Failure to file this report can result in civil fines (refer to A 1904 – Disability Leave). Supervisors will also ensure any incident resulting in an employee injury is investigated and the appropriate accident/incident forms are filled out. Forms SAFE002 and SAFE003 will be filled out and immediately routed to the City Safety Officer.

A 1708 DISABILITY LEAVE – PAYMENT

There is an initial three-day waiting period for all workers' compensation claims where the employee must use their sick leave. (Physician must put you out for three days or more). If the employee is hospitalized or off work for 14 consecutive days, the three-day waiting period time is reimbursed or waived.

Disability Leave Supplement is paid in addition to Workers Compensation Temporary Disability (WCTD) to equal 85% of your salary. DLS is not paid for any claim older than five years. Refer to the MEF MOA for the maximum allowance.

A 1709 DISABILITY LEAVE – RETURN TO WORK

Anyone returning to work from a disability leave or anyone who has disability work restrictions must first obtain clearance and paperwork from Risk Management. A copy shall be made for the Administrative Unit.

A 1710 FEDERAL FAMILY LEAVE

Qualifications and use of Federal and State leaves such as the Family and Medical Leave Act (FMLA), Pregnancy Disability Leave (PDL) and California Family Rights

Act (CFRA) are explained in detail in the City Policy Manual (CPM). The City requires an employee to provide medical certification for any leave of absence (either paid through use of sick, vacation, personal leave or unpaid) whenever an employee may qualify for FMLA/CFRA leave due to his or her serious health condition or that of an immediate family member. The City also has the right to retroactively count qualifying time already used toward the leave allowance. The employee must provide medical certification within fifteen (15) days of the City's request or the leave may result in denial of the leave and or loss of pay. Employees must provide not less than (30) thirty days' notice if the FMLA/CFRA leave is foreseeable. If (30) thirty days is not practicable, notice must be given as soon as possible.

A 1711 FLEX TIME

Flex time allows an employee to work less than the scheduled hours one day and more on another day(s) in order to complete a forty (40) hour work week (Sunday through Saturday). It may benefit either the supervisor or employee but should be by mutual agreement and cannot result in any overtime. The actual hours worked each day shall be recorded on the timesheet as regular hours. The determination for approval is on a case by case basis and should not be expected.

A 1712 FUNERAL LEAVE

All full-time employees shall be granted forty hours of funeral leave in the event of a death of any of the following relatives of the employee, spouse or registered domestic partner: spouse, domestic partner, parent, step-parent, grandparent, step-grandparent, great-grandparent, step-great-grandparents, child, grandchild, brother, sister, step-brother, step-sister, half-brother, half-sister, step-child, son/daughter-in-law, brother/sister-in-law. This leave must be taken within 14 calendar days following the death of an eligible person. The 14-day requirement may be waived by the Director of Employee Relations. (Refer to the MEF MOA.) The employee shall notify their immediate supervisor of the need for funeral leave. Upon their return, the employee shall fill out a bereavement leave certificate and file with the administrative unit timekeeper.

A 1713 LEAVE OF ABSENCE

Any unpaid leave of absence that extends beyond one pay period must be requested on a Leave of Absence form. The appointed authority may grant leave of absence without pay for good and sufficient reasons. Requests for leaves of absence shall be evaluated for approval or denial by the Chief of Police, based on the benefits to the department or to the individual, without detriment to the department and consistent with Civil Service Rules, not to exceed 12 months. Such leaves may be extended an additional six months with approval. (Refer to MEF MOA.) The member requesting leave shall complete a "Request for Leave of Absence" (Form 100-21) no later than 60 calendar days prior to the beginning date of the leave. The leave request shall be submitted via the chain of command to the Chief of Police. (refer to Duty Manual S 2703 – Leaves of Absence [2012].)

A 1714 LOST TIME

The use of lost time is not a right. Lost time used as additional leave time because all other leave balances have been exhausted is not approved time off. Absences resulting in lost time may be considered job abandonment. Refer to A 1806 – Seniority.

Accrual of 10 hours of unapproved lost time causes an automatic loss of departmental seniority. Employees who continually use lost time shall receive counseling by their supervisor and may receive discipline up to and including termination.

A 1715 MATERNITY/PATERNITY LEAVE

Besides the leave an employee is entitled to through the various federal and state laws surrounding the birth or adoption or foster care placement of a child employees may request additional leave time. Requests are considered on a case-by-case basis. If intermittent FMLA/CFRA is taken for this reason, the minimum duration of the leave is two weeks. It may be less than two weeks on two different occasions and must be used within one year. The employee may be administratively assigned a shift during this time frame to better accommodate staffing needs.

A 1716 MEDICAL LEAVE

Employees who do not qualify for, or have exhausted, leave that falls under any State or Federal Leave law may request a medical leave of absence. Refer to A 1911 – LEAVE OF ABSENCE. Leaves without pay affect step increases, i.e., time used without pay will not count toward a step increase. Therefore, upon return from leave without pay, the anniversary date for a step increase shall be changed. Employees also do not accrue City seniority, sick leave, vacation leave, or retirement credit while on any unpaid leave. Department seniority will only be reduced after four months of unpaid medical leave (refer to A 1603 – Seniority). Those on extended medical leaves that last three months or more shall obtain a medical release from Employee Health Services before returning to work. Any full-time employee who is unable to return to work after being absent on paid/unpaid sick leave for a maximum of 18 consecutive months or for 18 cumulative months in any period of 24 consecutive months shall be separated from City service. Refer to MEF MOA.

A 1717 MILITARY LEAVE

CSOs are entitled to benefits for military service in accordance with applicable laws of the State of California and the Federal Government. General information about military leave may be found in the MEF-MOA. Instead of using vacation or compensatory time for weekend drills, and on approval of management, personnel may be allowed to adjust their days off for the week. All requests for adjustments or military leave must be submitted as soon as the member learns of the commitment. Timely notification of the employer is a requirement under federal and state laws and can be grounds for refusal to grant the adjustment or leave.

A 1718 REDUCED WORK WEEK

Reduced work week agreements are made for a maximum of six months and may be extended with management's approval. They may also be cancelled at any time by the employee or management. Because of mandatory staffing levels, these are generally approved for those wishing to come back early from maternity leave. Refer to the MEF MOA.

A 1719 RELEASE TIME

All requests for release time must have prior supervisor approval. Employees who use release time shall indicate regular hours on their timesheet and the reason indicated in the comment field. Should release time be utilized during the week (Sunday to Saturday) and overtime is worked, the resulting overtime will be recorded at straight time. Refer to A 1313 – Timesheet Responsibilities.

Cancer Screening

Release time for cancer screening examinations, up to three (3) hours, during normal work hours, may also be granted with prior supervisor approval under the following circumstances:

- Women 40 years of age and over;
- Men 50 years of age and over; and
- Employees of any age if a screening is recommended by their doctor

A cancer screening release time form must be completed and presented before the timekeeper may approve the time. The timecard entry code "CSR – Cancer Screening Release Time" shall be used when this release time is approved.

A 1720 SICK LEAVE

Sick leave is not a benefit that an employee may use at their discretion; therefore, sick leave shall be authorized only in cases where the request for sick leave is reported promptly and used for an authorized reason. Authorized reasons for sick leave include personal illness or injury; medical or dental appointments; or for the care related to the illness or injury of the employee's family as defined by the MEF-MOA. Sick leave is not authorized for absences resulting from the consumption of alcohol or non-prescriptive drugs. Employees may be required to furnish medical verification or other substantiation for any such absences. Any such requirement shall be made on a case-by-case basis. (Refer to the MEF MOA.) The department head or designee is authorized to investigate the validity of sick leave requests.

Notification

In cases of illness or authorized reasons for sick leave, the CSO shall enter the sick time into eResource at least one hour prior to the start of the scheduled shift and shall notify both Senior CSOs on the shift and must get an acknowledgement back from at least one of them. In cases where the employee does report to work but requests to go home ill, the employee shall notify the supervisor as soon as possible.

Usage

Personnel are not permitted to use compensatory time or vacation time in lieu of sick without express permission of management; however, personal leave may be used when the employee's sick leave balance is exhausted. Rules governing the use of sick leave while an employee is absent on an approved state or federal leave (e.g., FMLA, PDL, CFRA, etc.) may be found in the City Manual.

A 1721 TEMPORARY LEAVE/MODIFIED DUTY

Personnel Unit shall make all temporary or modified duty assignments, with coordination from Risk Management. For any restrictions, including those other than Risk Management, the employee must submit a completed medical restriction form, which lists the limitations or restrictions for determining the modified duty assignment. A doctor's note that indicates which positions or shift an employee must work is unacceptable. The physician does not have the authority to assign modified duty.

The modified duty assignment may require a change in work hours or shift. Modified duty workers including those with overtime restrictions may, at Personnel Unit's discretion, be assigned shifts (refer to A 1603 – Shift Bidding). Any employee on any type of medical restrictions may work overtime only with the express permission of management.

A 1800 PRIVACY/CONFIDENTIALITY/SECURITY

To ensure the physical safety of employees as well as to safeguard equipment and resource materials, and to maintain records confidentiality, it is imperative that strict security measures are exercised at all times.

PROCEDURE

A 1801 BUILDING SECURITY

[REDACTED]

A 1802 CAD GENERATED MESSAGES

CAD generated messages are viewed as official records, which may be subject to scrutiny by the courts during criminal and civil proceedings. All computer-generated events, messages, and other electronic data are subject to departmental or supervisory review. Personnel have no expectation of privacy when using the CAD system. At no time shall anyone send a CAD message or enter remarks into an event that can be construed as derogatory in nature or embarrassing toward the Department or fellow employees. Any CAD generated messages containing sexual, racial or otherwise offensive materials, including those messages in violation of any section of this Policy and Procedure Manual, the SJPD Duty Manual, or City Policy are prohibited and shall be subject to discipline. FTOs may also review CAD messages of the individual they are training to ensure compliance with standardized guidelines.

A 1803 INTERNET/E-MAIL USE

The transmission of defamatory, obscene, offensive or harassing messages, or messages which disclose personal information without authorization, is prohibited. Electronic mail and information systems of the City are not to be used in any way that may be disruptive, offensive to others, or harmful to morale. Employees shall not send mass electronic mail messages under a citywide basis to all employees without prior written authorization of the Department Director or designee (refer to City Policy Manual 1.7.1 – USE OF E-MAIL, INTERNET SERVICES, AND OTHER ELECTRONIC MEDIA [2010]).

A 1804 RECORDS CONFIDENTIALITY/USE

[REDACTED]

[REDACTED]

Any unauthorized access or misuse of information from automated files is in violation of Section 502 (Computer Crimes) of the California Penal Code [as amended through 2011] and subject to fine and/or imprisonment. Refer to Penal Code Section 11142 (Unlawful Furnishing of Record by Authorized Person) [added 1974] and the CLETS Policies, Practices, and Procedures.

Need to Know/Right to Know

The “need to know” and the “right to know” shall exist before any data base inquiry is made. If any CSO suspects that any request for information from the automated systems does not fit those criteria, even if the requestor is another department member, they are not to release the information and shall notify their supervisor (refer to S 1325 – DATABASE REQUESTS (HIST)). CSOs shall not release confidential information from data base files.

A 1900 DISCIPLINE/EMPLOYEE RIGHTS

It is the policy of the San José Police Department to administer discipline with the goal of correcting inappropriate conduct and/or substandard performance. The appropriate use of discipline is essential to high employee morale and productivity and furthers the Department's goal of providing excellent services to the community. The Department's policy is to exercise progressive disciplinary action in a timely, fair, and consistent manner. CSO personnel are entitled to the same rights afforded to sworn personnel as applicable.

PROCEDURE

A 1901 DISCIPLINE

Discipline refers to management actions designed to correct the conduct or performance of employees who fail to meet established standards, or to dismiss from City employment a habitual problem employee, or one who is engaged in grossly unacceptable behavior. Causes for discipline and types of discipline are listed in the San José Municipal Code (§ 3.04.1370 – Disciplinary Action and Dismissal) and in the City Policy Manual 2.1.3 – Discipline [2016]. Personnel are subject to progressive disciplinary action if they have not responded to previous actions. Certain conduct and circumstances may be serious enough to warrant severe disciplinary action without prior lower level discipline. One or more of the following actions may be taken by the Chief of Police, subject to Civil Service Rules (SJMC § 3.04) and, when necessary, the approval of the City Manager:

- Training/Counseling
- Documented Oral Counseling (DOC)
- Letter of Reprimand (LOR)
- Salary Step Reduction
- Suspension
- Demotion
- Dismissal
- Other disciplinary action that the Chief of Police deems appropriate.
- For specific discipline related definitions and/or processes, refer to the City Policy Manual 2.1.3 – Discipline Policy [2016].

A 1902 DOCUMENTED ORAL COUNSELING (DOC)

For Non-Sworn Personnel - the DOC will be routed to the Bureau of Administration Deputy Chief by the IA Unit. After one year, if the problem does not reoccur, the memo should be removed from the BOA Deputy Chief's file and destroyed.

A 1903 SKELLY HEARING

Non-sworn Police employees are entitled to a Skelly hearing (also known as a Skelly conference) for recommended discipline involving a Letter of Reprimand or higher.

A 1904 GRIEVANCE PROCEDURE

An employee may file a grievance anytime there is a dispute between the City and the employee regarding the interpretation or application of the written Memorandum of Agreement or the Employer-Employee Resolution #39367. Consult a Union steward or refer to the MEF MOA.

A 1905 WEINGARTEN RIGHTS

When an employee is being interviewed and the employee reasonably believes that the investigative interview is likely to result in disciplinary action, the employee has the right to request to have a union representative present during the investigative interview. Refer to the U.S. Supreme Court decision in *NLBR v. Weingarten, Inc.* (420 U.S. 251) and the MEF MOA.

A 1906 EMPLOYEE RIGHTS

The SJPD affords all non-sworn employees the same rights as sworn employees. Those rights are listed in the Peace Officers Bill of Rights (POBOR). The Department has 365 calendar days from the date of a complaint to complete its investigation. Refer to Duty Manual A 3009 – COMPLAINT PROCESS [2016].

A 1907 CHAIN OF COMMAND

The CSO Program Manager is the CSO Supervisor. All activities directly related to the CSO program move upward from the CSO level through the Field Sergeant or CSO Senior where it reaches the CSO Program Manager. The CSO Supervisor reports to the Support Services Division Captain.

All non-CSO related issues are directed to the Bureau of Field Operations' normal chain of command.

A 2000 ASSESSING EMPLOYEE PERFORMANCE

Properly documenting employee performance is a means of formally recording each department member's talent, skills and abilities, and to objectively measure an employee's work product. Additionally, it alerts employees of their strengths and weaknesses in order to improve performance and potential of the employee. To ensure that such evaluations are systematic, consistent and meaningful, the Department and City Administration maintain procedures for conducting employee evaluations as the need and circumstances require.

PROCEDURE

A 2001 PROBATIONARY EMPLOYEE PERFORMANCE APPRAISALS

During the probationary period (refer to A 1818 – PROBATION, and to the MEF MOA), several reporting methods are used to document an employee's performance. While these employees are in the FTO program, Daily Observation Reports (DORs) are written by the FTO and Bi-Weekly Evaluation Reports are compiled by the Senior CSO. Since this is a formal training program, these reports are completed in lieu of the first two probationary period performance appraisals required by the City. In addition to the DORs and Bi-Weekly Evaluation Reports, probationary employees who successfully complete the training program may also receive monthly reviews by their supervisor, up through the completion of their probation.

The CSO Supervisor shall complete a final probationary appraisal for employees at least 15 calendar days prior to the probation end date. This appraisal should include complete information covering key elements, targets, and other aspects of performance during the entire probation period (refer to City Policy Manual 3.3.3 – Non-Management Performance Program [2011] and Duty Manual S 2302 – Rating Schedule [2012]). If an employee's performance is found to be below standard in any category, supervisors may recommend the extension of a probationary period (refer to City Policy Manual 3.3.1 – Probationary Periods [2015]); documentation must be submitted at least one month prior to the probation end date. Once having completed the probationary period, employees shall receive performance appraisals annually.

A 2002 EMPLOYEE PERFORMANCE APPRAISALS AND APPEALS

Annual Appraisals

Permanent employees shall be rated no less than annually. Generally, the supervisor who has been assigned to the employee for three months and one day, or longer, during the appraisal rating period, shall be responsible for writing the appraisals. Such appraisals shall be completed on or within thirty (30) days of the anniversary date of the employee being rated. Appraisal dates will be affected and adjusted accordingly with promotions, merit/step increases, or leaves of absences. Refer to Duty Manual S 2302 – Rating Schedule [2012].

Employees on Extended Leave

When employees are on a lengthy leave of absence for any reason (e.g., sickness, military leave, disability, administrative leave, etc.) and are not available during the last one to five months of appraisal time, Police Personnel shall be notified. The appraisal should be completed in order to cover the period before the individual went on leave. Supervisors should contact the employee either by phone, email, fax, postal mail or in person to review the appraisal. If the employee is unavailable to sign the appraisal, the supervisor may sign “unavailable for signature” and process the appraisal. The employee’s copy should be mailed to the individual after it is signed off and processed by Police Personnel. The yearly date will remain the same.

If the employee is not available during the last six to 12 months of appraisal time, Police Personnel shall be notified. The appraisal will be removed, and a new date will be made six months after the employee returns from leave. The yearly date will then continue from that date.

Employees Who Promote or Demote

A “closing appraisal” shall be completed by the employee’s supervisor for an individual who has more than six months in their current job classification. If the employee has less than six months in the classification, no appraisal is required, and new dates will be determined based on the date of promotion or demotion.

Special Appraisals

A performance appraisal report may be completed at any time to appraise an employee’s performance. These non-scheduled special reports may be used to recognize outstanding or substandard performance, or for other special circumstances. Substandard Performance Permanent employees who do not consistently receive overall “meets standard” shall initially be given a Special Appraisal that delineates their below standard performance. A Performance Improvement Plan shall also be included in the evaluation that explains the steps they need to take to consistently raise their level of performance to a “meets standard level.” Employees will generally be re-evaluated on a second Special Appraisal at the end of three months. However, if their performance does not improve, or declines, they may be re-evaluated at any time. Employees who receive a negative Special Appraisal shall initially be provided with any additional training and be monitored full time by one of their peers for a minimum of 80 hours. At the end of this training and monitoring period, they shall be re-evaluated to determine if they can return to solo status or need further training/monitoring. An individual assigned to monitor the employee does not have to be the same person each day *and* can be done by a non-FTO. The monitor shall document in a written summary any sub-standard (or above standard) performance of the employee (DORs shall not be used). These notes shall then be communicated to the Senior CSO who shall document the performance in a Special Appraisal. In no case shall the monitor take over the employee’s position, unless not doing so may cause a risk to officer or public safety. Personnel who do not meet standard may additionally be the subject of an administrative investigation. Employees who do not show improvement after a

specified period of time or who have regressed further, may receive an overall unsatisfactory rating in the subsequent Special Appraisal which may be accompanied by a recommendation for a demotion or discharge (refer to Duty Manual S 2305 – Rating Performance [2012]).

Performance Appraisal Rebuttals

Employees who receive an overall performance rating that is at or above “meets standard” on either an annual or special performance evaluation, and is not satisfied with the appraisal, may write a rebuttal within thirty (30) calendar days from the date the employee receives the final performance appraisal. The rebuttal, along with the performance appraisal, will be included in the employee’s personnel file.

Performance Appraisal Appeals – Key Element Review

Employees who receive an overall performance rating of “meets standard” on either an annual or special performance evaluation but receive a below “meets standard” in an individual key element rating, may request a review of that individual key element. Such requests must be submitted in writing to the Chief of Police, within thirty (30) calendar days from the date the employee received the final performance appraisal. The Chief or assigned designee shall provide a written response to the employee within thirty (30) calendar days and the response shall be final and binding. Refer to the MEF MOA.

Performance Appraisal Appeals – Overall Rating

If an employee receives an overall performance rating that is below “meets standard” on either an annual or special performance evaluation, the employee may appeal the rating to the Chief of Police within thirty (30) calendar days from the date the employee receives the final performance appraisal. The Chief/designee shall provide a written response to the employee within thirty (30) calendar days.

If the employee is dissatisfied with the decision of the Chief/designee, the employee may, within thirty (30) calendar days from the decision, request a hearing with the City Manager. (Refer to the MEF MOA.)

Performance Appraisal – Copy

Employees shall receive a copy of their appraisal if requested.

A 2003 PERFORMANCE APPRAISALS—CONTENT

All performance appraisals, regardless of type, must be discussed with and reviewed by the affected employee. Senior CSOs shall arrange a pre-appraisal meeting with employees to discuss performance rating criteria, and to determine and agree upon future performance targets. Appraisals shall be based on the employee’s performance during the entire review period. Prior to completing the appraisal, Senior CSO shall review the employee’s Police Personnel file and supervisor file.

Overall Rating

Performance appraisals include an overall rating based on the rating of the individual key elements, adherence to significant performance standards, and accomplishment of essential functions. This rating provides an overall impression of job performance that is supported by the key element factors, not necessarily an average of those ratings. Thus, each factor need not be of equal weight, but comments should justify significant differences impacting on the overall rating. An overall rating cannot be “Exceptional” if any of the key elements is rated below a “Meets Standard.”

Specific Content

Examples of specific content for appraisals include, but are not limited to:

- Awards/Commendations – Official awards/commendations in the employee’s Police Personnel file and/or informal notes in their supervisor file should be included.
- Sick Leave – Sick leave use shall not be referred to in appraisals (including approved leave of absences, such as FMLA, CFRA, PDL, disability leave, etc.) unless doing so is favorable to the employee, or if there is an abuse or pattern of sick leave use.
- Discipline – Employee behavior resulting in discipline may be cited in an appraisal; however, the actual discipline administered may only be included if it involves a Letter of Reprimand or more severe discipline.

A 2004 UNDERSTANDING OF KEY POLICIES

When employees are given their performance appraisal, the Senior CSOs shall ensure that they have read the Key City Policies and signed the “Acknowledgment of Receipt and Understanding of Key City Policies” form, read and signed the “Acknowledgment of Receipt and Understanding of Law Enforcement Policies”, and the “Confidentiality of Criminal Justice Information” (CCJI) form to acknowledge they understand all of the information contained within the document.

A 2100 TRAINING

PROCEDURE

A 2101 CONTINUOUS PROFESSIONAL TRAINING (CPT) REQUIREMENTS

The purpose of CPT is to maintain, update, expand, and enhance an individual's knowledge and professional skills. CPT is training that exceeds the training required to meet or re-qualify in entry-level minimum standards.

A 2102 FIELD TRAINING OFFICER (FTO) PROGRAM

After probationary employees graduate from the in-house academy, they enter into the Field Training Program (FTO) Program. This program is managed by the Program Manager, Senior CSOs and qualified instructors in the CSO II classification. Trainees are rotated through both shifts and are evaluated by their FTO based upon the performance criteria set forth in the Standard Evaluation Guidelines. The trainee's performance and progress is evaluated on a daily basis utilizing these guidelines and a Daily Observation Report (DOR). In addition, every two weeks, a progress report is completed that contains an up-to-date record of the trainee's strengths and weaknesses. Upon the successful completion of the FTO program, trainees' function at a solo level and are rated monthly by their Senior CSO until they pass probation.

A 2103 OUTSIDE TRAINING

Any requests for outside training must first be submitted to the CSO's Senior CSO for review and documentation, then to the CSO Supervisor for approval. Once the class is approved release time may be secured. Upon completion of the training, employees shall submit a course completion certificate to their Senior CSO and the CSO Supervisor for their personnel file.

A 2104 TUITION REIMBURSEMENT

The City offers tuition reimbursement for such things as registration, tuition, fees, and textbooks for college accredited courses which are either related to or beneficial for the employee's current position, or related to or beneficial for a lateral transfer, promotion or other career opportunity within the City service as approved by the Department Director or designee. Refer to the MEF MOA for details.

A 2200 SUPERVISORY NOTIFICATIONS

PROCEDURE

A 2201 NOTIFICATIONS

- At the earliest convenience, the Senior CSO will notify the Area Lieutenant and CSO Supervisor when any of the following events occur:
- On duty injury to him/herself or any other CSO.
- Any use of force by him/herself or any other CSO.
- On duty traffic collision involving him/herself or any other CSO.
- Citizen complaint or potential complaint against him/herself or any other CSO.
- Any time a notable person in the community is involved in an event or case a CSO is handling.

A 2202 SUPERVISORY DUTIES REGARDING CSOs

Operational Issues:

On duty injuries to CSO

- A Senior CSO will respond and assist when a CSO sustains an industrial Injury during the normal course and scope of his/her duties. The Senior CSO will ensure the CSO is directed to the proper facility for medical care and assist the CSO in completion of the correct paperwork to document the injury. The Senior CSO will ensure the Area Lieutenant is advised as well as the CSO Supervisor.
- In the event a CSO is injured because of a criminal action, a patrol sergeant from the district where the crime occurred shall respond to ensure the criminal investigation is completed. A Senior CSO shall also respond to assist with the administrative duties described above.

Report Approvals

- Reports taken by CSOs will be approved by the Senior CSO, but if the Senior CSO is not available, a sergeant from BFO can approve the report (s). Any reports taken by a Senior CSO shall be approved by the sergeant where the incident occurred, the lieutenant on duty, or CSO Supervisor.

Assistance for CSOs

- Emergency assistance will be dispatched to the closest field patrol units for assistance.
- For non-emergency requests for assistance:
- A Senior CSO will respond if readily available. If a Senior CSO is not available, the Area Lieutenant will determine who will respond to assist the CSO.

Vehicle Collisions Involving CSOs

- The District Sergeant where the collision occurred will respond to the scene to ensure proper documentation of the collision. A Senior CSO will respond to the

scene if one is readily available. The District Sergeant will handle the administrative accident investigation. Any documentation will be routed to the CSO Supervisor who will issue Findings and Recommendations. Refer to SJPD Duty Manual Section L7000 – Accidents Involving Department Members

Complaints Regarding CSOs

Refer to DM Section A 3007– Complaint Process Administrative Issues: The CSO Supervisor will be responsible for administrative issues involving CSOs,

Training

- Assists Senior CSO assigned with the initial academy training for new CSOs.
- Assists the assigned Senior CSO with the Field Training Program for new CSOs.
- Coordinates with the SJPD Training Unit to organize on-going training for CSOs.

C 1000 COMMUNITY SERVICE OFFICER (CSO) PROGRAM

CSO is a civilian position of the Department. CSOs wear uniforms and drive CSO-specific marked vehicles. The CSOs follow the guidelines spelled out in the Community Service Officer Policy and Procedure Manual, the San Jose Police Department Duty Manual and the City of San Jose Policy Manual.

PROCEDURE

C 1001 CSO GOALS AND OBJECTIVES

Refer to CSO Policy and Procedure Manual A 1100 Mission Statement, Goals, and Values.

C 1002 DUTIES OF THE CSO

The following are the duties and responsibilities regularly undertaken by CSOs:

- Complete non-hazardous investigative duties related to property crimes
- Collect and preserve evidence from crime scenes including the processing and lifting of latent fingerprints; taking and up-loading photographs; collecting and up-loading, when able, video surveillance; collecting and processing DNA evidence.
- Complete all applicable police reports.
- Respond with patrol officers to assist in the facilitating of the exchange of information at non-injury traffic collisions which are reported as traffic hazards or when contact is requested by an involved party.
- Direct and control vehicular and pedestrian traffic at scenes when safe to do so, which may include setting up traffic cone and/or road flare patterns.
- Receive and respond to citizen inquiries; give general assistance or information as appropriate.
- Take reports of not at-risk missing persons; assist patrol in searching for at-risk missing persons.
- Protect the integrity of crime scenes from vehicular and pedestrian traffic; may act as Scene Log Officer.
- Transport and secure seized, lost, found or abandoned property or evidence, excluding controlled substances, marijuana or firearms.
- Administer CPR and/or 1st aid as necessary.
- Write and submit police reports.
- Testify in court when subpoenaed.
- Duties as assigned by Senior CSO or higher-ranking police command staff.
- May tow abandoned vehicles.
- May cite for parking and other non-hazardous traffic violations.
- Will be assigned to work the Main Lobby/Information Center as part of yearly shift bid.

C 1003 CALLS FOR SERVICE IN ORDER OF PRIORITY

Generally, the following order shall be used when dispatching CSOs when there is more than one dispatchable event. The Area Commander or Senior CSO may re-prioritize the order of dispatch.

1. Missing Person (10-65)
 - Not at-risk missing persons reports
 - Assist in searching for at-risk missing persons – reports shall be handled by patrol officers
2. Stolen Vehicle/Recovered Stolen Vehicle (10851/10851R)
 - Stolen vehicle and recovered stolen vehicle reports when suspects are not present. Whenever possible, a reasonable attempt should be made to contact the vehicle owner. If the registered owner is not available, the CSO may tow the vehicle. Refer to Duty Manual L 5403 – Procedures to Follow in Order to Store/Impound a Vehicle [2016].
3. Traffic Hazards (11-25)
 - Including non-injury traffic collisions that are blocking traffic or a general hazard
4. Traffic/Crowd Control (11-84)
 - Traffic/crowd control when needed by police or fire departments including but not limited to special events, officer involved shootings, traffic collisions and other traffic hazards related to PG&E such as gas leaks and electrical lines down. May include the setting up of traffic cone/road flare patterns.
5. Non-injury Traffic Collision (11-82)
 - Non-injury vehicle collisions with no known disturbance. In the event a non-injury vehicle collision involves a disturbance, patrol officers shall be dispatched to the incident in addition to a CSO. Officers may also be dispatched to a non-injury vehicle collision if the CSO on scene assesses the situation and deems police presence is necessary. CSOs shall adhere to L6901 Traffic Accidents when responding to non-injury vehicle collisions.
 - CSOs shall NOT be dispatched to non-injury vehicle collisions involving government vehicles, city vehicles or city property. Patrol officers shall be dispatched to complete the investigation and appropriate reports.
6. Burglary/Burglary Report (459/459R)
 - Residential and commercial burglary reports where the scene is secure, there are no known suspects, and no suspects are present. If the RP/Victim is uncertain if the scene is secure, patrol officers shall be dispatched to the location. If patrol officers locate a suspect and enforcement action is taken, the patrol officers shall complete the reporting and investigating process. If patrol officers secure the scene and no enforcement action is taken, a CSO can complete the processing of the scene and the report.
7. Vehicle Burglary (459VEH)
 - Report for vehicle burglary is taken when there is evidence left at the scene (such as fingerprints *inside* the vehicle or a tool), or when the RP/victim refuses to complete the on-line police report.

8. Found Property (FNDPRP)
 - Includes picking up and uploading video surveillance from a prior report
CSOs shall NOT process narcotics or firearms. A patrol officer shall be dispatched to the scene to handle narcotics or firearms.
9. Grand Theft (487)
 - When there is evidence present
 - When the RP/victim refuses to complete the online report and no suspects are present.
10. Petty Theft (484/488)
 - When there is evidence present
 - When the RP/victim refuses to complete the online report and no suspects are present.
11. Vandalism/Tampering with a Vehicle (594/10852)
 - When there is evidence present.

C 1004 DUTIES NOT PERFORMED BY CSOS

- CSOs will not process narcotics or firearms. If narcotics or firearms are encountered in the field, assistance from patrol shall be required.
- CSOs shall not transport persons in their vehicles other than other law enforcement personnel, CSO recruits or approved civilian ride-alongs.
- If CSOs are directed by a patrol officer or higher-ranking officer to perform tasks that are not part of the duties normally undertaken by CSOs and the CSO believes not to have been properly trained to carry out that task, the CSO will advise the requestor and attempt to resolve the issue. If the issue cannot be resolved, the CSO will immediately advise the Senior CSO. If necessary, the Senior CSO shall advise the CSO Supervisor in a timely manner.
- If the CSO is directed to perform any task or assignment that the CSO believes will put them in a dangerous or unsafe situation, the CSO **shall not perform** that task. The CSO shall immediately notify the Senior CSO who will advise the CSO Supervisor and the Area Lieutenant or on-duty Watch Commander.

C 1005 LEAVING THE DISTRICT

Officers may leave an assigned district whenever any of the following conditions are met:

- When assigned or authorized by a competent authority
- To aid or assist
- When performing follow-up
- When ending tour of duty

When changing radio channels, the officer will advise Communications upon leaving one channel and will advise upon entering the other channel.

C 1006 DUTIES OF THE SENIOR CSO

The rank of Senior CSO differs from Community Service Officer I/II in that members of this rank supervise members of the lower rank and perform duties of greater scope

and complexity. Examples of the greater scope of duties include responsibility for management of the Community Service Officer Program within a patrol division in conjunction with district sergeants and or area lieutenants, coordination of services and events, conduct employee evaluations and administrative investigations, and implement departmental policy. At the discretion of sworn personnel, duties may include but are not limited to the following:

- Supervise staff to include prioritizing and assigning work. Preparing performance evaluations, ensuring staff are trained, and making hiring, termination, and disciplinary recommendations, as well as any other recommendations related to the change in status of employees.
- Directs the analysis of data and develops recommendations for improvements to the program.
- Prepares reports and other documentation and ensures that records are set up and maintained as appropriate.
- Coordinates on-going training to new employees and subordinates, including CSO Academy and field training.
- Effectively manages resources to provide optimal deployment in the field.
- Monitors dispatched and pending calls to ensure they are appropriate and safe for CSOs to handle.
- Conducts daily roll-call and CSO briefings.
- Approves the timesheets of those they supervise.
- Coordinates equipment requisitions relating to vehicles, computers and other items necessary to the CSO's functions.
- Receives and responds to citizen inquiries; gives general assistance or directions as appropriate.
- At the direction of an Area Lieutenant, the Senior CSO will respond to specific calls for service as requested.
- May self-attach to and handle certain calls for service that would not require extended time to investigate, collect evidence or require large amounts of time report writing.
- Performs routine office functions such as word processing, filing and record keeping including the preparation of police reports.
- Effectively manage CSO program fleet vehicles.
- Testify in court when necessary.
- May make presentations and speak to community groups.
- Perform other duties of a similar nature or level.

C 1007 DUTIES OF THE CSO SUPERVISOR

The CSO Supervisor reports directly to the Support Services Division Captain. Duties may include but are not limited to the following:

- Oversees CSO daily briefings when necessary.
- Liaison with BFO Patrol.
- Coordinates shift bids including but not limited to administrative assignments.
- Coordination of annual evaluations of all CSOs.
- Approves Senior CSO's timesheets.

- Coordinates any specific paperwork such as injury reports.
- OER issues involving CSOs.
- Completes Program Management Reports.
- Manages and coordinates CSO equipment.
- Assists in coordinating the recruiting, hiring and retention of CSOs.
- Evaluates ways to improve and/or grow the CSO program.
- Coordinates and oversees CSO training including CSO academies.