



## CRYSTAL POLICE DEPARTMENT

### Department Policy Manual

TITLE: Expectations & Code of Conduct

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## POLICY

1. All employees shall be familiar with department policy, procedures, and training and shall conduct themselves accordingly.
2. All employees shall render service to the community promptly and efficiently. When not answering a call for service, members shall use their time to accomplish the mission of the department.
3. Employees shall treat the public and each other with courtesy and professionalism. Civility and patience are valued attributes, while profane or insolent language or actions undermine the public's confidence.
4. Employees shall promptly obey any proper or lawful order emanating from any officer of higher rank.
5. A conflicting order shall be brought to the attention of the employee giving the order. If this employee does not change the order, the order shall stand and this employee shall bear full responsibility.
6. Supervisory or command officers are expected to only issue orders that do not violate federal laws, state laws or city ordinances. If any unlawful order is given any members of the department, such members shall inform the supervisor giving the order that the order is unlawful and will not be followed. The member shall promptly report such fact to the Chief of Police through the chain of command.
7. All employees shall report for duty on time.
8. All employees shall report fit for duty, and not be impaired as a result of drinking alcohol, using a drug for non-medical purposes, intentionally misusing a prescription drug or substance abuse.
9. Employees are expected to provide service with problem resolution in mind.
10. Members receiving written communications for transmission to a higher command shall in every case forward such communication. Members receiving communications from subordinates to a higher command shall endorse it, indicating approval, disapproval, or acknowledgment.
11. All reports must be completed before an officer goes off duty unless the officer obtains specific permission from a supervisor to complete them at a later date.
12. Members investigating an accident or complaint involving city property or where the city might be liable for damages are expected to write a report. In addition, the supervisor must conduct an investigation and write a supplemental report detailing the supervisor's findings.
13. Members are entitled to reasonable compensation from any attorney or insurance company representative for time when contacts are made on the officer's own time. It is clearly understood that the compensation is for the officer's time and not for the knowledge of the facts of an incident. Members may not receive direct compensation from anyone to discuss a city of Crystal criminal case.

14. Members of the department changing their place of residence and/or phone number shall report such change, in writing, immediately to the records manager, who will register the address and/or phone number.
15. Members shall immediately make a written report to the Chief of Police whenever their badge, pistol, or any other property belonging to the city is lost or stolen.
16. Members are encouraged to maintain good physical condition so they are better prepared to handle the strenuous activities as may be required of law enforcement officers in the course of their employment.
17. Members of the department, while dealing with the public on official business or in a service capacity, shall not use tobacco in any form.
18. Employees are encouraged to bring problems and ideas to their immediate supervisor. However, there may be limited circumstances in which this information may be presented to a supervisor of higher rank.
19. All employees are expected to be positive and supportive of department policies and goals. If any member of the department has a complaint regarding a policy or goal, that member is expected to make the complaint known through proper channels.
20. All supervisory officers are working supervisors. It is expected that all supervisors will contribute, along with their subordinates, in performing and accomplishing the goals, objectives and work-load of the unit to which they are assigned.
21. Officers shall use good judgement before making arrests, giving citations or writing offense reports for minor offenses. A warning may be given, except when the violations are willful and/or repeated.
22. Officers are often called to situations involving civil disputes and/or minor criminal incidents. Officers are expected at these calls to keep the peace, treat all persons with compassion and attempt to arrive at a problem resolution which is fair to all concerned. If requested, the officer may refer the involved persons to other resources for further help.
23. Officers shall not suggest or recommend attorney's, bondsmen, bail brokers, or any firm or place of business. They shall not obtain attorneys, etc., for prisoners, unless the prisoner requests a designated party.
24. Members of the department shall at no time use their authority as police officers to gain entrance into places of amusement (e.g., theaters, sports events, etc.) except in the performance of their police duties.
25. Members of the department shall immediately inform their direct supervisor of any misdemeanor level or higher of an arrest or charge against them.
26. Members shall not give testimonials or permit their names or photographs to be used for advertising purposes or public contest while on duty, in uniform (on or off duty), unless authorized by the Chief of Police.
27. Members of the department shall not accept from any person any money or other compensation for services rendered while on duty or reimbursement for expenses incurred in connection with their official duties.
28. Members of the department shall maintain knowledge of current and appropriate data practices.
29. Members of the department shall not drink any intoxicating beverages on duty or in uniform. They only exception is officers who have explicit permission from the Chief of Police to consume intoxication beverages for official law enforcement purposes. Any member reporting for duty with the odor of an alcoholic beverage on his/her breath may be required to submit to breath testing to determine the presence of alcohol. Refusal to submit to breath testing for the presence of alcohol may be grounds for disciplinary action.

30. While on duty, patrol officers are expected to enter business establishments and other public places and interact with the public in a positive way. Officers are encouraged to solicit from business persons and others ways that the police department may be of better service to them.