

## 2009

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### • 09-001: Parolee Assistance Program

#### **PURPOSE**

The Parolee Assistance Program was created to contact parolees in the station area and provide them with information that identifies programs to assist the parolees and their families. Programs such as domestic violence counseling and AA (Alcoholics Anonymous), which are locally available to the parolees, will also be provided at the time they are contacted by station personnel.

#### **POLICY**

##### Parolee Contact

The Compton Station Special Assignment Team (SAO) shall report on the second Wednesday of each month to the station Crime Analyst in order to obtain a new list of parole releases for the current month. This list will be compiled by the station crime analyst using the California Department of Corrections LEADS (Law Enforcement Automated Data Systems) Program. The list of parole releases will, at a minimum, have the parolee's full name, physical description, address (subject to availability), offenses, parole agent name, and contact information.

The SAO team deputies shall contact each parolee on the list and obtain the information necessary to complete an FI (Field Interview) Card. The original FI Cards shall be submitted to OSS and the copies saved for the Detective Bureau archives. In addition, the deputies shall provide each parolee a tri-fold pamphlet listing resources and support organizations providing free and nominal fee services such as free/low cost medical assistance and mental health assistance.

All parolee contacts shall be made within 30 days of receiving the parolee list. Each contact shall be documented by creating an MDT Observation using the complete street address. The detailed log clearance shall be made using the parolee's full name and clearance code 811 (PAROLEE CONTACT). If the parolee is not contacted on the first attempt, a minimum of one (1) additional attempt must be made before the end of the month.

##### Tri-Fold Pamphlet

The tri-fold pamphlet will provide the parolee information that will benefit him/her and their family. Information will be based on services locally available and usually free or low cost to the parolee. Information in the pamphlet will include:

Employment Resources  
Homeless Shelters  
Free and Low Cost Medical and Mental Health  
Substance Abuse and Addiction Recovery

### Tracking and File Management

Compton Station Detective Bureau will be responsible for assignment, collection, and tracking of the Parolee Assistance Program. The files will be stored and maintained in the Compton Station Detective Bureau and available for Divisional Inspection. A sworn member of the Detective Bureau will be designated as the Parolee Assistance Program Manager. The Program Manager will ensure all the prior months parolees were contacted and archive all documentation monthly.

The previous month's complete list of parolee contact information will be due on the first Wednesday of each month and submitted to the Compton Station Detective Bureau for review by the Parolee Assistance Program Manager. This review will ensure that an attempt has been made to contact all parolees listed on the monthly report. Any parolees not contacted on the previous month will be re-contacted on the following month's detail.

This station order and the "tri-fold" pamphlet must be reviewed annually in order to update changes regarding program efficiency and possible changes to the list of available resources.

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## • **08-035: Earthquake and Disaster Planning**

### **PURPOSE**

The outline responsibilities of Compton Station personnel in the event of a major earthquake or other disaster.

### **POLICY**

The primary concern for personnel should be the safety and well-being of their families. However, for those deputies on duty at the time of the disaster, this may not be possible. Their individual responsibilities and duties will prohibit them from responding to their homes to provide assistance. To help on-duty personnel in contacting their families, we have created a special telephone number at the Station Emergency Operations Center. This number is being reserved to be explicitly used by family members of on-duty personnel and off-duty personnel to call the station. Every effort will be made to ensure the welfare of the on-duty employee's family.

Emergency Telephone No.: (310) 605-6500

### Employee Responsibility

#### **On duty personnel**

1. Shall remain at their assignment until properly relieved.
2. Primary functions are:
  1. Damage assessment of critical facilities and locations to include all Sheriff's facilities in the

Station's area.

2. Lifesaving
3. Maintenance of peace and order.

### **Off duty personnel**

1. When personnel become aware of the magnitude of the disaster, they shall make every effort to ascertain to what phase the Department has been mobilized (Refer to Manual of Policy and procedures, Section 5-06/020.05 through 5-06/020.25).\
2. Personnel scheduled for the next shift, after stabilizing their family, shall report to Compton Station.
3. If telephone communications are unavailable personnel shall automatically respond after securing their family and home.
4. All deputies shall make every effort to respond to Compton Station. Personnel should plan alternate routes and methods of transportation with this end in mind. Those personnel, who are unable to respond to Compton Station, are required to respond to the nearest Sheriff's facility. In order to be prepared for this possibility, sworn personnel shall maintain at least one Class B "Emergency Response Uniform," a weapon to be used with this uniform, and other equipment as personnel deem fit at home.

All sworn personnel should prepare their families and themselves to be on-duty or on-call at the station for 72 hour period.

All deputies should remember that they have a moral obligation to respond in the event of an earthquake or disaster. Although their family's safety is of the utmost concern to any employee, without personnel responding to the emergency and performing their assigned tasks, the station and the Department will become ineffective in saving lives and restoring order to a possible chaotic situation.

Proper planning and preparation by the deputy's family will help minimize the impact of the disaster.

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## **• 08-037: Post-Earthquake Reporting Procedures for Off-Duty Personnel**

### **PURPOSE**

This order establishes reporting procedures for off-duty Compton Station personnel following a major earthquake.

### **POLICY**

In order to facilitate the coordinated and timely relief of station personnel following a major earthquake, off-duty personnel shall adhere to the following guidelines:

- A. Personnel shall give priority to stabilizing their family situation.

1. Obtaining necessary medical treatment, food, and water.
  2. Home damage assessment.
  3. Relocation if necessary.
  4. Listen to news broadcasts regarding extent of damage, road closures, utility damage, etc.
- B. As soon as possible, attempt to telephone Compton Station and advise the watch commander of availability and ETA; obtain reporting time and location (station operations may be relocated due to earthquake damage).
1. If unable to report for duty, give reason (i.e., injured, unable to stabilize family, no transportation, etc.).
  2. If you are unable to report to Compton Station, but could respond to a station or facility closer to home, notify this station and the other facility.
  3. If unable to contact Compton Station, contact another station or facility and coordinate your response through them.

**SPECIAL NOTE:**

*Carpools should be organized to transport personnel to and from work. Off-duty personnel shall make every effort to expedite their availability for work so that on-duty employees can be afforded the opportunity to tend to their families.*

All personnel can anticipate two-platoon, 12-hour scheduling, during the recovery period.

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• **08-067: XTS 3000 Portable Radio Issuance, Control, and Care**

**PURPOSE:**

The purpose of this order is to establish general procedures for the assignment, issuance, maintenance, and inventory of the portable XTS 3000 radio, allocated to Compton Sheriff's Station.

**ASSIGNMENT:**

The watch deputy is responsible for assigning radios to all personnel assigned to work a patrol function on the upcoming shift. The procedure for this will be as follows:

The watch deputy will place the assigned radio numbers on the in-service sheet and the radio audit form. Deputies working the upcoming shift will be responsible for retrieving their assigned radio and one battery from the watch deputy prior to the start of their shift. Radios and batteries will no longer be left unattended in the briefing room.

Deputies are required to use only the radio assigned to them for the shift. If a deputy needs to use a radio not assigned to them, they must notify the watch sergeant.

All radios returned at the end of shift shall be returned to the watch deputy and have their radio marked as returned on the Radio Audit Form.

The watch sergeant is responsible for assigning radios to any special event overtime personnel and all other authorized personnel on an "as needed" basis. Prior to assigning these radios, the watch sergeant will check the audit form and verify the radio is available. Under no circumstance shall any personnel retrieve a radio without first obtaining authorization from the watch sergeant and being listed on the radio audit form.

### **ISSUANCE OF BATTERIES:**

The batteries and the battery charger will be kept inside dispatch in the locked radio room under the control of the watch deputy. They will be responsible for charging and rotating the batteries.

Request from other deputies or outside units for charged batteries will be handled by the watch sergeant. The watch sergeant will make the decision if enough charged batteries are available for the patrol deputies first, and then exchange the uncharged battery for a charged one. If a detective is available, request for charged batteries can be exchanged through Detective Bureau.

### **MAINTENANCE:**

When radios are issued or returned, they shall be turned off. If the radio malfunctions or needs a knob replacement, Mic. replacement, etc., it will be the duty of the watch deputy to have the radio transported to SCC for replacement as soon as practical.

Any battery that fails to be recharged will be checked. If the battery still fails to recharge properly, the Watch Deputy will have the battery transported to SCC for replacement as soon as practical.

### **INVENTORY:**

The watch deputy will inventory all patrol radios from the prior shift to ensure all radios are returned. The procedure for this will be as follows:

The Audit Form will have two pages. The first page will include only radios assigned to patrol. The form will contain the date, shift, and unit of each person assigned a radio. The watch deputy will use the in-service from the prior shift to match each assigned radio to the current shift Radio Audit Form. This will include any unassigned radios and will account for the physical presence of every radio. If a radio is unaccounted for, the watch deputy will begin an active search for the radio. If the radio was assigned to the shift prior, every effort will be made to contact that deputy. The deputy will be required to provide enough details to locate the radio.

When all the radios on the Audit Form have been recorded, this will be presented to the watch sergeant and, after review, will be placed on the Watch Commanders Radio Audit Board.

Page two of the Audit Form will list all the assigned radios to specialized units and all reported missing radios. Both pages will be maintained by the watch deputy.

Under no circumstances will personnel be permitted to keep a radio not used on the current shift. Deputies needing the radio to complete after-shift investigations will contact the watch deputy, and exchange the battery for a charged one. This is to allow the nearly exhausted battery to be placed on the charger.

The watch sergeant will have ultimate responsibility for radio accountability during their shift. The watch sergeant will determine appropriate action to be taken if there is any discrepancy regarding the radio inventory.

The watch commander will note the results of the radio audit in the Watch Commander's Daily Activity Log. Any discrepancies not resolved by the shift watch sergeant before the end of shift will be relayed to the oncoming Watch Commander for appropriate follow up.

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## • **08-003: Internal Telephone/Field Audit**

### **PURPOSE**

The purpose of this station order is to establish procedures for conducting internal station telephone audits and field audits. The internal audit is designed to ensure that station personnel who work answering the phone or responding in person, appropriately and professionally handle calls. This evaluation system will act as a tool to monitor station personnel and ensure members of the community and Department are assisted in a polite, courteous, and professional manner.

### **PROCEDURE**

Each shift Watch Commander, Watch Sergeant, or designated personnel shall evaluate how station personnel answer the telephone and complete a Phone Audit form. This will be accomplished twice a shift. Deficiencies will be addressed on a case by case manner through training or performance log entry, if necessary. The form will include any remedial actions taken. The forms will be placed in the operations mailbox found in the Watch Commander's office. These forms, after being reviewed, will be forwarded to the designated sergeant who shall record which lieutenant or sergeant completed the form.

Each shift Field Sergeant shall evaluate how station personnel conduct themselves at calls for service and complete a Field Audit form. This will be accomplished twice a shift. Deficiencies will be addressed on a case by case manner through training or performance log entry, if necessary. The form will include any remedial actions taken. The forms will be placed in the operations mail box found in the Watch Commander's office. These forms, after being reviewed, will be forwarded to the designated sergeant who shall record which lieutenant or sergeant completed the form.

Telephone and Field Audit forms shall be forwarded to Compton Station operation's staff for filing and record keeping purposes.

Attached is a copy of Department policy regarding the procedures for answering the station telephones.

### **MPP 3-07/090.00 INCOMING CALLS**

Procedures for handling emergency and routine incoming calls are outlined in the subsections which follow. All calls shall be answered promptly, efficiently, and courteously. Personnel shall properly identify themselves by unit and name when answering all incoming telephone calls.

### **3-07/090.25 ROUTINE INCOMING CALLS**

Establishing and maintaining good public relations shall be a primary concern of all Department members handling incoming telephone calls. The following procedures shall be observed:

- Give proper identification when answering the telephone, stating Unit of Assignment and name
- Handle the call yourself, when possible, unless the caller asks to speak to a specific person
- When necessary to refer the caller to another unit, explain the reason and provide caller with the correct number before transferring the call
- If caller has already been transferred, offer to obtain requested information and return the call or obtain an accurate source of information for the caller
- Return calls promptly, notifying caller of action being taken or results of your efforts to obtain correct information.
- Use message forms when taking messages: record the following information:
  - Called person's name,
  - Caller's name and affiliation,
  - Date and time of call,
  - Message,
  - Receiver's name.

### **Telephone Demeanor**

The public's perception of our organization is directly impacted by our courtesy and thoroughness during daily telephone contacts. All personnel shall utilize the basics of effective telephone communications:

- Greet the caller with a professional tone,
- Listen closely,
- Be helpful,
- Empathize, and
- Avoid Department/police jargon.

By utilizing these five easy steps, the Department will present a professional image and promote better customer service.

### **Procedure**

All personnel who answer incoming telephone calls shall greet the caller by identifying themselves and unit of assignment. Below are examples of standard greetings that may be adapted for every unit on the Department:

Data Systems:

“Records Management, Mr./Ms./Mrs. Smith, how may I help you?”

“Good afternoon, Records Management, Mr./Ms./Mrs. Smith, can I help you?”

Homicide Bureau:

“Detective Smith, Homicide Bureau, how may I help you?”

“Homicide Bureau, Mr./Ms./Mrs. Smith, can I help you?”

Lakewood Station:

“Deputy Smith, Lakewood Station, how may I help you?”

“Good morning, Sheriff’s Station, Mr./Ms./Mrs. Smith, can I help you?”

Telephone Demeanor Audits

To ensure compliance with Department policy, random audits will be conducted. The results of these audits will be reported to the Office of the Undersheriff on a monthly basis. A copy of these results will also be sent to each unit audited. Unit Commanders are responsible for commending employees who performed in accordance with this policy. Unit Commanders shall take appropriate administrative action regarding employees who demonstrated substandard performance in an area covered by the audit.

**MPP 3-07/090.10 EMERGENCY INCOMING CALLS - BUSINESS SYSTEM**

Emergency calls directed to a station complaint desk, received on the business system, shall take precedence over all other business system calls. Any routine call in progress shall be placed on "hold" until each new incoming call is answered to determine if it is an emergency call.

When calls for emergency service or assistance are received by a unit other than the unit having jurisdiction, all necessary information shall be obtained and the information relayed to the concerned unit or agency immediately. This procedure is in accord with the Department policy of not transferring calls of an emergency nature, received on the business system and giving all possible assistance to the caller.

If there is any question of jurisdiction or when available information indicates that our emergency service can arrive sooner than that of the agency having jurisdiction, a unit of this Department and necessary allied emergency equipment shall be dispatched.

The incident and action taken shall be entered in the dispatch system and a tag number assigned so that the incident will be recorded.

**MPP 3-07/090.15 THE 9-1-1 EMERGENCY TELEPHONE NUMBER SYSTEM**

Without exception, only emergency calls shall be taken on the 9-1-1 line. Do not transfer a non-emergent 9-1-1 call to a business line. This procedure does not remove the caller from the incoming 9-1-1 telephone trunkline, though appearances would tell you otherwise. Should a non-emergent call be received on this line, transfer the caller to the 9-1-1 nuisance line recording and the caller will be informed that 9-1-1 is to report emergencies only.

Station complaint desk personnel answering 9-1-1 lines shall:

1. Do so without delay - the line should not ring more than twice before being answered,
2. Answer: "9-1-1. What is the emergency?",
3. If "Foreign Exchange" appears on the Automatic Location Identification (ALI) display unit above the caller's address, the deputy shall look at the address carefully. "Foreign Exchange" should alert the deputy that the call is originating outside the station area. If an emergency, the deputy shall determine which police or Sheriff's station has jurisdiction and immediately transfer the call,
4. Immediately transfer calls reporting incidents of smoke/fire to Fire Dispatch. Do not interrogate the caller. All calls reporting the same smoke/fire incident shall be transferred, not terminated,
5. Immediately transfer calls reporting injury traffic accidents to Fire Dispatch, regardless of jurisdiction. Calls reporting injury traffic accidents within station jurisdiction, including contract cities, may be placed in conference with Fire Dispatch to obtain all necessary information,
6. Remain on the line until the transfer is complete,
7. Transfer or terminate all calls expeditiously to free the 9-1-1 lines.

A 9-1-1 call that has been transferred to the station complaint desk shall not be transferred a second time. All necessary information shall be obtained and relayed to the concerned unit or agency immediately.

When a 9-1-1 line is answered and the call is disconnected prior to determining its nature or completing a transfer, deputies shall utilize available resources to determine an appropriate response.

**FIELD OPERATIONS DIRECTIVE 90-03**

Standard Greeting for Station Operators

Station operators handle virtually all incoming calls during standard business hours, therefore, all calls received by the station operator shall be answered as follows:

Example: "Compton Sheriff's Station Operator, how may I direct your call?"

Standard Greeting for all Station Personnel

When station operators are not available to answer incoming calls, calls are automatically forwarded to the station desk. Station desk personnel and all other station personnel shall answer all non-9-1-1 calls in the following manner:

1. State the name of the unit or station

2. State your rank or title,
3. Ask, "how may I help you?"

Example:

(Deputy) "Compton Sheriff's Station, Deputy Smith, how may I help you?"

(Professional Staff) "Compton Sheriff's Station, Mr./Ms/Miss Jones, how may I help you?"

Optional Generic Greeting for all Station Personnel

Stations who serve contract cities may choose to have a more "generic" greeting. In these instances, personnel answering telephones should delete the station's name in their greeting and replace it with "Good morning," "Good afternoon" or "Good evening" (depending on the time of day).

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