

Field Training Program

PHASE BOOK 3



*The San Leandro Police Department is committed to recruiting Exemplary individuals who meet our professional standards.
Teamwork, Integrity, Professionalism, Service*

Use of Force

LEGAL AND ETHICAL ISSUES

The trainee shall review and discuss the legal and ethical considerations pertaining to the use of force, including “reasonable force.”

Reference: 835 PC; 835a PC; 843 PC; 198 PC

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The trainee shall explain agency policy, legal ramifications, and civil liabilities attached to both the officer and the agency through the use of physical force or deadly force.

Reference: Firearms Procedures Policy, Use of Force Policy

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The trainee shall identify and evaluate situations that justify the use of deadly force and those situations that do not justify such use.

Reference: 196 PC; 198 PC; 835a PC; 843 PC

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FORCE OPTIONS

The trainee shall explain what is meant by ‘force options’ and provide examples of each that would fall within legal and moral limits, to minimally include:

- A. Non-verbal/police presence
- B. Verbal (Tactical communication)
- C. Physical (Weaponless)
- D. Less lethal weapons, including:

*** CHEMICAL AGENTS**

The trainee shall explain the regulations governing the use of chemical agents, including the follow-up procedures for persons who have had it applied to them, and the reporting procedures in cases where it is used.

*** IMPACT WEAPONS**

- 1. The trainee shall know when and how to effectively use the police baton/impact weapon in an authorized manner.
- 2. The trainee shall identify the vital body points and bone edges recognized as baton/impact weapon “target” areas.
- 3. The trainee shall identify those body points that are potentially lethal when struck by a baton/impact weapon.

*** ADDITIONAL AGENCY APPROVED LESS-LETHAL WEAPONS**
(including Stun Guns, Tasers, Pepper Ball and/or Bean Bag Weapons, etc.)

E. Deadly force

The trainee shall explain considerations to be made when determining whether or not to resort to the use of deadly force. These considerations shall minimally include:

- 1. Type of crime and suspect(s) involved
- 2. Threat to the lives of innocent persons
- 3. Law and agency policy
- 4. Officer’s present capabilities
- 5. Capabilities of officer’s weapon

Reference: Firearms Procedures Policy, Use of Force Policy

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Community Relations/ Professional Demeanor

COMMUNITY RELATIONS AND SERVICE

The trainee shall explain the agency’s responsibilities to community service.

Reference: City Mission Statement, PD Vision Statement

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The trainee shall identify roles encompassed in the agency’s responsibilities to provide community service. Those roles may include:

- A. Protect life and property
- B. Maintain order
- C. Crime prevention
- D. Public education
- E. Delivery of service
- F. Enforcement of law(s)
- G. Community partnerships, such as:
 - 1. COPS
 - 2. PAL
 - 3. DARE
 - 4. SAVE

Reference:

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PROFESSIONAL DEMEANOR AND COMMUNICATIONS

The trainee shall identify the basic principles of a profession and discuss the professional aspects of law enforcement.

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Trainee								
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The trainee shall explain the various methods by which citizens evaluate law enforcement agencies and their officers.

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The trainee shall identify verbal factors which could contribute to a negative response from the public, including:

- A. Profanity
- B. Derogatory language
- C. Ethnically offensive terminology

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The trainee shall identify non- verbal factors which could contribute to a negative response from the public, including:

- A. Officious and disrespectful attitude
- B. Improper use of body language
- C. Improper cultural response

Reference:

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The trainee shall discuss why it may be beneficial to explain the reasons for actions taken to inquiring citizens.

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The trainee shall conduct telephone conversations in a professional manner.

Reference:

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Trainee								
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The trainee shall demonstrate the ability to communicate with any segment of the public in such a way as to enhance police service and community attitudes toward the police. This can be demonstrated through:

- A. Community contacts
- B. Business contacts
- C. Community involvement
- D. Positive role modeling
- E. Mentoring

Reference:

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CULTURAL DIVERSITY

The trainee shall explain how the culture of the community can have an affect on the community’s relationship with his/her agency.

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The trainee shall identify cultural motivations and biases that may affect professional ethics and the law.

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The trainee shall assess and explain ways in which he/she can increase the trust of the community he/she serves.

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RACIAL PROFILING

The trainee shall distinguish that effective police work profiles behavior rather than race.

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The trainee shall recognize that 13519.4 PC states, “a law enforcement officer shall not engage in racial profiling,” and that it applies to all protected classes including gender and religion.

Reference: 13519.4PC

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The trainee shall explain the 4th and 14th amendments of the US Constitution and how they define law enforcement activities that pertain to racial profiling.

Reference: 4th Amendment, 14th Amendment

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The trainee shall discuss how the history of the community can have an affect on the community's relationship with his/her agency.

Reference:

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The trainee shall be able to summarize and apply the agency's policy regarding racial profiling.

Reference:

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CRIME PREVENTION

The trainee shall demonstrate the knowledge and skills necessary to gain citizen support and participation in the prevention of crime.

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The trainee shall give examples of general forms of crime prevention, including:

- A. Advice concerning mechanical devices (alarms, locks, and target hardening)
- B. Control of conditions (lighting, access, and architecture)
- C. Public awareness
- D. Property identification
- E. Neighborhood watch programs

Reference:

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COMMUNITY/PROBLEM-ORIENTED POLICING

The trainee shall review and explain the agency’s concept of community/problem-oriented policing as it relates to community priorities and needs, focusing on specific violations, crimes, or circumstances.

Reference:

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The trainee shall explain the crime triangle (offender, victim, and location).

Reference:

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The trainee shall describe the advantages of working with the community to find solutions to problems related to community safety and quality of life issues.

Reference:

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The trainee shall demonstrate leadership by becoming a facilitator who assists and motivates the community to develop solutions to their problems.

Reference:

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The trainee shall explain the agency’s problem-solving model (e.g. SARA) and be able to:

- A. Learn the service needs and demands in their patrol area.
- B. Devise ways to manage information gleaned from various community sources.
- C. Learn how to identify crime and disorder problems **and** distinguish them from incidents.
- D. Develop plans with citizens to address crime and disorder problems.
- E. Work with citizens to assess the results of their efforts.

Reference:

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Leadership

LEADERSHIP

The trainee shall identify and develop effective leadership strategies that provide purpose, direction, and motivation to co-workers and community members.

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The trainee shall illustrate through explanation or example how each of the following leadership competencies can affect his/her skills and abilities as an officer:

1. Integrity
2. Credibility
3. Trust
4. Discretion
5. Duty
6. Loyalty
7. Honesty

Reference:

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The trainee shall assess and explain his/her leadership role within the department with clear consideration of the organization’s vision, mission, and values statement.

Reference:

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Search and Seizure

SEARCH CONCEPTS

The trainee shall review and explain the following terms relative to searches:

- A. Consent
- B. Scope of searches
- C. Contemporaneous
- D. Probable cause
- E. Instrumentalities of a crime
- F. Contraband
- G. Knock and notice
- H. Container search doctrine
- I. Exclusionary Rule
- J. Standing
- K. Good faith exception

Reference:

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The trainee shall recognize and explain the circumstances under which the following types of legally authorized searches may be made. These circumstances shall minimally include:

- A. Pat searches for weapons
- B. Consent searches
- C. Probable cause searches
- D. A search warrant
- E. Plain sight
- F. Incident to arrest
- G. Exigent circumstances
- H. Probation/parole search
- I. Vehicle impounds/tows

Reference:

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The trainee shall identify those items for which an officer may legally search. These items shall minimally include:

- A. Dangerous weapons
- B. Fruits of the crime
- C. Instruments of the crime
- D. Contraband
- E. Suspects
- F. Additional victims

Reference:

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The trainee shall discuss the limits of searches when conducted with persons, vehicles, and buildings including:

- A. Protective sweeps
- B. Closed containers
- C. Inventory searches

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Trainee								
Comments:								Case/Report No.

The trainee shall explain the “exclusionary rule” and its effect upon police action and procedures including:

- A. Court filings
- B. Prosecution of suspects

Reference:

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Comments:								Case/Report No.

The trainee shall review and explain the concept of lawful evidence seizure, including instances where force may be justified, such as:

- A. Preventing a suspect from swallowing evidence
- B. Inducing a suspect to vomit
- C. Extracting blood evidence from a suspect
- D. Extracting fingerprint evidence from a suspect

Reference:

	INSTRUCTED		COMPETENCY DEMONSTRATED		How Demonstrated? <input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test	REMEDIATED		How Remediated? <input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test
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Trainee								
Comments:								Case/Report No.

WARRANTS

The trainee shall explain the laws and procedures for obtaining search or arrest warrants, to minimally include:

- A. Probable cause necessity

- B. Allowable exclusions (including hot pursuit and emergency situations)
- C. Process for obtaining warrants during and after business hours

Reference:

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Trainee								
Comments:								Case/Report No.

The trainee shall describe the process for serving search and arrest warrants, including:

- A. Hours of service for felony arrest warrants
- B. Hours of service for misdemeanor arrest warrants
- C. Hours of service for search warrants
- D. Knock and notice for search warrants and exceptions to
- E. "Signing off" warrants/return

Reference:

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Trainee								
Comments:								Case/Report No.

Given an incident and necessary probable cause that calls for a search or arrest warrant, the trainee shall follow agency procedures for obtaining and serving the appropriate warrant(s).

Reference:

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Trainee								
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Control of Persons/ Prisoners/ Mentally III

CONTROL / SEARCHING OF PERSONS

The trainee shall be able to safely and effectively control (verbally and physically), one or more suspects, applying all officer safety tactics.

Reference: Use of Force Policy

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Trainee								
Comments:								Case/Report No.

The trainee shall be able to demonstrate effective search techniques for both male and female suspects, including:

- A. Constant alertness, including keeping hands in view

- B. Maintaining control and position of advantage
- C. Standing, kneeling, and prone position searches
- D. Safeguarding of weapons

Reference:

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The trainee shall review and explain agency policy regarding searching individuals of the opposite sex.

Reference: Prisoner Searches Policy, Transportation of Persons in Custody Policy

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HANDCUFFING

The trainee shall identify the purposes for handcuffing. These purposes shall minimally include the temporary restraint of a suspect to prevent:

- A. Attack
- B. Escape
- C. The destruction or concealment of evidence or contraband

Reference: Use of Force Policy

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Trainee								
Comments:								Case/Report No.

The trainee shall discuss various handcuffing principles which should be met in order to reasonably guarantee the temporary restraint of a suspect. The principles shall minimally include:

- A. Control of the suspect(s) and the handcuffs
- B. Proper positioning of the suspect’s hands, key outlets, and double locking mechanisms
- C. Reasonable degree of tightness
- D. Observation of restrained suspects
- E. Other approved restraint devices (i.e., flex cuffs, hobbles, etc.)
- F. Safe and controlled removal of handcuffs and other restraint devices

Reference:

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The trainee shall review and explain the agency policy regarding the handcuffing of prisoners, including males, females, juveniles, mentally ill, pregnant females, and all other types of detainees/prisoners.

Reference:

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The trainee shall be able to safely and effectively handcuff single or multiple suspects and, if necessary, transport single or multiple suspects away from an arrest scene.

Reference:

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LEGAL RESPONSIBILITIES AND REQUIREMENTS WITH PRISONERS

The trainee shall review and explain the legal responsibilities for protecting prisoners.

Reference: Seat Belt Policy

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The trainee shall discuss the legal responsibilities for providing prisoners with shelter, food, and medical care.

Reference: Prisoner Medical Treatment Policy, Inmate Classification Plan Policy, Prisoner Feeding Policy, Books, Newspapers, Periodicals Policy, Inmate Welfare Fund Policy

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The trainee shall review and explain prisoner’s rights to telephone calls.

Reference: Prisoner Telephone Requests Policy

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The trainee shall explain the requirements for issuing property receipts.

Reference: Release of Prisoner Property Policy

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Comments:								Case/Report No.

The trainee shall review and explain local policy and the legal aspects pertaining to the rights and privileges of prisoners, including the constitutional rights of prisoners while in custody.

Reference: Medical Treatment for Prisoners/Citizens Policy, Prisoner Clothing and Hygiene Policy, Prisoner Feeding Policy, Jail Sanitation Policy, Inmate Medical Transport Policy, Jail Visiting Regulations Policy, Books, Newspapers, Periodicals Policy

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The trainee shall identify the provisions of Penal Code Section 147 pertaining to willful inhumanity or oppression toward prisoners in the custody of an officer.

Reference: 147PC

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The trainee shall identify the provisions of Penal Code Section 149 pertaining to assaulting a prisoner "under color of authority."

Reference: 149PC

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Trainee								
Comments:								Case/Report No.

TRANSPORTATION OF PRISONERS

The trainee shall review and explain the agency’s policy regarding the transportation of prisoners. This explanation shall minimally include:

- A. Prisoners restrained with specialty devices (i.e., hobble, expectorant shields, etc.)
- B. Sick, injured, mentally ill, physically challenged, or pregnant prisoners
- C. Juveniles with/without adults
- D. Females
- E. Use of seat belts
- F. A search of the area in which the prisoner is about to be placed prior to transportation
- G. A search of the area where the prisoner has been following transportation
- H. The proper positioning of the officer(s) and the prisoner(s) within the vehicle
- I. Close and constant observation of the prisoner(s)

Reference: Prisoner Clothing and Hygiene Policy, Jail Sanitation Policy, Inmate Medical Transport Policy

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Given a situation in which prisoner(s) must be transported in a patrol vehicle, the trainee shall safely place the handcuffed (if according to agency policy) prisoner(s) into the vehicle and safely transport the prisoner(s) to the predetermined destination.

Reference:

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The trainee will review and explain the legal constraints, agency policy and procedure, and custody facility requirements relative to medical clearance/approval prior to booking.

Reference: Medical Treatment for Prisoners/Citizens Policy, Inmate Classification Plan Policy, Inmate Medical Transport Policy

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Trainee								
Comments:								Case/Report No.

BOOKING PRISONERS

The trainee shall explain how to properly book a juvenile prisoner in conformance with agency policy, legal codes, and minimum jail standards, including:

- A. Miranda advisement
- B. Right to phone calls
- C. What notifications are required
- D. Secure/Non-secure detention of juveniles
- E. Strip search of juveniles
- F. Requirements pertaining to the confinement of a child under 16 years of age with an adult accused or convicted of a crime
- G. Custody alternatives

Reference: 625 W&I; 206 W&I; 207.1-2 W&I; 4030 PC; 273b PC; 626 W&I; 626.5 W&I

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The trainee shall acquire (preferably through a tour) an understanding of the basic functions, layout, organization, and staffing of the jail facility his/her agency utilizes most often.

Reference:

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Trainee								
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The trainee shall review and explain reasons and procedures for securing his/her weapon prior to entering any custody facility.

Reference: Weapons, Jail Area Policy

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The trainee shall explain his/her responsibilities to provide proper documentation to book an inmate into a facility, including:

- A. Complete and accurate Pre-booking form, Receiving Sheet, and/or Probable Cause Statement to include charges and sub-sections
- B. Confirm arrestee is adult versus juvenile
- C. Valid court and/or warrant paperwork
- D. Inmate is medically screened and has medical clearance/approval form
- E. Physical condition as to injuries and/or current medical problems (DT's, heart problems, etc.)

Reference: Prisoner Searches Policy, Booking Procedures Policy, Inmate Classification Plan Policy

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The trainee shall explain how to properly book adult prisoners in conformance with agency policies, legal codes, and minimum jail standards, including notifications and procedures for the following:

- A. Alcoholics
- B. Narcotic/Drug users
- C. Mentally ill
- D. Sex offenders
- E. Escape risks
- F. Non-conformists
- G. Civil bookings

Reference: Inmate Classification Plan Policy, Use of Sobering Cell Policy, Jail Suicide Prevention Policy

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The trainee shall identify other prisoners who may warrant special considerations, including:

- A. Injured or sick
- B. Females (inc. pregnant females)
- C. Elderly
- D. Gang members or police informants
- E. Current/former police officers, judges, etc.
- F. High-profile prisoners
- G. Any other prisoner(s) who may need specialized classification/housing needs

Reference: Inmate Classification Plan Policy

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The trainee shall explain the concept of inmate classification, to include:

- A. Sex
- B. Age
- C. Criminal sophistication
- D. Seriousness of offense
- E. Assaultive behavior
- F. Medical disabilities
- G. Gang Affiliation
- H. Overt sexual behavior

Reference: Inmate Classification Plan Policy

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The trainee shall review and explain the legalities of prisoner/inmate searches, including:

- A. Search by same sex
- B. Clothed search
- C. Strip or skin search, including documentation

Reference: Booking Searches Policy, Prisoner Searches Policy, Inmate Classification Plan Policy

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The trainee shall review and explain methods and procedures for releasing a prisoner per 849(b) P.C.

Reference: 849(b)PC

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The trainee shall discuss his/her agency’s response, if any, to a jail emergency, including:

- A. Fire
- B. Earthquake
- C. Civil disorder
- D. Escape

Reference:

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Comments:								Case/Report No.

PEOPLE WITH DISABILITIES

The trainee shall recognize that the ADA (Americans with Disabilities Act) also covers people with developmental and mental impairments and impacts law enforcement as follows:

- A. Requires reasonable adjustments and modifications in policies and practices or procedures, on a case-by-case basis.
- B. Prohibits the arrest of an individual for behavioral manifestations of a disability that is not criminal in nature.
- C. Requires that the safety and civil rights of people with disabilities be protected during transport and while detained.
- D. Requires officers to make accommodations for persons with disabilities, except where safety is compromised.

Reference:

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Trainee								
Comments:								Case/Report No.

The trainee shall acknowledge that some disabilities (including mental retardation, cerebral palsy, epilepsy, autism, and other neurological conditions) are not readily apparent and that sometimes people with developmental or cognitive disabilities may have little or no conscious ability to control their behavior.

Reference:

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Trainee								
Comments:								Case/Report No.

The trainee shall recognize and demonstrate effective communications for persons with cognitive impairments, to minimally include:

- A. Give one direction or ask one question at a time.
- B. Allow the person to process what you have said and respond (10-15 seconds, then repeat).
- C. Avoid questions that tell the person the answer you expect (avoid questions with yes/no answers).
- D. Repeat questions from a slightly different perspective, if necessary.
- E. Avoid questions about time, complex sequences, or reasons for behavior.
- F. Use concrete terms and ideas. Avoid jargon or figures of speech.

Reference:

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Trainee								
Comments:								Case/Report No.

The trainee shall explain how non-compliance is a warning sign that indicates a person may need more time to mentally grasp and respond to what is being said or asked of them and that it may be due to fear, confusion, auditory hallucinations, etc., rather than defiance.

Reference:

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Trainee								
Comments:								Case/Report No.

Recognizing that safety (officer safety, public safety, and the safety of the person in crisis) is always the top priority when dealing with impaired people, the trainee shall explain and demonstrate standard tactical assessments and safeguards, including:

- A. His/her own abilities to physically control the person
- B. Escape routes
- C. Use of cover
- D. Call for backup
- E. The T.A.C.T. Model

Tone (Present a calm and firm demeanor/Maintain respect and dignity)

Atmosphere (Reduce distractions/Respect personal space)

Communication (Establish contact/Develop rapport)

Time (Slow down/Reassess)

Reference: POST Field Guide – Police response to people with mental illness or developmental disability

	INSTRUCTED		COMPETENCY DEMONSTRATED		How Demonstrated? <input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test	REMEDIATED		How Remediated? <input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test
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F.T.O.								
Trainee								
Comments:								Case/Report No.

MENTAL ILLNESS CASES

The trainee shall review and explain state law and agency policy regarding mental illness cases.

Reference: Inmate Classification Plan Policy, Jail Suicide Prevention Policy

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Trainee								
Comments:								Case/Report No.

The trainee shall identify considerations to be made when handling and dealing with mentally ill or emotionally disturbed persons. These considerations shall minimally include:

- A. Ignoring verbal abuse
- B. Avoiding excitement
- C. Avoiding unnecessary deception
- D. Requesting backup to minimize resistance
- E. Requesting ambulance prior to confronting subject, if necessary
- F. Keeping the disturbed person in sight constantly
- G. Continual alertness
- H. Seizing firearms for safekeeping

Reference:

RG315

	INSTRUCTED		COMPETENCY DEMONSTRATED		How Demonstrated? <input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test	REMEDIED		How Remediated? <input type="checkbox"/> Field Perform <input type="checkbox"/> Role Play <input type="checkbox"/> Written Test <input type="checkbox"/> Verbal Test
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Trainee								
Comments:								Case/Report No.

The trainee shall identify the appropriate mental health facility or regional center within the agency's jurisdiction to be used for evaluation, treatment, counseling, or referral.

Reference:

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Trainee								
Comments:								Case/Report No.

The trainee shall identify and explain the criteria as set forth in the Welfare and Institutions Code by which an individual may be committed for a 72-hour hold:

- A. Danger to himself/herself
- B. Danger to others
- C. Gravely disabled

Reference:

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Trainee								
Comments:								Case/Report No.

The trainee shall explain in procedures required of officers for safeguarding the rights of a person detained under the authority of Section 5150 of the Welfare and Institutions Code, including:

- A. The circumstance under which the person's condition was called to their attention and the observation constituting probable cause for detention must be recorded on the Application for 72-Hour Detention For Evaluation and Treatment.
- B. Advisement of Miranda rights, as appropriate, when criminal action is involved.
- C. Reasonable precaution must be made to safeguard personal property in the possession of or on the premises occupied by the person.
- D. The person must be informed of the officer's name and agency and the reason the person is being detained.
- E. If taken into custody at a residence, inform person of personal items that may be brought along (with approval), right to a telephone call, and right to leave a note to friends or family.

Reference:

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Trainee								
Comments:								Case/Report No.

The trainee shall discuss appropriate alternative methods for handling the situation if involuntary detention for evaluation and treatment is NOT appropriate, including:

- A. Urgent medical attention
- B. Arrest
- C. Referral for mental health services
- D. Referral to local developmental disabilities agency
- E. No police action required

Reference:

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Trainee								
Comments:								Case/Report No.

The trainee shall explain the warrant process for mentally ill persons. This discussion shall minimally include:

- A. Affidavit (who makes it, where, and to whom)
- B. Notice to Appear papers
- C. Commitment papers (warrant)

Reference:

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Trainee								
Comments:								Case/Report No.

The trainee shall identify the agency and mental health (if required) reports involved in a mental illness arrest both with and without a warrant.

Reference:

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Trainee								
Comments:								Case/Report No.

Given a scenario or an actual incident involving a mentally ill or emotionally disturbed person, the trainee shall take all necessary precautions in dealing with the person, safely take the person into custody (if necessary), assure safe transportation of the person, and properly complete all necessary forms and reports.

Reference:

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Tactical Communication/ Conflict Resolution

TACTICAL COMMUNICATION

The trainee shall discuss how tactical communication involves both professional demeanor and words (verbal and nonverbal cues).

Reference:

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The trainee shall identify the benefits of tactical communication including:

- A. Enhanced safety (reduces likelihood of physical confrontation and injury)
- B. Enhanced professionalism (decreases citizen complaints, civil liability, personal, and professional stress)

Reference:

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The trainee shall demonstrate an ability to perform in a calm, professional demeanor while deescalating hostilities or conflicts (i.e., without resorting to physical force).

Reference:

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Comments:								Case/Report No.

The trainee shall explain and demonstrate the ability to use deflection techniques in response to verbal abuse. Every word that follows “but” is professional language that is goal directed.

Examples might include:

- A. I appreciate that, but I need to see your driver’s license.
- B. I understand that, but I need you to sign the citation.

Reference:

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Trainee								
Comments:								Case/Report No.

Given a scenario or an actual incident involving an uncooperative subject(s), the trainee shall be able to generate voluntary compliance using the 5-step process:

- A. Ask (Ethical Appeal) – The subject is given an opportunity to voluntarily comply by simply being asked to comply
- B. Set Context (Reasonable Appeal) – The “why” questions are answered by the identification or explanation of the law, policy, or rationale that applies to the situation
- C. Present Options (Personal Appeal) – Explain possible options
- D. Confirm (Practice Appeal) – Provides one last opportunity for voluntary compliance; “Is there anything I can say to earn your cooperation at this time?”
- E. ACT – (Take appropriate action)

Reference:

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Trainee								
Comments:								Case/Report No.

HANDLING DISPUTES

The trainee shall explain an officer’s basic responsibilities at the scene of a dispute. These responsibilities shall minimally include:

- A. Remaining impartial
- B. Preserving the peace
- C. Determining whether or not a crime has been committed
- D. Conducting an investigation if a crime has been committed
- E. Providing safety to individuals and property
- F. Suggesting solutions to the problem
- G. Offering names of referral agencies
- H. Considering arrest as a viable alternative if a crime has been committed

Reference:

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Comments:								Case/Report No.

The trainee shall identify various social service organizations that are available within the city or county to render assistance in dispute situations. These organizations shall minimally include those dealing with:

- A. Public health
- B. Alcohol problems
- C. Family counseling and child guidance
- D. Drug problems
- E. Humane society/SPCA
- F. Any additional city/county agencies or organizations

Reference:

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The trainee shall explain in the inherent dangers to an officer who enters the home of a family involved in a dispute.

Reference:

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The trainee shall explain the advantages and disadvantages of separating parties in a dispute and gathering information from them individually.

Reference:

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Trainee								
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The trainee shall explain citizen arrest procedures to consider at disputes.

Reference:

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Trainee								
Comments:								Case/Report No.

The trainee shall assess and explain different techniques to use in given dispute situations. These situations shall minimally include:

- A. Family disputes
- B. Neighbor disputes
- C. Juvenile disputes
- D. Loud parties

Reference:

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Given a scenario or an actual incident involving a dispute, the trainee shall assess and handle the dispute in a safe, efficient, reasonable, and discretionary manner.

Reference:

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Trainee								
Comments:								Case/Report No.

CIVIL DISPUTES (including Landlord/Tenant and Labor)

The trainee shall review and explain the agency’s policy on handling landlord-tenant disputes.

Reference:

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Trainee								
Comments:								Case/Report No.

The trainee shall identify and explain California civil and criminal law and agency procedures applicable to situations that arise from landlord-tenant disputes. These situations shall minimally include:

- A. Evictions
- B. Lockouts
- C. Trespasses
- D. Confiscation of property

Reference: Civil Code sections 1861a; 1161, 1161a, and 1162; 1946

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Comments:								Case/Report No.

The trainee shall review and explain the agency’s policy on labor-management disputes.

Reference:

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Trainee								
Comments:								Case/Report No.

The trainee shall explain agency policy and procedures relative to typical policing problems that occur during labor-management disputes. These problems shall minimally include:

- A. Obstruction of ingress or egress
- B. Blocking of sidewalks and roadways
- C. Outside agitators
- D. Violence and vandalism

Reference:

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Trainee								
Comments:								Case/Report No.

The trainee shall explain the role of the small claims court.

Reference:

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Trainee								
Comments:								Case/Report No.

Given any situation involving a civil dispute, the trainee shall assess and handle the situation in a safe and effective manner, consistent with agency policy and state law.

Reference:

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Trainee								
Comments:								Case/Report No.

REPOSSESSIONS

The trainee shall explain the general rules that pertain to the repossession of items. These rules shall minimally include:

- A. What property is subject to repossession
- B. Who may make a repossession
- C. To what lengths a repossession may go
- D. When a repossession is complete

Reference:

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Trainee								
Comments:								Case/Report No.

Self-Initiated Activity

The trainee shall explain the necessity of and demonstrate proficiency in the performance of self-initiated activities to minimally include:

Vehicle Stops:

- A. Investigative
- B. Traffic enforcement

Reference:

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Trainee								
Comments:								Case/Report No.

Pedestrian Stops:

- A. Suspicious persons
- B. Consensual encounters
- C. Traffic enforcement

Reference:

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Trainee								
Comments:								Case/Report No.

Directed Patrol:

- A. Gang area/activities
- B. DUI enforcement

- C. Illegal vendors
- D. Pattern crimes

Reference:

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Trainee								
Comments:								Case/Report No.

Arrests:

- A. Misdemeanor and felony
- B. Other (i.e., Municipal codes, local ordinances)

Reference:

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Trainee								
Comments:								Case/Report No.

Other activities:

- A. Field Interview (FI) cards
- B. Bar checks
- C. Curfew violators
- D. Suspicious circumstances
- E. Additional agency-specific activities (list):
 - 1. Beat health referrals
 - 2. Abandoned vehicles
 - 3. Warrant Service
 - 4. Park and school checks

Reference:

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	Initials & ID	Date	Initials & ID	Date		Initials & ID	Date	
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Trainee								
Comments:								Case/Report No.

■ SLPD

Report Review Log

PROCEDURES

It shall be the responsibility of the FTO to review all written documents completed by the RTO. Documents will be reviewed with attention to format, content, completeness, clarity, grammar, spelling and legibility. Police reports, after review by the FTO, will be signed or initialed by the FTO and submitted to the on-duty Patrol Sergeant for review.

Initially, copies of approved police reports shall be submitted along with the DOR to the FTS. Original police reports that were returned to the RTO with noted/needed corrections shall be submitted along with a copy of the final approved report. When the RTO display the ability to receive and maintain minimum acceptable level scores, copies will no longer be required. This decision rests with the FTS and/or FTC.

All reports completed by the RTO will be logged on the report review log.

PENAL CODE

REPORT TYPE	CASE NUMBER	FTO ID# & INITIALS	DATE WRITTEN	FTO COMMENTS
148				_____
148.1				_____
148.9				_____
166 (a)(4)				_____
187				_____
207				_____
211				_____
212.5				_____
215				_____
220				_____
236				_____
242				_____
243 (e)(1)				_____
245				_____
246				_____
261				_____
273a				_____

PENAL CODE (CONTINUED)

REPORT TYPE	CASE NUMBER	FTO ID# & INITIALS	DATE WRITTEN	FTO COMMENTS
273.5				
273.6				
288				
288a				
314				
368				
415				
422				
451				
459				
470				
476				
484				
484 I/C				
484 (f)(2)				
487				
503				

PENAL CODE (CONTINUED)

REPORT TYPE	CASE NUMBER	FTO ID# & INITIALS	DATE WRITTEN	FTO COMMENTS
530.5				_____
594				_____
646.9				_____
647.6				_____
647(f)				_____
653(m)				_____
29800				_____
25400				_____
25850				_____

PENAL CODE (CONTINUED)

REPORT TYPE	CASE NUMBER	FTO ID# & INITIALS	DATE WRITTEN	FTO COMMENTS

VEHICLE CODE

REPORT TYPE	CASE NUMBER	FTO ID# & INITIALS	DATE WRITTEN	FTO COMMENTS
10851				_____
20001				_____
20002				_____
23152				_____

HEALTH & SAFETY CODE

REPORT TYPE	CASE NUMBER	FTO ID# & INITIALS	DATE WRITTEN	FTO COMMENTS
11350				
11357				
11364				
11377				
11550				
11364.1				

WELFARE & INSTITUTIONS CODE

REPORT TYPE	CASE NUMBER	FTO ID# & INITIALS	DATE WRITTEN	FTO COMMENTS
300				
601				
5150				

BUSINESS & PROFESSIONS CODE

REPORT TYPE	CASE NUMBER	FTO ID# & INITIALS	DATE WRITTEN	FTO COMMENTS
4140				
25662				

STANDARDIZED EVALUATION GUIDELINES

The following "1", "4", and "7" scale value definitions are to be used when rating a trainee's behavior in each of the performance categories. It is through the use of these guidelines that program standardization and rating consistency is achieved.

ATTITUDE

1. **ACCEPTANCE OF FEEDBACK - FTO/PROGRAM** - Evaluates the way the trainee accepts criticism and how that feedback is used to further learning and improve performance.
 - (1) Unacceptable - Rationalizes mistakes. Denies that errors were made. Is argumentative. Refuses to, or does not attempt to, make corrections. Considers criticism a personal attack.
 - (4) Acceptable - Accepts criticism in a positive manner and applies it to improve performance and further learning.
 - (7) Superior - Actively solicits criticism/feedback in order to further learning and improve performance. Does not argue or blame other persons/things for errors.

2. **ATTITUDE TOWARD POLICE WORK** - Evaluates the trainee in terms of personal motivation, goals and his/her acceptance of the job's responsibilities.
 - (1) Unacceptable - Sees position as a job vs. a career. Uses job to boost ego. Abuses authority. Demonstrates little dedication to the principles of the profession. Is disinterested. Lacks motivation and does not attempt to improve performance.
 - (4) Acceptable - Demonstrates an active interest in new career and in their responsibilities.
 - (7) Superior - Utilizes off-duty time to further professional knowledge, actively soliciting assistance from others to increase knowledge and improve skills. Demonstrates concern for the fair and equitable enforcement of the law, maintaining high ideals in terms of professional responsibilities.

3. **INTEGRITY/ETHICS** - Evaluates the manner in which the trainee understands, accepts, and employs his/her own integrity and ethics.
 - (1) Unacceptable – Accepts and employs a standard of mediocrity. Has no sense of accountability and/or responsibility to department or community.
 - (4) Acceptable – Demonstrates ability to build/maintain public trust through honesty, community awareness, and professionalism. Able to resolve ethical situations through prior planning and decision-making.
 - (7) Superior – Consistently demonstrates high degree of internal strength, courage, and character. Models responsibility of service and enhances public trust.

- 4. LEADERSHIP** - Evaluates the trainee's ability to exercise influence among people using ethical values and goals for an intended change.
- (1) Unacceptable – Does not demonstrate strength of character by appropriate use of command presence. Does not prevent/reduce conflict. Fails to show empathy.
 - (4) Acceptable – Understands difference between influence and authority. Provides expected level of competency to the community through effective collaboration, communication/mediation, and compassion.
 - (7) Superior – Will not rationalize to compromise integrity. Has the courage to be flexible and employ discretion. Consistently demonstrates trust, respect, and genuineness.

APPEARANCE

- 5. GENERAL APPEARANCE** - Evaluates physical appearance, dress, demeanor, and equipment.
- (1) Unacceptable - Fails to present a professional image. Uniform fits poorly or is improperly worn or wrinkled. Hair not groomed and /or in violation of Department regulation. Dirty shoes, weapon, and/or equipment. Equipment is missing or inoperative. Offensive body odor and/or breath.
 - (4) Acceptable - Uniform neat, clean. Uniform fits and is properly worn. Weapon, leather, equipment are clean and operative. Hair within regulations. Shoes and brass are shined.
 - (7) Superior - Uniform is neat, clean, and tailored. Leather gear is shined. Shoes are polished. Displays command bearing.

RELATIONSHIPS

- 6. RELATIONSHIP WITH CITIZENS/COMMUNITY** - Evaluates the trainee's ability to interact with citizens (including suspects) and diverse members of the community in an appropriate and efficient manner.
- (1) Unacceptable - Abrupt, belligerent, overbearing, arrogant, uncommunicative. Overlooks or avoids "service" aspects of the job. Is inaccessible to the public. Introverted, overly sympathetic, ineffective, prejudicial, biased. Fails to explain actions to citizens. Does not follow up on citizen requests. Poor "non-verbal" skills.
 - (4) Acceptable - Courteous, friendly and empathetic to citizen's perceptions of problems. Communicates in a professional, unbiased manner. Fully explains police actions to public contacts and follows up on public inquiries and requests. Is service oriented and contacts the public in non-enforcement situations. Good "non-verbal" skills.

- (7) Superior - Is very much at ease with citizen and suspect contacts. Effectively manages time to allow increased citizen contact. Quickly establishes rapport and leaves people with the feeling that the officer is interested in serving them. Is objective in all contacts. Excellent "non-verbal" skills.

7. RELATIONSHIP WITH OTHER DEPARTMENT MEMBERS (SPECIFY) -

Evaluates the trainee's ability to effectively interact with other Department members of various ranks and in various capacities.

- (1) Unacceptable - Patronizes FTO/superiors/peers or is antagonistic toward them. Gossips. Is insubordinate, argumentative, and/or sarcastic. Resists instruction. Considers himself/herself superior. Belittles others. Is not a "team player." Relies on others to carry his/her share of the work.
- (4) Acceptable - Adheres to the Chain of Command and accepts his/her role in the organization. Good FTO, superior, and peer relationships. Accepted as a member of the group.
- (7) Superior - Is at ease in contact with all members of the organization while displaying proper consideration for their position. Understands superiors' responsibilities and respects their position. Peer group leader. Actively assists others.

8. COMMUNITY ORGANIZING - Evaluates the manner in which the trainee assists members of the community in handling neighborhood issues.

- (1) Unacceptable – Makes little attempt to establish or attend crime-watch meetings. Does not know the resources available to the community for problem-solving. Acts as “sole authority” and does not include the public in problem-solving process.
- (4) Acceptable – Assists members of the community in establishing crime-watch programs. Attends established group meetings as time allows. Provides the community lists of available resources. Includes the public in problem-solving.
- (7) Superior – Actively seeks out public involvement in crime-watch programs. Makes time to attend crime-watch programs and other neighborhood activities. Researches possible resources for neighborhoods to use. Encourages citizens to participate in decisions affecting their community.

PERFORMANCE

9. DRIVING SKILL: NORMAL CONDITIONS - Evaluates the trainee's skill in the operation of department vehicles under normal and routine driving conditions.

- (1) Unacceptable - Frequently violates traffic laws. Involved in chargeable accidents. Fails to maintain control of vehicle or displays poor manipulative skills in vehicle operation. Drives too fast or too slow for conditions.

- (4) Acceptable - Obeys traffic laws when appropriate. Maintains control of the vehicle while being alert to activity outside of the vehicle. Drives defensively.
- (7) Superior - Sets an example for lawful, courteous driving. Maintains complete control of the vehicle while operating radio, checking hot sheet, etc.

10. DRIVING SKILL: MODERATE/HIGH STRESS CONDITIONS - Evaluates the trainee's skill in vehicle operation under Code 3 situations, in situations calling for other than usual driving, and under conditions calling for other than normal driving skill.

- (1) Unacceptable - Involved in chargeable accidents. Uses red lights and siren unnecessarily or improperly. Drives too fast or too slow for conditions/situation. Loses control of the vehicle.
- (4) Acceptable - Maintains control of the vehicle and evaluates driving conditions/situation properly. Adheres to department policies and procedures regarding Code 3 pursuit enforcement driving. Practices defensive driving techniques.
- (7) Superior - Displays high degree of reflex ability and driving competence. Anticipates driving situations in advance and acts accordingly. Responds well relative to the degree of stress present.

11. USE OF MAP BOOK: ORIENTATION/RESPONSE TIME - Evaluates the trainee's awareness of surroundings, ability to find locations, and ability to arrive at destination within an acceptable amount of time.

- (1) Unacceptable - Unaware of location on patrol. Does not properly use map book. Unable to relate location to destination. Gets lost. Spends too much time getting to destination.
- (4) Acceptable - Is aware of location while on patrol. Properly uses map book. Can relate location to destination. Arrives within reasonable amount of time using the most practical route to reach destination.
- (7) Superior - Remembers locations from previous visits and seldom needs map book. Is aware of shortcuts and utilizes them to save time. High level of orientation to the beat and the community.

12. ROUTINE FORMS: ACCURACY/COMPLETENESS - Evaluates the trainee's ability to properly utilize departmental forms.

- (1) Unacceptable - Is unaware that a form must be completed and/or is unable to complete the proper form for the given situation. Forms are incomplete, inaccurate, or improperly used.
- (4) Acceptable - Knows of the commonly used forms, consistently makes accurate form selection, and understands their use. Completes them with accuracy and thoroughness.

- (7) Superior - Rapidly completes detailed forms without assistance. Displays high degree of accuracy in form completion.

13. REPORT WRITING: ORGANIZATION/DETAILS - Evaluates the trainee's ability to organize reports, supply the necessary details for a good report and obtain all necessary information from reporting person and/or witnesses.

- (1) Unacceptable – Fails to elicit necessary information. Unable to organize information in a logical manner and reduce it to writing. Omits pertinent details in the report. Report is inaccurate and/or incorrect.
- (4) Acceptable – Elicits most information and records same. Completes reports, organizing information in a logical manner. Reports contain the required information and details.
- (7) Superior - Reports are a complete and detailed account of events, written and organized so that any reader understands what occurred.

14. REPORT WRITING: GRAMMAR/SPELLING/NEATNESS - Evaluates the trainee's ability to use proper grammar, to spell correctly, and to prepare reports that are neat and legible.

- (1) Unacceptable - Reports are illegible. Reports contain an excessive number of misspelled words. Sentence structure and/or word usage is incorrect or incomplete. Excessive erasures or use of correction fluid.
- (4) Acceptable - Reports are legible and grammar is at an acceptable level. Spelling is acceptable and errors are few. Errors, if present, do not distract from understanding the report. Report is neat and clean in appearance.
- (7) Superior - Reports are very neat and legible. Contain no spelling or grammatical errors.

15. REPORT WRITING: APPROPRIATE TIME USED - Evaluates the trainee's ability to complete a report in an appropriate amount of time.

- (1) Unacceptable - Requires an excessive amount of time to complete a report. Takes three or more times the amount of time an experienced officer would take to complete the report.
- (4) Acceptable - Completes reports within a reasonable amount of time.
- (7) Superior - Completes complex reports very quickly and efficiently without assistance from FTO.

16. FIELD PERFORMANCE: NON-STRESS CONDITIONS - Evaluates the trainee's ability to perform routine, non-stress police activities.

- (1) Unacceptable - Becomes confused and disoriented when confronted with routine, non-stress tasks. Does not or cannot complete tasks. Unable to determine the appropriate course of action or avoids taking action.
- (4) Acceptable - Properly assesses aspects of routine situations, determines appropriate action, and takes same.
- (7) Superior - Properly assesses aspects of routine situations, including the more unusual and/or complex ones. Quickly determines appropriate course of action and takes same.

17. FIELD PERFORMANCE: STRESS CONDITIONS - Evaluates the trainee's ability to perform in moderate to high stress conditions.

- (1) Unacceptable - Becomes emotional, panic stricken, unable to function. Holds back, loses temper, or displays cowardice. Over/under reacts.
- (4) Acceptable - Maintains calm and self-control in most situations. Determines proper course of action and takes it. Does not allow a situation to further deteriorate.
- (7) Superior - Maintains calm and self-control in even the most extreme situations. Quickly restores control of the situation and takes command. Determines best course of action and takes it.

18. INVESTIGATIVE SKILLS - Evaluates the trainee's ability to conduct a proper investigation with an emphasis on crime scene investigatory procedures.

- (1) Unacceptable - Does not conduct a basic investigation or conducts investigation improperly. Unable to accurately identify offense committed. Fails to discern readily available evidence. Makes frequent mistakes when identifying, collecting, or submitting evidence. Does not connect evidence with suspect when apparent. Lacks skill in collection and preservation of fingerprints. Does not protect crime scene. Fails to identify and follow-up obvious investigative leads.
- (4) Acceptable - Follows proper investigatory procedure in routine cases. Is generally accurate in identifying the nature of offense committed. Collects, tags, logs, and submits evidence properly. Connects evidence with suspect when apparent. Collects "readable" fingerprints from most surfaces when available.
- (7) Superior - Always follows proper investigatory procedure and always accurate in identifying the nature of offense committed. Connects evidence with suspect even when not apparent. Has "Evidence Technician" level skill in the collection and identification of evidence. Collects "readable" fingerprints from any possible surface when available.

19. INTERVIEW/INTERROGATION SKILLS - Evaluates the trainee's ability to use proper questioning techniques; to vary techniques to fit persons being interviewed/interrogated; to follow proper and lawful procedure.

- (1) Unacceptable - Fails to use proper questioning techniques. Does not elicit and/or record available information. Does not establish appropriate rapport with subject and/or does not control interrogation of suspect. Fails to give Miranda warning. Fails to elicit enough information to determine what is occurring. Fails to identify citizens contacted during the course of the investigation.
- (4) Acceptable - Uses proper questioning techniques. Elicits available information and records same. Establishes proper rapport with victims/witnesses. Controls the interrogation of suspects and properly conducts a Miranda admonishment.
- (7) Superior - Always uses proper investigative questioning techniques. Establishes rapport with all victims/witnesses. Controls the interrogation of even the most difficult suspects. Conducts successful interrogations of suspects.

20. SELF-INITIATED FIELD ACTIVITY - Evaluates the trainee's desire and ability to observe and initiate police-related activity.

- (1) Unacceptable – Fails to observe or avoids suspicious activity. Does not investigate those situations. Rationalizes suspicious circumstances.
- (4) Acceptable - Recognizes and identifies police-related activities. Develops cases from observed activity. Displays inquisitiveness.
- (7) Superior - Seldom misses observable police-related activity. Maintains "Watch Bulletins" and information provided at roll call. Uses the information as "probable cause" to initiate activity. Makes quality contacts and/or arrests from observed activity. "Sees" beyond the obvious.

21. OFFICER SAFETY: GENERAL - Evaluates the trainee's ability to perform police tasks without injuring self or others and without exposing self or others to unreasonable danger or risk.

- (1) Unacceptable - Fails to follow acceptable safety procedures. Fails to exercise officer safety including but not limited to:
 - A. Exposes weapons to suspect (handgun, baton, mace, etc.).
 - B. Fails to keep weapon hand free in enforcement situations.
 - C. Stands in front of/next to violator's vehicle door.
 - D. Fails to control suspect's movements.
 - E. Fails to use illumination when necessary or uses it improperly.
 - F. Does not keep violator/suspect in sight.
 - G. Fails to advise Communications when leaving vehicle.
 - H. Fails to maintain good physical condition.
 - I. Fails to properly maintain personal safety equipment.
 - J. Does not anticipate potentially dangerous situations.
 - K. Stands too close to passing vehicular traffic.
 - L. Is careless with gun and/or other weapons.
 - M. Fails to position vehicle properly on car stops.
 - N. Stands in front of door when making contact with occupants.
 - O. Makes poor choice of which weapon to use and when to use it.

- P. Fails to cover other officers or maintain awareness of their activities.
- Q. Stands between police and violator's vehicle on a car stop.
- R. Fails to search police vehicle prior to duty and after transporting other than police personnel.

- (4) Acceptable - Follows acceptable safety procedures. Understands and applies them.
- (7) Superior - Always works safely. Foresees dangerous situations and prepares for them. Keeps partner informed and determines best position for self and partner. Is not overconfident. Serves as an "officer safety" model for others.

22. OFFICER SAFETY: SUSPICIOUS PERSONS, SUSPECTS, AND PRISONERS -

Evaluates the trainee's ability to perform police-related tasks safely while dealing with suspicious persons, suspects, and prisoners.

- (1) Unacceptable - Violates officer safety practices as outlined in SEG 21 (above). Additionally, fails to "pat search," allows people to approach while seated in patrol vehicle, fails to handcuff when appropriate. Conducts poor searches and fails to maintain a position of advantage that could prevent attack or escape.
- (4) Acceptable - Follows acceptable safety procedures with suspicious persons, suspects, and prisoners.
- (7) Superior - Foresees potential danger and eliminates or controls it. Maintains position of advantage in even the most demanding situations. Is alert to changing situations and prevents opportunities for danger to develop. Serves as a model for safety.

23. CONTROL OF CONFLICT: VOICE COMMAND - Evaluates the trainee's ability to gain and maintain control of situations through verbal command and instruction.

- (1) Unacceptable - Speaks too softly or timidly, speaks too loudly, confuses or angers listener by what is said and/or how it is said. Speaks when inappropriate. Unable to use a confident/commanding tone of voice.
- (4) Acceptable - Speaks with authority in a calm, clear voice. Proper selection of words and knowledge of how and when to use them. Commands usually result in compliance.
- (7) Superior - Completely controls situations with voice tone, word selection, inflection, and command bearing. Restores order in even the most trying situation through voice and language usage.

24. CONTROL OF CONFLICT: PHYSICAL SKILL - Evaluates the trainee's ability to use the proper level of force for the given situation.

- (1) Unacceptable - Uses too little or too much force for the given situation. Is physically unable to perform the task. Does not use proper restraints or is unable to properly use restraints.

- (4) Acceptable - Obtains and maintains control through use of the proper amount of force. Uses restraints effectively.
 - (7) Superior - Excellent knowledge and skill level in use of restraints (physical/mechanical). Extremely adept in the proper use of force for the given situation.
- 25. PROBLEM-SOLVING/DECISION-MAKING** - Evaluates the trainee's performance in terms of ability to perceive problems accurately, form valid conclusions, arrive at sound judgments, and make proper decisions.
- (1) Unacceptable - Acts without thought or good reason. Is indecisive, naive. Is unable to reason through a problem and come to a conclusion. Cannot recall previous solutions and apply them in similar situations.
 - (4) Acceptable - Able to reason through a problem and come to an acceptable conclusion in routine situations. Makes reasonable decisions based on information available. Perceives situations as they really are. Makes decisions without assistance.
 - (7) Superior - Able to reason through even the most complex situations and reach appropriate conclusions. Has excellent perception. Anticipates problems and prepares resolutions in advance. Relates past solutions to present situations.
- 26. PROBLEM-SOLVING TECHNIQUES** - Evaluates the trainee's ability to recognize problems and generate possible solutions.
- (1) Unacceptable – Avoids problems. Demonstrates a failure to understand problem solving techniques by not using them or not applying them effectively. Fails to ask the right questions. Is unable to choose alternative solutions. Does not assess a proper or effective response to the problem.
 - (4) Acceptable – Is capable of explaining what a problem-solving model is. Generates proper questions designed to identify problem. Generally able to choose a solution. Analyzes response for further action.
 - (7) Superior – When confronted with a problem, uses SARA (Scan - Analyze - Respond - Assess) problem-solving model. Identifies root causes of problems, not just symptoms. Selects workable solution. Properly assesses response and plans for follow-up.
- 27. COMMUNICATIONS: APPROPRIATE USE OF CODES/PROCEDURE** - Evaluates the trainee's use of communications equipment in accordance with department policy and procedure.
- (1) Unacceptable - Violates policy concerning use of communications equipment. Does not follow procedures or follows wrong procedures. Does not understand or use proper codes/language.

- (4) Acceptable - Follows policy and accepted procedures. Has good working knowledge of most-often-used code sections/language.
- (7) Superior - Always follows proper procedure. Adheres to policy in every instance. Has superior working knowledge of all codes/language and applies that knowledge when using communication equipment.

28. RADIO: LISTENS AND COMPREHENDS - Evaluates the trainee's ability to pay attention to radio traffic and to understand the information transmitted.

- (1) Unacceptable - Repeatedly misses own call sign and is unaware of traffic in adjoining beats. Requires dispatcher to repeat radio transmissions or does not accurately comprehend transmission.
- (4) Acceptable - Copies own radio transmissions and is normally aware of radio traffic directed to adjoining beats.
- (7) Superior - Is aware of own traffic and what is occurring throughout the service area. Recalls previous transmissions and uses that information to advantage.

29. RADIO: ARTICULATION OF TRANSMISSIONS - Evaluates the trainee's ability to communicate with others via the telecommunications network.

- (1) Unacceptable - Does not pre-plan transmissions. Over/under modulates. Improperly uses microphone. Speaks too rapidly or too slowly.
- (4) Acceptable - Uses proper procedure with clear, concise, and complete transmissions. Few complaints from communication center re: articulation skill.
- (7) Superior - Transmits clearly, calmly, concisely, and completely in even the most stressful situations. Transmissions are well thought out and do not have to be repeated.

30. MDT: USE/COMPREHENSION/ARTICULATION - Evaluates the trainee's ability to operate the terminal and receive and send clear communications via MDT.

- (1) Unacceptable – Does not understand dispatch and/or message formats. Does not recognize messages addressed to his/her unit. Fails to properly update the status of the unit. Is unfamiliar with formats necessary for routine operation and inquiries. Is unable to compose understandable text. Does not recognize officer safety issues involved in dispatch calls. Violates FCC regulations and/or department policy.
- (4) Acceptable – Understands the operation and formats required for all function and status keys. Can communicate by administrative message. Understands message, dispatch, and database formats used daily by officers. Properly updates status. Readily recognizes officer safety issues involved in the disposition of calls. Clear and brief in transmissions. Adheres to FCC regulations and department policy.

- (7) Superior – Consistently recalls dispatch information without running summaries. Can make rarely used free format inquiries from memory. Understands CAD, DMV, and CLETS error messages. Proficient in use of all function keys and in multiple administrative messages and BOLO file retrieval.

KNOWLEDGE

- 31. KNOWLEDGE OF DEPARTMENT POLICIES AND PROCEDURES** – Evaluates the trainee's knowledge of department policies/procedures and ability to apply this knowledge under field conditions.

-Reflected by Verbal/Written/Simulated Testing-

- (1) Unacceptable - When tested, answers with less than 70% accuracy.
- (4) Acceptable - When tested, answers with at least 70% accuracy.
- (7) Superior - When tested, answers with 100% accuracy.

-Reflected in Field Performance-

- (1) Unacceptable - Fails to display knowledge of department policies, regulations, and/or procedures, or violates same.
- (4) Acceptable - Familiar with most commonly applied department policies, regulations, procedures and complies with same.
- (7) Superior - Has an excellent working knowledge of department policies, regulations, procedures, including those less known and seldom used.

- 32. KNOWLEDGE OF CRIMINAL STATUTES** - Evaluates the trainee's knowledge of the criminal statutes (i.e., Penal, Vehicle, W & I, B & P, H & S, and all City/County Codes) and his/her ability to apply that knowledge to field situations.

-Reflected by Verbal/Written/Simulated Testing-

- (1) Unacceptable - When tested, answers with less than 70% accuracy.
- (4) Acceptable - When tested, answers with at least 70% accuracy.
- (7) Superior - When tested, answers with 100% accuracy.

-Reflected in Field Performance-

- (1) Unacceptable - Does not know the elements of basic code sections. Does not recognize criminal offenses when encountered or makes mistakes relative to whether or not crimes have been committed and, if so, which crimes. Incorrectly identifies violation(s). Provides incorrect court assignments or dates.

- (4) Acceptable - Recognizes commonly encountered criminal offenses and applies appropriate code section. Recognizes differences between criminal and non-criminal activity. Correctly identifies violation(s). Provides correct court assignments and dates.
- (7) Superior - Has outstanding knowledge of all codes and applies that knowledge to normal and unusual activity quickly and effectively. Consistently able to locate lesser known code sections in reference material.

33. KNOWLEDGE OF CRIMINAL PROCEDURE - Evaluates the trainee's knowledge of criminal procedures including laws of arrest, search and seizure, warrants, juvenile law, etc. Evaluates ability to apply those procedures to field situations.

-Reflected by Verbal/Written/Simulated Testing-

- (1) Unacceptable - When tested, answers with less than 70% accuracy.
- (4) Acceptable - When tested, answers with at least 70% accuracy.
- (7) Superior - When tested, answers with 100% accuracy.

-Reflected in Field Performance-

- (1) Unacceptable - Violates procedural requirements. Attempts to conduct illegal searches, fails to search when appropriate, attempts to seize evidence illegally, and arrest unlawfully.
- (4) Acceptable - Follows required procedure in commonly encountered situations. Conducts proper searches and seizes evidence legally. Makes arrests within guidelines.
- (7) Superior - Follows required procedure in all cases, accurately applying law relative to searching, seizing evidence, release of information and effecting arrests.

(Adapted from those first developed by the San Jose, California, Police Department, improved upon by the Houston, Texas, Police Department, revised by Glenn F. Kaminsky in 1986, 1991, 1997, and 1999, and added to by Jerry Hoover, Chief of the Reno Police Department and by the Sacramento County Sheriff's Department)