

WOODMOOR PUBLIC SAFETY

STANDARD OPERATING PROCEDURES

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Preface

This Standard Operating Procedures (SOP) manual is for internal use only and doesn't enlarge an officer's civil or criminal liability in any way. Violations of the SOP, if proven, can only form the basis of a complaint by this department, and then, only in a non-judicial, administrative setting.

1 Woodmoor Public Safety Mission

The mission of Woodmoor Public Safety (WPS) is to promote a safe environment and protect the property and welfare of Woodmoor residents and property owners. This valuable service is provided by patrolling the area within the Woodmoor Boundaries and other areas as approved by the Woodmoor Improvement Association (WIA). WPS officers shall respond to requests for service from all Woodmoor residents. WPS officers may also respond to emergency calls as necessary at the discretion of the on-duty officer.

Community facilities and services, schools, businesses, and private organizations within Woodmoor and the surrounding area may avail themselves of this valuable service by contract with the WIA.

2 Department Motto

The motto, "To Protect And To Serve", states the essential purpose of the WPS. WPS protects the rights of all persons within its jurisdiction to be secure in their possessions and to live in peace. WPS serves the people of Woodmoor by performing the security enforcement function in a professional manner. It is to these people that WPS is ultimately responsible.

3 WPS Oath of Office

"I, (officer's name) do solemnly swear, or affirm, that I will support the Constitution and laws of the State of Colorado and the ordinances of the Community of Woodmoor, and that I will faithfully perform the duties of a Woodmoor Public Safety officer."

In the performance of his duty to serve society, an officer is often called upon to make difficult decisions. He must exercise discretion in situations where his rights and liabilities and those of the WPS office hinge upon his conduct and judgement. An officer's decisions are not easily made. Occasionally, they involve a choice that may cause him hardship or discomfort.

An officer must be faithful to his oath of office. The WPS officer must not allow personal motives to govern his decisions and conduct and must incorporate the principles of professional security service and the objectives of WPS in the discharge of daily duties.

4 Code of Conduct

All officers shall be subject to and abide by the policies, rules and regulations set forth in this manual and in the Woodmoor Administrative Financial Policies and Procedures.

4.1 Conduct Unbecoming an Officer

A Public Safety officer is the most conspicuous representative of the WIA, and to the majority of the people he is a symbol of stability and authority upon which they can rely. An officer's conduct is closely scrutinized, and when his actions are found to be excessive, unwarranted, or unjustified, they are criticized far more severely than comparable conduct of persons in other walks of life. Since the conduct of an officer, on- or off-duty, may reflect directly upon the department an officer must at all times conduct himself/herself in a manner which does not bring discredit to himself/herself, the department, the WIA or the community.

4.2 Responsibility of On-Duty Officers

On-duty officers within the community limits, after considering the tactical situation, are to take all steps reasonably necessary with their assignment to effect the security of the community and to protect life and property.

4.3 Responsibility of Off-Duty Officers

Both on-duty and off-duty officers have authority as to any public offense committed for which there is probable cause to believe has been committed in his/her presence and with respect to which there is immediate danger to person or property, or the escape of the perpetrator of such offense. However, on-duty officers, outside the community limits, who are not acting within the scope of their employment as WPS officers on matters of direct concern to the community, and off-duty officers both inside and outside the community limits are to give first consideration to causing the appropriate action to be effected by the responsible law enforcement agency. Such officers should then act only after consideration of the tactical situation and of their possible liability and that of the WIA.

4.4 Financial Obligations

WPS employees have stable incomes upon which they may forecast future earnings. For this reason, and because of community confidence in their responsibility, it is relatively easy for department employees to contract financial obligations, which, if not controlled, may become an impossible burden. Such financial distress may impair the individual's effectiveness and tends to bring discredit upon the department. Employees should avoid incurring financial obligations that are beyond their ability to reasonably satisfy from their anticipated department earnings.

4.5 Refusal to Work

The alternative to law and its enforcement is anarchy and its resulting devastation. An officer's commitment to community and professional ethics precludes his engaging in strikes or similar concerted activities. For these reasons WPS officers do not have the right to strike or to engage in any work stoppage or slow-down. It is the policy of this department to seek negative discipline against any officer who plans or engages in any such strike, work stoppage, or slow-down.

5 Chain of Command

To ensure unity of command, clearly defined lines of authority must be drawn so there exists a structural relationship within the department as shown in *Figure 5-1 - WPS Chain of Command*, below. Disputes involving a fellow officer shall immediately be called to the attention of the Chief of Public Safety. To ensure a check and balance and/or grievance channel for employees, any issue may be taken to the Director of Public Safety, but only after a reasonable effort is made with the Chief of Public Safety to resolve the issue.

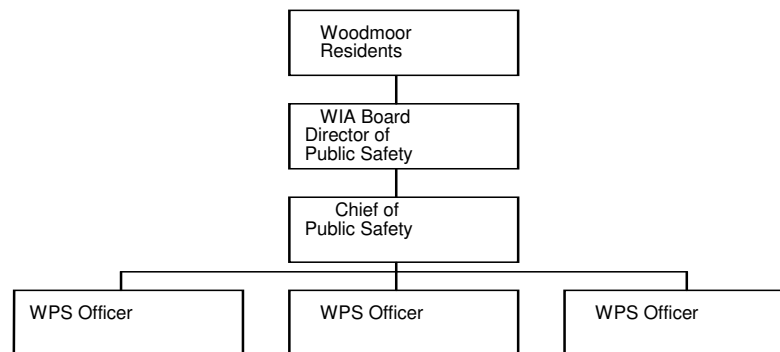


Figure 5-1 - WPS Chain of Command

6 Duties of the Chief of Public Safety

6.1 Daily Operations

The Chief shall be responsible for, and shall exercise such authority as directed by the Board of Directors, so as to manage day-to-day operations of WPS to include:

- 1) Proper and efficient enforcement of all laws, ordinances and regulations that the WPS office has the authority to execute.
- 2) Maintenance and enforcement of effective discipline within the WPS.

Supervision of all security functions within WPS.

6.2 Scheduling Duty Hours

The Chief shall schedule duty hours in a fair and equitable manner to all department personnel such that WPS patrol requirements are satisfied.

6.2.1 Duty Shift Schedules

See work hours 7.1.1.7 on page 8.

6.3 Employee Training

The Chief shall be responsible for the scheduling and conduct of training for every WPS officer.

6.4 Orders and Directives

The Chief has the authority to issue, within WPS, orders and directives that are necessary to accomplish the overall WPS mission. Orders issued shall be in conformity with the law and shall not derogate the policies governing employees of the WIA.

6.5 Required Reporting

The Chief must assure that all required reports, forms, and regulations are properly maintained and filed. All files containing confidential or personal information shall be secure at all times when not in actual use. Records on all complaints and accidents shall be kept on file and available for reference by all security officers and court officials when summoned.

The Chief shall notify the Law Enforcement Bureau Commander of the Sheriff's Office of any personal injury or substantial property damage incurred by any Woodmoor Public Safety Officer.

The Chief shall notify the WIA Board of Directors immediately upon receiving notice that a WPS officer has been named in a lawsuit as a result of an act performed in the line of duty.

6.6 Hourly Pay Approval

It is the duty of the Chief to approve records of all regular duty hours claimed by the WPS personnel as well as compensatory time, sick leave, vacation time, part-time assignments, and training.

6.7 Budget Preparation

The Chief shall prepare a preliminary annual budget for WPS to be submitted to the Director of Public Safety prior to October 1 of each calendar year.

6.8 Employee Evaluation

The Chief shall evaluate and counsel department employees on an annual basis, in a manner that is non-discriminatory, in accordance with WIA policy.

- 1) A suitable evaluation form shall be compiled on the various functions and requirements of the department employees.
- 2) The Chief will review annual evaluations with the employee, and if necessary, will provide counseling.
- 3) Annual evaluations will be submitted to the Director of Public Safety for review prior to the employee's review of the evaluation.

7 Duties of a WPS Officer

7.1 Daily Operations

WPS Officers shall be responsible for carrying out the function of the WPS office, namely the preservation of the public peace, protection of life and property, and prevention of crime, taking all direction from the Chief of Public Safety.

Officers shall take suitable action on information and complaints by a citizen, except when circumstances make it necessary for them to report the matter or refer the person to another officer or agency. Officers shall fulfill proper requests for information or assistance, or they shall aid the person in otherwise obtaining the same. Officers shall avoid giving the impression they are evading the performance of their duty, or they are not interested in the problems of persons who are referred elsewhere for service. Officers shall not belittle a seemingly trivial request, complaint, or information received, but shall invariably thank the complainant or informant, regardless of the value of the information.

Officers shall perform their duties in a polite, business-like manner. They can be firm but shall never display any ill temper.

Junior officers will address senior officers by rank when in public.

Officers shall have a telephone at their residence and shall submit their address and telephone number to the Chief. Any changes shall be reported within twenty-four hours.

All officers shall possess a valid First Aid Certificate. Should an officer's certification expire, this provision will not apply until the Public Safety office provides a refresher course at its earliest convenience.

Officers shall not use or possess any drug except according to prescription and under the supervision of a licensed physician. Any officer under the influence of any type drug when reporting for duty shall notify his supervisor.

Officers shall not report for duty under the influence of alcohol or consume any alcohol while on duty.

Officers on duty shall not enter any place of amusement or any liquor establishment except when necessary in the performance of duty or periodic inspection. Officers are prohibited from eating in restaurants that are known to be "trouble spots."

Officers shall not consort or otherwise fraternize or associate with known gamblers, drunkards, prostitutes, criminals persons involved with or taking drugs, or persons of bad character, unless it is in association with law enforcement duties.

Officers shall have considerable knowledge of state laws, obtaining the assistance of the Chief in the interpretation of any law or portion thereof that is not clearly understood.

Officers who injure a person or animal or damage public or private property shall report the circumstances to the Chief immediately and make a written report as soon as practicable.

Any officer who necessarily incurs expenses in connection with his official duties, and for which the department is responsible shall promptly submit to the Chief an itemized account of such expenditure together with all receipts.

Officers shall immediately report an on-the-job injury to the Chief.

Officers in uniform shall stand at attention when the American flag passes in public parades, ceremonies, or other occasions. Whenever the National Anthem is played at any place where no national colors are in evidence, officers shall stand at attention facing toward the music source.

7.1.1 Administrative

7.1.1.1 Discipline and Grievance

It is essential that public confidence be maintained in the ability of the department to investigate and properly adjudicate complaints against its members. Additionally, the department has the responsibility to seek out and discipline anyone whose conduct discredits the department or impairs its effective operation. The rights of the employee as well as those of the public must be preserved, and any investigation or hearing arising from a complaint must be conducted in an open and fair manner with the truth as its primary objective. The department accepts complaints against its members and fully investigates all such complaints to the appropriate disposition.

One of the primary tasks of a command officer is the administration of discipline. Discipline can be positive or negative; it may involve encouragement, inspiration, training or imposition of negative sanctions. It has as its immediate purpose the channeling of individual effort into effective and productive action.

The exercise of positive discipline requires foresight and planning rather than merely reaction. It involves an evaluation of the human factor which, when combined with proper training, motivation and recognition of individual and group effort, results in self-discipline.

Discipline means may vary from a warning, where the immediate effect is on the individual, to termination, where the positive result derived is in the reassurance of other employees and the community as to unacceptable limits of misconduct. In each case, care must be exercised to make the proper choice in obtaining a desired and just result. In the administration of discipline, a command officer must consider the totality of the circumstances surrounding the allegation of misconduct in making a determination whether the original action or conduct, which prompted the complaint was not only legal but whether, under the circumstances it was necessary and proper as well. His/her decision must resolve those factors with the individual's interest and the probable effect of the disciplinary action upon the attainment of department objectives. To be effective, discipline must not only be fair in its application, it

must also follow within reasonable time the act which it is intended to correct. Therefore, there must be a prompt resolution of disciplinary cases.

Effective management and respect for individual dignity requires that employees have means available for the proper redress of grievances. A department employee having a complaint relating to any matter affecting his/her employment is ensured the right of review at succeeding levels of department authority until the grievance is resolved or dismissed.

Supervisory employees are responsible for the performance, conduct and adherence to department directives, policies and procedures.

Among the programs having an impact on discipline in the department are selection, training, direction, supervision, and accountability. Since these elements are interdependent, the department's disciplinary posture is characterized by a systems approach wherein the positive as well as the punitive aspects of discipline are addressed.

The following components of the disciplinary system identify the methods to be applied to officer conduct in the interest of discipline: training, counseling, and punitive action.

Training as a component of the department's disciplinary system may be employed by itself or in conjunction with one or more of the other components of the disciplinary system.

Procedures and criteria for using training as a function of discipline shall adhere to the guidelines established by the department regarding remedial training.

Counseling as a component of the department's disciplinary system may be employed by itself or in conjunction with one or more of the other components of the disciplinary system.

The following criteria for using counseling as a function of discipline must be satisfied:

- 1) There must exist reasonable belief that the employee has an existing problem or is experiencing difficulty understanding, adjusting to or internalizing matters which are:
 - Job related (pertaining to assigned tasks)
 - Personnel policies (pertaining to department policies)
 - Inter-personnel (involving relationships with co-workers)
 - Personal (matters which are largely personal but which are affecting the employee's work performance.)
- 2) Evidence must be present indicating that the employee's problem is having a deteriorating effect on his/her work.
- 3) There must be a reason to believe that counseling may assist the employee in a supportive way or otherwise has a positive impact on his/her performance.

The following procedures are established for using counseling as a function of discipline:

- 1) The employee or the Chief of Public Safety may initiate the counseling process.
- 2) The initial counseling effort shall be intended to find remedy or, if remedy cannot be found, to route the counseling process to the Director of Public Safety.

Personnel may be placed on administrative probation upon the recommendation of the Chief of Public Safety and approval of the Director of Public Safety when their duty performance is below acceptable standards. The employee must be notified of the probationary status in writing.

Minor infractions are violations of policy procedures and orders that are first offenses and do not affect the employee's ability to perform assigned duties in the future. Examples of minor infractions are the following first-time offenses:

- Traffic Violations
- Untidy or dirty uniform or appearance
- Minor abuse of sick leave
- Repeated tardiness

- Discourtesy or disrespect to other employees or to the public.

Major infractions include:

- Association with known drug abusers
- Association with known alcoholics
- Association with know felons
- Violations of the WPS SOP or the Woodmoor Administrative Policies and Procedures.

Congruent with the department's disciplinary system, the Chief of Public Safety may recognize and reward employees with letters of commendation for work that consistently demonstrates outstanding individual or group performance.

The following criteria must be satisfied and are considered prerequisites for letters of commendation:

- Because a single element in and of itself is a likely situation, it fails to provide a true picture of actual circumstances and therefore awards to employees must be prudently considered in light of the related factors.
- Awards must be supported with performance evaluations that consistently reflect performance of excellence.
- Awards must be based on work performance evaluations for outstanding achievement that is directly related to the mission of the department or to significant advancement of the department or member thereof.

The following procedures entail guidelines for rewarding employees with letters of commendation:

- Anyone may recommend, in writing to the Chief of Public Safety, that a member of Woodmoor Public Safety be awarded a letter of commendation.
- The recommendations must include specific reasons or cause for such award, and must include supportive documentation that shows that the criteria for awards have been met.
- After the Chief or his/her designee has verified the accuracy of the content of the written recommendation, the Chief may cause the award to be presented.

7.1.1.1.1 Grievance Procedures

Employees shall first attempt to informally resolve the matter with immediate supervisor the Chief of Public Safety. If this step does not resolve the grievance and a formal grievance is made, it shall be filed and processed in the following manner:

- 1) The aggrieved employee shall file a grievance within three working days of occurrence of difficulties relating to working conditions or relationships or violations of procedures with the Director of Public Safety (DPS).
- 2) The DPS will schedule a hearing within five working days of notice. The DPS will notify the employee and the affected department head of the hearing.
- 3) At the hearing the employee and the Chief of Public Safety will be permitted to present any evidence that has a bearing on the disciplinary action.
- 4) Within three working days following the hearing, the DPS shall make a written decision to either sustain the Chief's action, modify such action, or reverse the action. The decision shall contain specific findings of fact as they relate to applicable policies and procedures.
- 5) If the grievance remains unresolved, the aggrieved individual shall report his grievance to the next WIA Board meeting, which is open to the public, where a final decision shall be made. The WIA Board may inquire into the circumstances of the grievance by calling a special meeting to interview the necessary individuals. The decision of the WIA Board will be final.
- 6) Upon written request of the affected parties (i.e., aggrieved party, Chief, or DPS) and the agreement of all parties, the time limit set forth in the grievance procedure may be extended.

- 7) The aggrieved employee will not lose any pay while the employee is reasonably preparing the presentation of the grievance for appeal. The employee must obtain prior approval of the immediate supervisor to spend reasonable amounts of work time on these matters. Such approval shall not be unreasonably withheld.
- 8) Employees dismissed during the original probation period shall not have recourse to the appeal procedure. Such employees will be given notice of dismissal on or before the effective date.
- 9) Employees have the right to be represented at the appeals hearing, at their own expense.
- 10) Witnesses may be present at the hearing if approved by the DPS and if they are community employees.
- 11) The aggrieved and their witnesses will not be subject to intimidation, interference, coercion, discrimination or reprisal as a result of being a party or witness to appeal.

7.1.1.1.2 Grievance Procedures When Suspended or Dismissed

- 1) When an employee has been suspended without pay or as been dismissed, except in #8 above, and wished to meet with a disciplinary hearing board, he/she must write a letter requesting a disciplinary hearing within three days of the notice for suspension or dismissal.
- 2) This letter will be forwarded to the DPS and WIA Board, who will start the process for the disciplinary hearing.
- 3) The disciplinary hearing board will consist of one community employee chosen by the WIA Board, one community employee chosen by the accused, and one member of the department chosen jointly by the accused and the DPS/WIA Board.
- 4) The disciplinary hearing board will choose a chairperson among themselves. The WIA President or his/her designee will act as the prosecutor. The accused or his/her attorney will present the defense.
- 5) The accused will be notified, in writing, no less than 10 working days before a hearing by the DPS. The notification will include:
 - Hearing date, time and location
 - The specific regulations, policies, ordinances and/or statutes the employee is alleged to have violated.
 - Instructions to submit within three days after receipt of this notice: 1. The name of the community employee the accused wishes to serve on the board, and 2. The two names of department employees the accused wishes to serve as the third member of the board.
- 6) The chairperson will conduct the hearing and rule on motions. Each member will arrive at his/her decision by evaluating the testimony and evidence presented. Members will also be allowed to ask questions of any witness to enlarge on their testimony given during direct and cross-examination.
- 7) The proceedings shall be recorded by tape recorder.
- 8) After weighing the evidence presented at the hearing, the members of the board will determine whether or not the evidence supports the allegations.
- 9) Once completed, findings will be signed by board members and a record included of how each member voted.
- 10) If the board's decision is unanimous, the chairperson will write the board's decision, including the findings of fact and recommendations for action, to the Chief of Public Safety. If the decision is split and the chairperson is in the minority, the responsibility of writing the decision may be assigned to one of the majority members.
- 11) The dissenting side of the board in split decisions shall write a dissenting opinion that shall become an official part of the written record.
- 12) Distribution of findings and recommendations will be as follows: original to the Chief of Public Safety and copies to the accused employee, person acting as prosecutor, employee's personnel file, and the disciplinary hearing board file.

7.1.1.2 Work Periods

Officers are held to be always on duty, although periodically relieved from the routine performance of it. They are always subject to orders from the Chief.

Officers that are off-duty shall report for duty immediately upon receipt of orders to do so by the Chief or whoever is in command, i.e. Deputy Chief or Sergeant.

Officers shall not alter their work schedule without prior approval from the Chief. Normal working hours may be varied in case of special circumstances by prior arrangement with, or notification from a supervisor.

Officers shall report for duty punctually or shall notify the Chief of the inability to do so in advance.

Officers are allowed one lunch break per shift, which, if taken, shall not be more than sixty minutes in duration.

Officers are allowed two breaks per day, which, if taken, shall not be more than thirty minutes each.

Officers are subject to call out while on break.

Officers shall report punctually to the court when scheduled to do so. If unable to report, the officer shall notify the Chief of the inability to do so in advance. The officer shall notify the court as soon as possible of any dates that he will not be available.

Upon advance verbal or written notification by the Chief, officers shall report for off-duty functions, including, but not limited to, training or any circumstances where extra personnel are necessary.

7.1.1.3 Leaves of Absence

Officers taking sick leave must notify the Chief at least thirty minutes prior to the shift he will be missing, or as soon as possible. A physician's certificate shall be required for an absence extending beyond three days.

Officers sustaining an on-the-job injury shall receive his normal salary for a period not to exceed sixty days for each new and separate injury.

Officers shall be given time off when performing jury duty. Officers will be given compensatory time when required to serve as a witness in any county or federal court.

7.1.1.4 Resignation

Any officer may resign from WPS by presenting the resignation in writing to the Chief. To resign in good standing, an officer must give the Chief at least two weeks notice. Resignations shall be promptly forwarded to the WIA Board of Directors. Once submitted, a resignation cannot be rescinded. Failure to comply on the part of the officer with the specified written resignation and notice requirements may cause the officer to forfeit one day of accrued vacation for each day short of the required two-week notice period. In addition, such failure shall be entered into the service record of the officer and may be cause for denying future employment with the WIA.

An officer who resigns in good standing may be re-employed only on an original appointment basis.

7.1.1.5 Probation

All new officers are on a one-year probation period. The Chief may extend probation with cause. An officer may be placed back on probation for a period of not more than three months as a disciplinary tool used to monitor an officer's performance and correct performance problems.

7.1.1.6 Comp Time

WPS employees may accrue compensatory time in accordance with the following: Comp time earned will be given at the rate of one hour earned to an hour of comp time. The Chief of the Woodmoor public Safety under the following circumstances will grant comp time. If an employee is required to work extra than his normal scheduled hours, if the employee is required to appear for a job related court appearance scheduled during his off time, if the employee partakes in off duty training exercises, or he is required to attend a job related meeting. Comp time other than the four previous reasons must be approved by the Chief of WPS prior to earning any comp time. Comp time accrued must be taken within sixty days of accrual. Comp time taken will only be allowed when it will not create a burden on the department. Comp time accrued will not be compensated for if employment is terminated.

7.1.1.7 Work Hours

All officers of Woodmoor Public Safety work approximately 1840 hours a year, or 160 hours a month. The normal schedule is four days of 10-hour shifts and four days off. This schedule will vary as required under reduced personnel and hours conditions. Officers will work on official holidays when scheduled, except during pre-scheduled vacations.

7.1.1.8 Insurance

Workman's Compensation Insurance as provided for by state law covers every WPS officer. The WIA pays the entire insurance cost. Any officer who is injured or becomes ill from a cause arising in the course of his employment is eligible for benefits within 48 hours of such injury or occupational disease.

An employee's eligibility for payment of injury leave is based on determination of the Colorado Industrial Insurance Division under the terms of the Workman's Compensation Act. Payment of full salary by the WIA for the injury leave shall entitle the WIA to recover all supplemental salary monies paid to an injured officer by the Colorado Industrial Insurance Division.

The WIA offers group hospital, medical, and dental insurance to all full-time officers and their families under a policy selected by the WIA. This policy could change without notice.

7.1.1.9 Uniform

All officers shall wear that attire, while on duty, which has been designated by the Chief. No uniform part in non-conformance with the standard uniform may be worn.

Officers are prohibited from wearing the official public safety uniform or any parts thereof except while on duty, going to and from duty, while attending an official function, or as approved by the Chief.

Officers in uniform shall carry such security equipment on their persons as designated by the Chief.

An officer shall not wear the uniform, or any part of it, while under suspension.

Officers shall maintain their uniforms, duty civilian attire, and equipment in a neat, clean and serviceable condition.

Uniformed officers shall wear only plain black shoes or boots. No extremely pointed toes or high heels will be worn. If shoes are chosen over boots, socks will be dark in color.

All officers while in uniform shall wear an official patch on the left and right shoulder of the outermost garment.

Any officer who received damage to any of his personal property or uniform while in the performance of an official duty shall promptly notify the Chief. Subsequently, he/she is to provide the Chief with an itemized account of the cost of repair or replacement, and ultimately with receipts of the expenditure. Any damages incurred due to an officer's own carelessness will not be reimbursed.

The only approved hat to be worn while in uniform is the ball cap or campaign style hat. It is to be kept clean and appropriately shaped. Hat badges for the campaign style hat will be provided by WPS. Hats will be purchased by the officer.

Bulletproof vests may be worn at the discretion of the Chief.

Officers who appear in court shall be attired in uniform, suit, sport coat and tie, or a dress, skirt, and jacket. Hats will not be allowed in court.

7.1.1.10 Appearance

The professional bearing expected of officers requires that each officer assume the responsibility for adopting high standards of personal grooming and cleanliness.

When on duty, hair length, mustache, sideburns and personal hygiene will be regulated by the following guidelines:

- 1) Mustaches shall be neatly trimmed and will not extend below the corners of the mouth.
- 2) Beards will not be worn.
- 3) No hairstyle shall be grown to such length that a combative suspect could easily grasp it or hinder the officer's ability to see under any condition.

- 4) Male officer's hair shall not cover their ears or the collar of their uniform shirt, and shall be in a neat, trimmed, tapered or blocked condition.
- 5) Female officers shall have their hair styled so it appears neat at all times and does not interfere with the performance of their duties or create any undue hazards for their personal wellbeing. Longer hairstyles shall be tied back in a manner to avoid undue hazards.
- 6) Officers assigned to special duties will be authorized to dress or grow facial hair according to the needs of the assignment and at the direction of the Chief.
- 7) Sideburns will not extend downward below the bottom of the earlobe, with the flare no wider than 1.25 inches. They will be trimmed and shall not be excessively bushy or cover any part of the ear.
- 8) No earrings or visible body piercing shall be worn while in uniform.

7.1.1.11 Building and Equipment

Officers shall maintain desks in a neat, clean, and orderly fashion.

No office equipment or furnishings shall be moved from one office or area to another without the permission of the Chief.

Officers shall use care in handling WPS/WIA equipment and property and shall report immediately any that is lost, damaged, or in bad order.

No officer shall willfully or negligently lose, damage or destroy WPS/WIA property.

Officers shall print only official WPS or WIA documents on the office photocopy equipment.

Firearms and other weapons shall be stored in locked storage only.

7.1.2 Patrol Issues

7.1.2.1 Community Familiarity

WPS Officers shall know the names and general locations of the streets, depots, hospitals, public buildings, government agencies, and important business establishments in the community. Knowledge of state, county, and U.S. highways that pass through and surround the community as well as the names and distances of the principal cities on those thoroughfares for a distance of one hundred miles is required.

7.1.2.2 Criminal Awareness

WPS Officers shall be familiar with the practices, haunts, and associations of known criminals, being cognizant of suspicious characters and persons of known criminal tendencies, and use every legal means to suppress their criminal activities while reporting it to the Sheriff's Office.

7.1.2.3 Vacation Checks

When residents request vacation checks, the following information must be logged and submitted to the Chief of Public Safety: name, address, when they are leaving/returning, any lights on in the house, any lights on timers, any cars in the driveway, any animals, anyone who has a key and who will be going in and out of the house while they are away. Emergency contact information is also desirable. Inform the resident to call when they return home. Vacation checks are performed once daily.

7.1.2.4 Commercial Checks

Commercial checks are conducted similarly to vacation checks.

7.1.2.5 Burglary Alarm Response

When contacted by reporting party of alarm activation at a residence or business, the officer should obtain the following information:

- Address of occurrence
- Name of resident or business
- Areas being tripped/activated
- If other agency or person is responding

After obtaining this information, the officer travels to the scene as quickly as legally possible without endangering anyone.

When approaching the scene, the officer will note any suspicious vehicles or persons exiting the area near the alarm.

Upon arrival, the officer will survey the scene from a safe distance, looking for anything suspicious. If the officer determines that a burglary or unauthorized entry has taken place or is in progress, he will immediately move to a safe position that affords a good view of the scene and contact the Sheriff's Office. The officer will remain at the scene until dismissed by a supervisor or another law enforcement officer.

7.1.2.6 Patrol Routes

WPS Officers shall faithfully and diligently patrol Woodmoor in order to render it difficult for anyone to commit a crime therein.

- 1) Patrols shall not be according to any fixed schedule.
- 2) Routes shall be alternated frequently and backtracked in order to be in the location least expected.
- 3) When required to interrupt regular patrol duties, whether to give attention to any complaint, assist another law enforcement agency, contact the Sheriff's office for assistance or for an arrest, or for another emergency, the matter shall be attended to promptly and without unnecessary loss of time, in order that the normal patrol duties may be resumed within Woodmoor.
- 4) Continually be on the lookout for stolen property and wanted or missing persons, reporting same to the Sheriff's office.
- 5) Pay particular attention to schools to prevent loitering or vandalism.
- 6) Log and report to the Chief all buildings or portions thereof that may have become unsafe.
- 7) Log and report to the Chief all buildings where dangerous or unwholesome trade is observed.
- 8) Log and report to the Chief any nuisance, hazard, or other matter affecting the safety and convenience of the Woodmoor residents.
- 9) Log and communicate to fellow WPS officers and the Sheriff's office any information that could aid in the suppression of crime or apprehension of criminals and recovery of stolen property or contraband.
- 10) Attempt to question any person for whom there exists reason to be suspect for any unlawful business or design, or who acts in a suspicious manner. After questioning, log all information and notify the Sheriff's office, if necessary.

7.1.2.7 Arrests and Use of Force

- 1) An officer shall not apply for a criminal warrant where the offense is alleged to have been committed against himself except with the prior knowledge and approval of the Chief.
- 2) Officers shall summon assistance from the Sheriff's Office when unaided citizen's arrest might possibly be dangerous. While some risk is involved in security service, officers must distinguish between foolhardiness and courage and not place their lives in jeopardy needlessly.
- 3) Officers shall use only as much force as is necessary to effect a citizen's arrest. They shall not use unnecessary force or violence in making a citizen's arrest, preventing an escape, or in dealing with any person. Physical force, short of deadly physical force may be used to counter a bodily attack by a subject, which could result in injury to an officer or third person. An officer is also justified in using reasonable and appropriate physical force upon another person to the extent that he/she reasonably believes it necessary to stop the action that would be considered a threat or danger to an officer or third party. Included within this area would be the use of departmentally approved non-deadly weapons or control devices.
- 4) Suspects shall not be humiliated, ridiculed or taunted.
- 5) In the citizen's arrest, transportation and detention of prisoners, the officer shall notify the Sheriff's office immediately.
- 6) Officers shall not post bail for any person arrested, except members of their own immediate families.

- 7) Officers shall not suggest or recommend specific attorneys, bondsmen or bail brokers to any person arrested, except for members of their own immediate families.

7.1.2.8 Deadly Physical Force

- 1) “Deadly physical force” is defined as that force, the intended, natural, and probable consequence of which is to produce death, and which does, in fact, product death.
- 2) A “reasonable belief” that a person has committed an offense means a reasonable belief in facts or circumstances which, if true, would in law constitute an offense. If the believed facts or circumstances would not in law constitute an offense, an erroneous though not unreasonable belief that the law is otherwise, does not render justifiable the use of force to make an arrest or to prevent an escape from custody.
- 3) “Serious bodily injury” means bodily injury that involves a substantial risk of death, substantial risk of serious permanent disfigurement, or a substantial risk of protracted loss or impairment of the function of any part or organ of the body.
- 4) Officers are permitted to use deadly physical force only in compliance with CRS 18-1-707(2), as amended.
- 5) An officer is justified in using deadly physical force upon another person only when he reasonably believes that it is necessary to defend himself or a third person from what he reasonably believes to be the use or imminent use of deadly physical force.
- 6) In review of any use of deadly physical force by an officer, to determine justification, the facts considered will be limited to those which appeared to be reasonable and known to the officer at the time he decides to use such force. Facts which later develop or were unknown to the officer cannot be considered in subsequent determination of whether the use of deadly physical force was justified.

7.1.2.9 First Aid or Medical Attention

- 1) Any use of force which results in injury to a subject shall require the officer to ensure that the injured subject receive first aid or medical attention as is reasonable and necessary. This shall be accomplished as appropriate and as soon as practical.
- 2) All applications of force that result in injury shall be documented in writing per reporting procedures.

7.1.2.10 Vehicles and Operation

- 1) Officers operating a motor vehicle must have a valid Colorado driver’s license.
- 2) Officers shall set an example of good driving habits during routine vehicle operation. They shall conform to all town and state traffic laws and the rules and regulations governing vehicle operations in the operations manual.
- 3) An officer charged with a patrol unit shall be directly responsible for fuel, oil, radiator and tire pressure levels of the unit assigned to him/her. He/she is responsible for the upkeep and cleanliness of the unit. There will be no smoking in the patrol vehicles while on duty.
- 4) Any intentional damage done to vehicles will be paid for by the officer assigned to the car at the time the damage occurred.
- 5) Any damage found shall be reported immediately to the Chief of Public Safety. An incident report shall be completed if there is no prior report.
- 6) Officers shall relay in writing to the Chief of Public Safety for any vehicle malfunction or prospective malfunction.
- 7) Officers shall report immediately to the Chief of Public Safety any accident or damage that occurs while operating or in possession of a WPS vehicle. The State Patrol shall be notified as soon as possible if applicable.
- 8) An incident report shall be completed as soon as practicable by the officer involved in or in possession at the time the patrol unit was damaged.

- 9) Officers shall not alter, remove or modify any equipment associated with, or attached to any WPS vehicle without the expressed permission of the Chief of Public Safety.
- 10) Any time a patrol unit is to be left out of sight of the officer assigned, the keys shall be removed from the vehicle. When leaving a unit out of sight on a routine or non-emergency basis, the vehicle doors shall be locked. When leaving the patrol unit for any reason, the shift level shall be placed in the "park" position and the emergency brake applied.
- 11) To prevent wind damage, thefts, and to allow emergency lights to be fully seen, patrol vehicle trunk lids shall be closed except when actually placing or removing items from the trunk.
- 12) Under no circumstances will any WPS officer be involved in any vehicle pursuits.

7.1.2.11 Firearms

- 1) The WPS policy is that all members shall exhaust all reasonable efforts before resorting to the use of firearms.
- 2) An officer shall not discharge firearms in the performance of security duties except as outlined in CRS 1973,18-1-701 through 18-1-710 and after all other means fail. Examples of acceptable firearms use are:
 - In the necessary defense from death or serious injury of another person being attacked.
 - To kill a dangerous animal or one that humanity requires its removal from suffering and other disposition is impractical.
 - To give alarm or to summon assistance for an important or serious purpose when no other means are practical.
 - For target practice at an approved range.
- 3) Firearms shall NOT be discharged under the following circumstances:
 - As a warning
 - At fleeing vehicles
 - To effect the arrest of any misdemeanor unless attacked and in self-defense
- 4) An officer shall file a written report to the Chief of Public Safety immediately following the loss, theft, or other disposition of a department firearm and shall list the complete description, including serial numbers, and shall include all facts surrounding the loss in the report.
- 5) When an officer discharges his/her firearm, either accidentally or in the performance of security duties, the officer shall verbally notify the Chief as time and circumstances permit, but in no event later than the end of the current tour of duty.
- 6) The officer who discharges firearms shall file a written report of the incident through established channels with the Chief of Public Safety and the Sheriff's Office.
- 7) If the officer who discharges the firearm is hospitalized or fatally injured or incapable of filing the report as required, the Chief of Public Safety is responsible for filing as complete a report as possible pending further departmental investigation.
- 8) Firearm accidents that are reported promptly and do not involve injury may not be subject to disciplinary action. Gross negligence or intentional discharge will be subject to disciplinary action.
- 9) The WIA Board of Directors shall make recommendations for the modification of the department firearms policy and shall make recommendations concerning the training necessary for the effective implementation of such a policy.
- 10) Officers shall not surrender their weapon(s) except as a last resort when convinced the act of giving up the weapon will save their life or lives of other persons.
- 11) Quick action is often necessary with no time for deliberations. You must be right. If you are in doubt, DO NOT FIRE!

7.1.2.11.1 Firearms Criteria and Inspection

- 1) All on-duty weapons will be qualified prior to being carried.
- 2) All firearms connected with on-duty work will be evaluated before they are put into use.

- 3) The Chief of Public Safety shall conduct a random inspection of weapons, ammunition and holsters.
- 4) All weapons shall be judged on their individual merit according to the following guidelines:
 - All weapons with both hammer and trigger fully exposed are disallowed.
 - Single action weapons are not approved without express conditions on use. They shall not be used as a defensive weapon.
 - Weapons having only a half-cock safety are disallowed.
- 5) No officer shall possess a firearm while consuming or under the influence of alcohol or any drug, in accordance with 18-12-106(d).

7.1.2.11.2 Firearms Training

Woodmoor Public Safety utilizes a mandatory firearms qualification program which requires each officer to fire and qualify with the weapon they are carrying.

See Section 9.1.

7.1.3 Investigation Issues

WPS Officers shall make themselves familiar with the operation of all investigative aids for which they might have need.

7.1.3.1 Juvenile Investigation

In dealing with offenders under the age of 18 years, notify the Sheriff's Office.

7.1.3.2 Motor Vehicles

- 1) WPS Officers shall investigate the circumstances relating to any motor vehicle that raises suspicions either by the actions of the occupants, by being parked in a peculiar location, by having the motor running while unoccupied, or by containing merchandise or personal effects left unattended on the street, particularly, at night.
- 2) WPS Officers shall watch for vehicles that have been illegally or improperly parked, including but not limited to yellow zones, cross walks, fire hydrant zones, adjacent to or in front of driveways, or otherwise positioned in an unsafe manner, taking any necessary action to rectify the situation.
- 3) WPS officers shall be alert for non-licensed motorized vehicles on the streets of Woodmoor, advising the driver and/or parent thereof of the illegality of such actions and, if necessary, reporting such incidents to the El Paso County Sheriff's office.

7.1.3.3 Bicycles

WPS Officers must be ever vigilant for violators of ordinances related to bicycles, taking enforcement action, if necessary, and reporting violations to the El Paso County Sheriff's office.

Bicycle licensing is performed at the Town of Monument.

7.1.3.4 Contracted Business Checks

WPS Officers shall pay particular attention to those contracted places of business in which robbery or burglary attempts are most likely to occur and familiarize themselves with the normal operating hours for the business.

- 1) After business hours, if a door or window is found open, the business owner/manager shall be notified immediately.
- 2) All non-functional outdoor security lighting shall be reported to the business owner/manager.

7.1.3.5 Crime Scene

- 1) Upon arrival at the scene of a crime, note the time of your arrival and obtain the names and addresses of all persons at the scene.
- 2) Make every effort to segregate the witnesses and prevent them from discussing the crime until they have been questioned.

- 3) Call Sheriff's office as quickly as possible after determining the nature and extent of the crime, giving the important particulars. The supervisory officer will then advise of the procedure to follow.
- 4) Protect the crime scene from any disturbance by victims, bystanders, and other officers, and protect it from loss due to theft. Allow no one to touch, walk on, rub against, or in any way change any object that may bear a clue as to the identity of the criminal until the Sheriff's Officer arrives.
- 5) Maintain and be in complete charge of the crime scene until a supervisor or Sheriff's Officer arrives.
- 6) When more than one officer has been dispatched to a crime scene, the senior officer shall assume command until the arrival of a supervisor or the Sheriff's Office.
- 7) After meeting with the Sheriff's Deputy, make note of circumstances along with victims and suspects.

7.1.3.6 Support Sheriff's Office

- 1) WPS Officers shall call the El Paso County Sheriff's office to report all misdemeanor and felonious crimes and attempted detection, apprehension and prosecution of those responsible.
- 2) WPS Officers shall call the El Paso County Sheriff's office for the investigation and proper disposition of all cases in which the Sheriff's office has asked WPS for assistance.
- 3) WPS Officers shall file reports and supplementary progress reports with the Sheriff's office on all cases in which the Sheriff's office has asked WPS for assistance.

7.1.3.7 Civil Cases

- 1) Officers shall not involve themselves in civil actions or disputes of other persons, nor shall they presume to adjudicate any civil dispute or give legal advice in civil matters; however, officers shall act to prevent or suppress any breach of the peace, disturbance, or criminal act which may grow or had grown out of such dispute.
- 2) Officers shall not testify in civil cases unless legally summoned.
- 3) Officers shall not institute civil action arising out of their official duties without first notifying the Chief.
- 4) Officers shall not use their positions with the WPS as a means of forcing or intimidating persons with whom they are engaged in a civil controversy to settle the case in the officer's favor.
- 5) Officers shall not accept anything as payment for personal injury or property damage incurred in the line of duty without first notifying the Chief.
- 6) Any officer who has a suit filed against him by reason of an act performed in the line of duty shall immediately consult with the Chief and furnish a copy of the complaint together with an accurate and complete report pertaining to the incident in question.

8 Qualification and Selection Process

8.1 Applicant Criteria

Qualified applicants must meet the following criteria:

- 1) Must be at least 21 years of age.
- 2) Must be a United States Citizen.
- 3) Must have a valid Colorado driver's license.
- 4) Must be accessible by telephone.

Preference will be given to applicants with the following experience:

- 1) Military Experience
- 2) Police Experience or Training
- 3) National Guard Experience
- 4) Military Reserve Experience

- 5) Previous Security Experience
- 6) Fire Arms Experience

8.2 Interview

All applicants will be interviewed by the Chief. At the discretion of the Director of Public Safety, joint interviews by both the Chief and the Director may be conducted.

8.3 Background Investigation

A background investigation will be conducted on each applicant passing the oral interview. The investigation will include verification of the applicant's qualifying credentials including education, employment history, age, residence, and citizenship, as well as a search for any prior criminal record. At least three personal, non-relative references will also be checked. Each applicant will be given a composite score based on all findings.

8.4 Waitlist

Qualified applicants will be placed on a hiring list on the basis of their overall score. The list will be maintained for a one-year period. New hires will be taken from the list when an opening arises during this one-year period. If an applicant has not been selected prior to the termination of the list, that person will be required to re-interview.

9 Training

During the course of the year, each officer will attend mandatory training sessions as required by the Chief of Public Safety. Each officer shall meet with the Chief to design an individual program for career and training goals for that officer and the needs of the department.

All Public Safety officers shall be required to qualify at the firing range with their duty weapon at least twice per calendar year. The schedule for weapons qualifications will be at the discretion of the Chief.

In fulfilling its commitment to provide professional security service, officers are encouraged to further their education to the highest level possible.

9.1 Firearms

The primary Woodmoor Public Safety firearms training course will be one that the officer is most likely to see under combat situations, but this in no way means training with other arsenal weapons or courses of firing will not be needed. Proficiency with the other weapons and courses will be considered and officers will be given the opportunity to increase their proficiency.

Officers will be required to qualify with the weapon they normally carry on duty. Should this be a .357 or .45ACP, 9mm ammunition will be provided by the department. Officers using weapons other than 9mm shall be required to furnish their own ammunition. Officers can not carry a weapon with which he/she has not been qualified.

Qualifications will be held two times per year. A score of 75% or better is required for qualification. An officer meeting the qualification requirement will be considered qualified until the next qualification.

An officer not meeting qualification requirements may fire a second time. If the officer still does not attain the minimum score, the officer will be put on notice for a 10-day period. Instructions will be made available to any officer still unable to qualify and the officer will be placed under suspension until such time as he/she either qualifies or evaluation of his/her capabilities as an officer is completed.

New employees will need to qualify at the next scheduled firearms training date or a special training session will be scheduled.