

MEDINA POLICE DEPARTMENT GENERAL ORDER

ORDER NO: 2016-007

SUBJECT: Community Relations

EFFECTIVE DATE: 01 January 2016

RESCINDS ORDER NO: 99-04-04

DISTRIBUTION: All Department Personnel

PURPOSE: The purpose of this order is to define the departments policy and procedures for community relations and related activities.

I. **POLICY:** The Medina Police Department recognizes the importance of maintaining an atmosphere of openness with the community we serve. We actively seek to establish a cooperative relationship and keep the community informed on matters of public interest. The Chief of Police is the community relations officer for the Medina Police Department. The community relations function is a responsibility of all police department members. All personnel in the department should project a positive image and become involved in community needs. The conduct of each employee reflects on the agency as a whole, and the burden of achieving the agency's community relations objectives should be shared. Every employee must be aware of the different programs that the agency has so they can inform the community. Function will be exercised only by the Chief of Police, another member of the department may be designated by the Chief of Police.

II. **PROCEDURE**

A. **Relations with the Public**

1. **Courtesy**

Employees shall be courteous to the public in person, or when on the telephone. Employees shall be tactful in the performance of their duties, control their tempers exercise the utmost patience and discretion, and shall not engage in argumentative discussion, even in the face of extreme provocation. In the performance of their duties, employees shall not use coarse, violent, profane, or insolent language or gestures, and shall not express any prejudice concerning race, religion, politics, national origin, life style or similar circumstances.

2. **Request for Assistance**

When any person requests assistance or advice, makes a complaint or report, either by telephone or in person, all pertinent information will be obtained in an official and courteous manner and will be properly and judiciously acted upon consistent with established department procedures.

3. Citizen Complaint

Employees shall direct all complaints made by a citizen against any employee of the department to the shift supervisor first, then the Chief of Police. Employees may attempt to resolve the complaint, but shall never attempt to dissuade any citizen from lodging a complaint against any employee of the department. Employees shall follow established departmental procedures for processing complaints.

4. Foot Patrol

In order to promote positive community relations, all Officers will conduct regular foot patrol. The Midnight shift will conduct daily foot patrol in the business district. During inclement weather (excessive rain, excessive snow, or slippery conditions) lighted checks will be conducted. Officers working Days and Afternoons will do random foot patrol in residential or business areas. While on foot patrol, Officers are asked to engage business owners, managers and random citizens they encounter in an effort to improve community relations. During poor weather conditions, Officers shall conduct foot patrol indoors at locations such as schools, commercial buildings, and the hospital. In addition to making our Officers more accessible to the public, this will also assist us in learning the layout of these buildings and neighborhoods for future emergency responses. High call volume shall take precedence over foot patrol.

B. Interpersonal Communications

To promote understanding and cooperation there must be interpersonal communication between members of the community and employees at all levels of the department.

Each employee must be aware of the law enforcement needs of the community and their particular assigned area of responsibility.

Guided by policy, employees must tailor their performance to obtain the objectives of the department.

The department will establish programs that encourage productive dialogue with the public at all levels and to ensure that the unity of the police and the people is preserved.

C. Identification

All employees shall furnish their names and their badge number to any person requesting that information when they are on duty or holding themselves out as

having an official capacity, except when the withholding of such information is necessary for the performance of police duties, or is authorized by proper authority.

D. Request for Departmental Speakers

All requests for department personnel to speak at public gatherings, luncheons, service clubs, civil associations, etc., will be referred to the Chief of Police.

The Chief of Police will evaluate their request and, if appropriate, identify the department member best suited to respond to the request.

E. Meeting Attended

Whenever any member is asked to attend any meeting, as a representative of the police department or owing to their status as a member of this department, he/she must first obtain permission from the Chief of Police prior to attending such meeting. This is to include, but not limited to, any town, village, department, or governmental representatives either appointed or elected, civil or social groups/organizations.

Any Officer who acts as a Departmental speaker, or represents the Department during a meeting or public gathering will insure the information provided reflects positively on the goals and objectives of the Medina Police Department. Officers should refrain from making negative statements regarding Departmental matters, fellow Officers and Supervisors. Questions of a sensitive or derogatory nature should be referred to the Chief of Police.

On conclusion of a meeting or public appearance, the Department representative will update the Chief of Police with all relevant and pertinent information.

F. Individual Dignity

All persons have a right to dignified treatment under the law and the protection of this right is a duty which is binding on all members of the department.

Employees must treat person with as much respect as that person will allow and be mindful that the people with whom they are dealing are individuals with human emotions and needs.

G. Equality of Enforcement

Consistency in application is a primary and fundamental element of uniform enforcement of the law.

The department services a community comprised of individuals with varied ethnic and social composition, having unique life-styles or particular crime problems. All people, have a right to the protection and security that is afforded by fair and impartial law

enforcement.

All persons must be able to maintain flexibility in their demeanor and enforcement methods. In order to properly respond to the varying law enforcement problems. The department must be able to maintain flexibility in deployment and enforcement methods.

Employees shall use physical force only to the extent that is reasonable and necessary. Use of physical force shall be in accordance with the law and departmental procedures.

H. Responsiveness to the Community

The department must be responsive to the needs and problems of the community. This regard for the community must be shown plainly at all levels of the department by an obvious willingness to listen and a genuine concern for the problems of individuals or groups.

I. Community Access to Police Information

It is necessary that there be full public disclosure of policies and an openness in matters of public interest.

The department will disseminate accurate and factual accounts of occurrences of public interest, consistent with the safety and protection of victims, witnesses and the constitutional rights of the accused and with consideration of the necessity for maintaining the confidentiality of department records.

The department will strive to make known and accepted its objectives and policies.

By Order Of:

Chad Kenward
Chief of Police