

Glendale Police Department General Order		
Table of Contents		10.000
Date Issued 11-20-00	Revision Date 02-20-24	Page 1 of 42

Glendale Police Department Philosophy	20.000
Mission Statement.....	20.000
Values Statement	20.001
Objectives Statement	20.002
Vision Statement.....	20.003
Management Principles and Philosophy.....	20.004
Reverence for the Law	20.005
Discretion.....	20.006
Authority.....	20.007
Code of Ethics.....	20.008
Department Goals and Objectives.....	20.010
Preparation	20.010
Content.....	20.011
Format.....	20.012
Reporting.....	20.013
Police Advisory Committees	20.015
Police Advisory Committee Structure	20.016
Written Communications and Chief’s Directives	20.030
Written Chief’s Directives	20.030
Legal Updates	20.031
Intra-departmental Communication, Coordination, and Cooperation	20.032
Non-City Related Items	20.033
General and Operation Orders.....	20.040
Purpose.....	20.040
Policy is a Guideline	20.041
Format & Index.....	20.042
Availability	20.043
Policy Revision Schedule	20.044
Updated / Revised Policies	20.045
Policy Review Process.....	20.046
Policy Maintenance.....	20.047
Organizational Structure, Authority, Roles, and Responsibilities.....	20.050
Command Structure	20.050
Department Authority and Responsibility	20.051
Seniority.....	20.052
Span of Control.....	20.053

Glendale Police Department General Order

Table of Contents		10.000
Date Issued 11-20-00	Revision Date 02-20-24	Page 2 of 42

Emergency Command.....	20.054
Organizational Chart.....	20.055
Description of Organizational Components.....	20.056
Mutual Aid.....	20.070
Cooperation with Other Criminal Justice Agencies.....	20.070
Mutual Aid Agreement and Guidelines	20.071
United States Air Force Installations - Luke AFB.....	20.072
Arizona Department of Public Safety	20.073
Railroad Police.....	20.074
Maricopa County Adult Probation Department.....	20.075
Requesting National Guard Assistance in Emergency Situations	20.076
Request of Resources During a Disaster.....	20.077
Crime Analysis/Planning and Research	20.080
Crime Analysis Function	20.081
Research and Management Organization	20.082
Crime Analysis Philosophy.....	20.083
Crime Analysis Source Documents	20.084
Research and Management Functional Responsibilities.....	20.085
Crime Analysis Responsibilities	20.086
Levels of Crime Analysis.....	20.087
Dissemination of Information	20.088
Feedback	20.089
Administrative Reporting System	20.090
Administrative Reporting System.....	20.090
Time Sensitive Activities.....	20.091
Accreditation Time Sensitive Report and Activity Tracking	20.092
Audits and Inspections	20.100
Purpose.....	20.100
Line Inspections	20.101
Facility Inspections	20.102
Audits and Inspections / Staff Inspections.....	20.103
Forms Control System.....	20.110
Purpose.....	20.110
Policy	20.111
Procedures.....	20.112
Security and Accountability.....	20.113

Glendale Police Department General Order

Table of Contents

10.000

Date Issued
11-20-00

Revision Date
02-20-24

Page
3 of 42

Creation and Modification	20.114
Allocation of Personnel.....	20.120
General: Allocation and Assessment	20.120
Periodic Allocation Reassessment	20.121
Non-Sworn Positions	20.122
Sworn Seniority Guidelines (Seniority Shift Bid)	20.123
Beat Deployments	20.124
Beat Integrity	20.125
Officer Accountability	20.126
Sergeant Accountability	20.127
Lieutenant Accountability	20.128
 Reserve Officers	 20.130
Policy	20.130
Selection Criteria	20.131
Training.....	20.132
Uniform and Equipment	20.133
Probationary Requirements.....	20.134
Performance Evaluations	20.135
Conduct.....	20.136
Duties and Responsibilities	20.137
Reserve Officer Payment	20.138
Reserve Officer Public Liability Protection.....	20.139
Chain of Command for the Reserve Officers	20.140
Reserve Officer Specialty Assignments.....	20.141
Reserve Officer Transition to Full-time Glendale Police Officer Status	20.142
 Public Information.....	 20.140
Policy	20.140
Procedure	20.141
Public Information Officer Responsibilities	20.142
Interagency Media Relations	20.143
 Fiscal Management and Contractual Agreements.....	 20.150
Philosophy.....	20.150
Functional Responsibility	20.151
Budget.....	20.152
Fiscal Controls	20.153
Emergency Purchase of Material and Services.....	20.154
Procurement Cards.....	20.155

Glendale Police Department General Order

Table of Contents

10.000

Date Issued
11-20-00

Revision Date
02-20-24

Page
4 of 42

Requisitions.....	20.156
Petty Cash	20.157
Business Lunch/Refreshment Expenditures	20.158
RICO Funds	20.159
Accounting.....	20.160
Monitoring	20.161
Contractual Agreements.....	20.162
Assessment Study	20.163
Written Agreements	20.164
Provisions of Contractual Agreements	20.165
Service Records	20.166
Employee Participation in a Contractual Agreement.....	20.167
Cash Fund Accounting Maintenance	20.168
Departmental Property Management.....	20.170
Inventory Management	20.171
Equipment Approval, Issuance and Control	20.172
Acquisition of Department Property	20.173
Donating Departmental Property to the Police Museum	20.174
MDC Usage & Microcomputers.....	20.180
Purpose.....	20.180
Policy	20.181
Definitions.....	20.182
Procedures.....	20.183
References.....	20.184
Honor Guard	20.190
Purpose.....	20.190
Assignment of Members	20.191
Equipment.....	20.192
Deployment.....	20.193
Chain of Command.....	20.194
Saluting Regulation and Display of Flags	20.195
Saluting at a Parade.....	20.196
Saluting During the Playing of the National Anthem.....	20.197
Saluting During Flag Ceremonies.....	20.198
Police Department Employee Funeral	20.199
General Direction.....	20.200
Detailed Procedure.....	20.201

Glendale Police Department		
General Order		
Table of Contents		10.000
Date Issued 11-20-00	Revision Date 02-20-24	Page 5 of 42

Deaf and/or Nonverbal Persons	20.210
Purpose.....	20.210
Communications with Hearing Impaired or Nonverbal Persons	20.211
Qualified Interpreters/Written Communications	20.212
Criminal Proceedings.....	20.213
Automated Vehicle Locating System	20.220
Purpose and Scope	20.220
Permissions	20.221
Audits	20.222
Cellular Phone Reimbursement	20.230
Purpose & Policy	20.230
Definitions	20.231
Procedures	20.232
Computer Access-Police Central Records and Criminal Database Computer Systems	20.250
ACJIS / NCIC Security.....	20.250
Recruitment and Selection	21.000
Purpose.....	21.000
Policy	21.001
Equal Employment Opportunity and Recruitment Plan	21.002
General Guidelines.....	21.003
Human Resource Department Responsibilities	21.004
Police Department Responsibilities	21.005
The Job Announcement	21.006
The Eligibility List.....	21.007
Written, Physical Fitness and Performance Examinations	21.008
The Oral Review	21.009
Background Investigation	21.010
The Polygraph Examination	21.011
Conditional Review or Final Review.....	21.012
Psychological Examination.....	21.013
Pre-Employment Medical Examination.....	21.014
Records Retention.....	21.015
Probationary Period	21.016
Training	21.030
Purpose.....	21.031

Glendale Police Department General Order

Table of Contents

10.000

Date Issued
11-20-00

Revision Date
02-20-24

Page
6 of 42

General Guidelines.....	21.032
Orientation Training for New Members	21.033
Non-Sworn Training	21.034
Basic Training (Sworn).....	21.035
Lateral Police Officer Training.....	21.036
Field Training Program.....	21.037
Phase Testing and Reviews.....	21.038
Reports	21.039
Selection of Field Training Officer.....	21.040
Supervision and Evaluation of Field Training Officer	21.041
Certification Maintenance and Training	21.042
Managerial Training.....	21.043
Specialty Assignment Training.....	21.044
Sworn Supervisor Training	21.045
Intra -Departmental Training	21.046
Travel Arrangements and Reimbursements.....	21.047
Training Records.....	21.048
Lesson Plans.....	21.049
Review of Training Programs	21.050
Attendance	21.051
Excused Absences.....	21.052
Training Reports	21.053
Needs Assessment.....	21.054
Training Committee Selection	21.055
Training Committee Responsibilities	21.056
Certified Police Instructors	21.057
Instructor Responsibilities	21.058
Tests and Remediation.....	21.059
Patrol Re-Integration Program	21.065
Patrol Re-Integration Program.....	21.065
Active Military or Paramilitary Deployment	21.066
Employee Assignment Guidelines	21.070
Purpose.....	21.070
Definitions.....	21.071
Overview of Performance Based Assignments.....	21.072
Testing Guidelines for Performance Based Assignments.....	21.073
Patrol Bid	21.074
Performance Based Assignments.....	21.075
Criteria to Remain in a Performance Based Assignment.....	21.076

Glendale Police Department General Order

Table of Contents		10.000
Date Issued 11-20-00	Revision Date 02-20-24	Page 7 of 42

Performance Based Assignments for Sergeants	21.077
Temporary Duty Assignments	21.078
Sergeant Training Program	21.120
Philosophy.....	21.120
Purpose.....	21.121
Training Procedures	21.122
Field Training Sergeant Duties	21.123
Modified Duty	21.200
Modified Duty	21.201
Pay Classification / Compensation/ Benefits	21.310
Pay Classification / Compensation Policy	21.310
City Philosophy.....	21.311
General - Specific Policies and Procedures	21.312
Compensation	21.313
On the Job Training Benefits	21.314
Retirement.....	21.315
Death Benefits	21.316
Civil Suits.....	21.330
Civil Suits/Insurance.....	21.330
Legal Council.....	21.331
Collective Bargaining.....	21.345
Extra-Duty, Off-Duty, and Outside Employment.....	21.350
Extra-Duty, Outside Employment, and Off-Duty.....	21.350
Definitions.....	21.351
Prohibited Outside and Off-Duty Employment	21.352
General Requirements.....	21.353
Policies Concerning Extra-Duty / Off-Duty Employment.....	21.354
Authorized Off-Duty Employment Work.....	21.355
Assignment of Employees	21.356
Awards and Recognition	21.390
Awards and Recognition Policy.....	21.390
Types of Awards	21.391
Excellence Committee	21.392
Awards Nomination Process.....	21.393

Glendale Police Department General Order

Table of Contents

10.000

Date Issued
11-20-00

Revision Date
02-20-24

Page
8 of 42

Award Selection Process.....	21.394
Award Presentations	21.395
Fitness and Wellness	21.400
Purpose of Fitness and Wellness Program.....	21.400
Primary Program Goals.....	21.401
Physical Examination.....	21.402
Fitness and Wellness Program	21.403
Employee Assistance & Support.....	21.410
Purpose and Description of the Employee Assistance & Support	21.410
Departmental Assistance and Support to Critically Injured or Ill Employees	21.411
Responsibilities of the Employee Assistance & Support Coordinator	21.412
Peer Support Volunteers and CISM Team Members	21.413
Accessibility and Confidentiality.....	21.414
Critical Incident Stress Management.....	21.420
Critical Incident Stress Management – Purpose and Goals	21.420
Critical Incident Stress Debriefings and CISM Teams.....	21.421
Critical Incident Defusings	21.422
Confidentiality	21.423
Peer Support Program	21.425
Philosophy.....	21.425
Selection of Peer Support Team Members	21.426
Training.....	21.427
Administration	21.428
Exposure Control Plan	21.440
Purpose.....	21.440
Definitions.....	21.441
Designated At-Risk Classifications	21.442
Training	21.443
General Prevention Guidelines for All Department Employees.....	21.444
Hepatitis A and B Inoculation Program	21.445
Personal Protective Equipment (PPE)	21.446
Disinfection and Decontamination	21.447
Exposure	21.448
Supervisor Responsibilities.....	21.449

Glendale Police Department General Order

Table of Contents		10.000
Date Issued 11-20-00	Revision Date 02-20-24	Page 9 of 42

Uniform Regulations.....	21.470
Uniform Regulations / Purpose & Scope.....	21.470
Uniform Committee.....	21.471
General Regulations.....	21.472
Awards and Pins	21.473
Regulation Uniform	21.474
Uniform Accessories / Other Considerations	21.475
Plain Clothes Employees / Field Training Officers / Investigations / Court	21.476
Casual Dress Code	21.477
Insignia of Rank	21.478
Uniform Loss or Damage	21.479
Body Armor (Ballistic Vests)	21.500
Purpose.....	21.500
Policy	21.501
Procedures for the Vest Reimbursement Program.....	21.502
Use of Body Armor.....	21.503
Inspections and Care of Body Armor	21.504
Respiratory Protection Plan.....	21.510
Scope.....	21.510
Assignment to Officers	21.511
Training.....	21.512
Fit Testing	21.513
Fit Checking.....	21.514
Grooming Standards	21.515
Storage and Maintenance.....	21.516
Inspection.....	21.517
Filter Change Out.....	21.518
Corrective Lenses or Glasses	21.519
Record Keeping	21.520
Personnel Assessment System.....	21.600
Early Warning System	21.600
Supervisory Responsibilities.....	21.601
Indicators.....	21.602
Intervention (EI) Documentation.....	21.603
Employee Issues and Conflict	22.000
Employee Speech/Rights and Obligations.....	22.001
Unprotected Speech	22.002

Glendale Police Department General Order

Table of Contents		10.000
Date Issued 11-20-00	Revision Date 02-20-24	Page 10 of 42

Off Duty Non-Work Related Speech	22.003
On Duty Speech Restrictions	22.004
Utilizing the Chain of Command.....	22.005
Whistle Blower Protection and Procedure.....	22.006
Impartiality Requirement	22.007
Public Appearances Representing the Department.....	22.008
Public Criticism	22.009
News Media Contact.....	22.010
Conflict of Interest	22.011
Relation with the City Council	22.012
Biased Based Profiling.....	22.014
Promotions.....	22.015
Educational/Training Requirements for Police Rank	22.016
Promotional Testing Procedures	22.017
Establishing Promotional Eligibility List.....	22.018
Introduction/Discipline.....	22.030
General Information.....	22.030
Continuity of Discipline.....	22.031
Range of Discipline.....	22.032
Related Violations.....	22.033
General Purpose	22.034
Unbecoming Conduct	22.040
Unbecoming Conduct	22.040
Abuse of Position.....	22.041
Alcohol.....	22.042
Drugs.....	22.043
Personal Associations	22.044
Criminal Offenses/Detrimental Conduct	22.045
Duty to Intervene	22.046
Courtesy	22.047
Conflicting Activities.....	22.048
Off Duty Conduct	22.049
Public Appearances/Discussions	22.050
Functional Requirements	22.050
Functional Requirements	22.050
Reporting for Duty	22.051

Glendale Police Department General Order

Table of Contents		10.000
Date Issued 11-20-00	Revision Date 02-20-24	Page 11 of 42

Attentiveness to Duty.....	22.052
Orders and Directives	22.053
Department Property.....	22.054
Identification.....	22.055
Sickness or Injury	22.056
Seized Property and Evidence	22.057
Departmental Reports	22.058
Meal and Coffee Breaks.....	22.059
Official Business/Release of Information.....	22.060
General Responsibilities of Supervisors	22.061
Legal Opinions.....	22.062
Miscellaneous Requirements and Responsibilities.....	22.063
Employee Emergency Contact Information.....	20.064
Performance and Evaluation	22.065
Performance Management	22.065
Evaluation of Probationary Employees	22.066
Performance Evaluation – Unsatisfactory Performance	22.067
Appeal Process for Contested Performance Evaluation	22.068
Supervisor Log Notations	22.069
City Vehicles, Accidents, and Security.....	22.080
Department Vehicles – General Information.....	22.081
Photo Enforcement Citations	22.082
Vehicle Security.....	22.083
Special Use Vehicles.....	22.084
Forensics (ID) Van.....	22.085
Prisoner Transport Vehicles.....	22.086
K-9 Vehicles	22.087
Mobile Command Center.....	22.088
Unified Command Center	22.089
Bomb Squad Truck and Trailer.....	22.090
Take Home Vehicles.....	22.091
Sanctions	22.092
Definitions	22.093
Accident Review Panel.....	22.094
Accident Categories	22.095
Sanctions	22.096
Remedial Training	22.097

Glendale Police Department General Order

Table of Contents

10.000

Date Issued
11-20-00

Revision Date
02-20-24

Page
12 of 42

Administrative Investigation.....	22.120
Philosophy.....	22.120
General Information.....	22.121
Definitions.....	22.122
Source and Acceptance of complaints	22.123
Employee Notification	22.124
Notice of Investigation (NOI).....	22.125
Interviewing Employees under Investigation	22.126
Recording the Interview.....	22.127
Employee Responsibilities During an Administrative Interview	22.128
Joint Criminal and Administrative Investigations	22.129
Administrative Investigation Process for Supervisor	22.130
Reassignment for Employees Under Investigation.....	22.131
Polygraph Examinations	22.132
Medical or Laboratory Examinations	22.133
Handwriting Samples, Photographic and Physical Lineups	22.134
Financial Disclosure Statements	22.135
Inspections	22.136
Telephone.....	22.137
Police/Personal Correspondence.....	22.138
Remedial Training	22.139
Administrative Investigation Evidence.....	22.140
Responsibilities of All Department Supervisors.....	22.141
Schedule of Retention	22.142
Appeals.....	22.150
Appeals Process	22.150
Arizona Revised Statute 38-1101	22.151
Board of Inquiry	22.160
Purpose.....	22.160
Synopsis	22.161
Board Members and Selection	22.162
Disqualification of Board Members.....	22.163
Duties of the Board of Inquiry	22.164
Time Limitations for the Board of Inquiry	22.165
Chart of Sanctions.....	22.180
Grievance Procedures.....	22.190
GPD Grievance Procedure.....	22.190

Glendale Police Department General Order

Table of Contents		10.000
Date Issued 11-20-00	Revision Date 02-20-24	Page 13 of 42

Legal Processes.....	22.200
Court Appearances.....	22.200
Testifying.....	22.201
Subpoenas.....	22.202
Employees No Longer Employed by the City of Glendale Police Department.....	22.203
Witness Fees.....	22.204
Legal Advice.....	22.205
Court Orders.....	22.206
Serving/Executing Court Orders.....	22.207
Service of Justice Court or Superior Court Orders of Protection.....	22.208
Order of Protection (ARS 13-3602).....	22.209
Emergency Orders of Protection. (ARS 13-3624).....	22.210
Injunction against Harassment, ARS 12-1809.....	22.211
Access Interference ARS 13-1305.....	22.212
Preliminary Injunctions.....	22.213
Mental Health Court Orders.....	22.214
Professional Standards Unit.....	22.500
Philosophy.....	22.501
Responsibilities of the Professional Standards Unit.....	22.502
Professional Standards Unit Authority.....	22.503
Professional Standards Unit Cases.....	22.504
On Call Responsibilities.....	22.505
File Maintenance and Security.....	22.506
Reporting Requirements.....	22.507
Mediation Program - Purpose.....	22.508
Mediation Procedures.....	22.509
Mediation Process.....	22.510
Mediation Resolutions.....	22.511
Response to Resistance.....	23.000
Purpose.....	23.001
Philosophy.....	23.002
Definitions.....	23.003
Methods of Response to Resistance (examples).....	23.004
Guidelines on use of Response to Resistance and Less-Lethal Weapons.....	23.005
Reporting/Documenting Response to Resistance Incidents (“Blue Team” Entry, Departmental Report (Officer Incident Report), and Reviews of Administrative Investigation).....	23.006
Types of Resistance and Methods of Control (Table Displaying).....	23.007
General Information / Shooting Incidents.....	23.008

Glendale Police Department General Order

Table of Contents		10.000
Date Issued 11-20-00	Revision Date 02-20-24	Page 14 of 42

Immediate Investigation of Officer Involved Shooting	23.009
Criminal Investigation of Officer Involved Shooting	23.010
Administrative Investigation of Officer Involved Shooting	23.011
Post Lethal Force Trauma and Employee Welfare	23.012
Response to Resistance / Shooting Review.....	23.025
Purpose.....	23.025
Response to Resistance Review Process.....	23.026
Shooting Review Process.....	23.027
Response to Resistance/Shooting Review Panels.....	23.028
Citizen Panel Member Criteria	23.029
Response to Resistance Review / Shooting Review Board	23.030
Less Lethal Weapons and Munitions	23.050
Purpose - Less Lethal Munitions	23.050
Definitions.....	23.051
Use and Deployment of Less Lethal Munitions	23.052
Justification for Deployment.....	23.053
Safety Precautions.....	23.054
Basic Tactics for the Deployment of Less Lethal Munitions	23.055
Handling of Suspects and Medical Treatment	23.056
Reporting Procedure	23.057
Administrative Review Board.....	23.060
Firearms Training.....	23.075
Authorization to Carry Firearms	23.075
Specialized Firearms	23.076
Handling, Display, and Use of Firearms.....	23.077
Ammunition	23.078
Care and Maintenance of Firearms	23.079
Handling of Firearms	23.080
Documentation.....	23.081
Handgun Qualification and Training	23.082
Shotgun Qualification and Training.....	23.083
Rifle Program.....	23.084
Vehicle Operations.....	23.100
Operation of Police Vehicle.....	23.100
General and Legal Authority and Restrictions.....	23.101
Code 2 Response (Definition).....	23.102

Glendale Police Department General Order

Table of Contents		10.000
Date Issued 11-20-00	Revision Date 02-20-24	Page 15 of 42

Code 2 Response: Procedure	23.103
Code 3 / Pursuit Response: Procedure	23.104
Vehicle Equipment.....	23.105
Vehicle Pursuits	23.106
Definition: Motor Vehicle Pursuit	23.107
Notification	23.108
Reported Information will Include.....	23.109
Supervisory Responsibilities.....	23.110
Determining Factors for Initiation / Continuation	23.111
Pursuit Tactics.....	23.112
Interjurisdictional Pursuits	23.113
Pursuits by Outside Agencies	23.114
Tactical Considerations/Barricades	23.115
Termination of the Pursuit	23.116
Pursuit Reinitiating	23.117
Administrative Review and Training.....	23.118
Off Road Pursuits.....	23.119
Departmental Investigation Sanctions	23.120
Tire Deflation Devices	23.121
Vehicle Stops.....	23.300
Vehicle Stops – General Information	23.301
Investigative and Non-Felony Stops.....	23.302
Before the High Risk / Known Risk Stop.....	23.303
High Risk / Known Risk Stops	23.304
Tactical Considerations (High Risk / Known Risk Stops).....	23.305
Role of Officers (High Risk / Known Risk Stop).....	23.306
Other Considerations (High Risk / Known Risk Stop).....	23.307
Laws of Arrest.....	24.000
Laws of Arrest.....	24.000
Types of Arrest	24.001
Juvenile Detainees	24.002
Juvenile Logbook.....	24.003
Affidavits / Juvenile Arrestees.....	24.004
State of Arizona Victims’ Rights Requests/Waiver Form.....	24.005
Surety	24.006
Immunity from Arrest.....	24.007
Citizen’s Arrest	24.008
Arrest of Military Personnel	24.009

Glendale Police Department General Order

Table of Contents		10.000
Date Issued 11-20-00	Revision Date 02-20-24	Page 16 of 42

Rights of Citizens	24.050
Miranda Rule	24.050
Admonition of Rights	24.051
General Guidelines for Certain Circumstances.....	24.052
 Search and Seizure.....	 24.100
Reasonable Search and Seizure	24.100
Search Warrant.....	24.101
Consent Search.....	24.102
Incidental to Arrest	24.103
Exigent Circumstances.....	24.104
Stop and Frisk	24.105
Warrantless Vehicle Searches.....	24.106
Vehicle Inventory Procedure	24.107
 Arrest Procedures	 24.200
Searching Prisoners/General Information.....	24.200
Types of Searches	24.201
Searches of Prisoners of the Opposite Sex	24.202
Use of Restraints	24.203
Sick or Injured Prisoners.....	24.204
Processing Prisoners Property.....	24.205
Misdemeanor Booking Procedures	24.206
Felony Booking Procedures.....	24.207
Exception to Felony Booking Procedures.....	24.208
Transporting Prisoners	24.209
General Procedures	24.210
Transferring Prisoners to Other Agencies.....	24.211
Receiving Transfer from Other Agencies.....	24.212
Temporary Removal of Prisoner from Jail Area.....	24.213
Escape of Prisoners	24.214
Prisoner Transportation Vehicles.....	24.215
Prisoner Documentation.....	24.216
 Cite and Release	 24.300
General Provisions	24.300
Procedures, Criminal Traffic, Criminal City Code, or Petty Offenses	24.301
Procedure DUI	24.302
Exceptions to Cite and Release / Not Eligible	24.303

Glendale Police Department General Order

Table of Contents

10.000

Date Issued
11-20-00

Revision Date
02-20-24

Page
17 of 42

Responding to Persons with Mental Illness	24.400
Purpose	24.401
Definitions.....	24.402
Training.....	24.403
Recognizing Characteristics of Mental Illness	24.404
Community Resources	24.405
Response to Individuals in a Mental Health Crisis	24.406
Disposition of Adults with a Mental Illness	24.407
Disposition of Juveniles with a Mental Illness	24.408
Emergency Mental Health Order for Detention (Involuntary Admission).....	24.409
Non-Emergency Mental Health Orders of Detention	24.210
Responding to Mental Health Orders (Pick-Up Orders)	24.411
Voluntary Admissions	24.412
Report Writing Reference Individuals Suffering From Mental Illness or Crisis	24.413
Mental Health Indicator Notification	24.414
 Immigration.....	 24.500
Purpose.....	24.500
General Guidelines.....	24.501
Persons Lawfully Stopped or Detained.....	24.502
ICE Contact	24.503
Arrests	24.504
ICE Detention and Removal Order (DRO) Holds	24.505
 Arrest of Foreign Nationals.....	 24.600
Privileges and Immunities of Foreign Diplomatic Personnel	24.600
Police Contact with Diplomatic Persons.....	24.601
Notification Upon Arrest and Detention.....	24.602
 Death/Serious Injury Notifications.....	 25.140
Notifications of Deaths and Serious Injury.....	25.140
Availability of Victim Assistance.....	25.141
 Juvenile Procedures	 26.000
Philosophy.....	26.000
Delinquent/Incorrigible Juveniles	26.001
Related Juvenile Agencies and Programs	26.002
Interviews/Admonition of Rights	26.003
Custodial Interrogations and Non-Custodial Interviews	26.004
Detention.....	26.005
Photographing and Fingerprinting Juveniles	26.006

Glendale Police Department General Order

Table of Contents		10.000
Date Issued 11-20-00	Revision Date 02-20-24	Page 18 of 42

Sick, Injured, or Intoxicated Juveniles.....	26.007
Juvenile Records Checks	26.008
Curfew	26.009
Possession of Firearms (State Statute)	26.010
Patrol Response to Reports of Child Abuse or Neglect	26.100
Patrol Response to Reports of Child Abuse or Neglect.....	26.100
Patrol Response to Reports of Child Sex Crimes.....	26.200
Patrol Response to Reports of Child Sex Crimes	26.200
Amber Alert.....	26.300
Amber Alert Procedures	26.300
Report Writing	27.000
Report Writing Philosophy	27.000
General Guidelines.....	27.001
Types of Forms	27.002
Time Limits for Reports.....	27.003
Reviewing Reports.....	27.004
Audits.....	27.005
Marijuana	27.050
Marijuana – Smart and Safe Arizona Act - Patrol/Field Issues	27.050
Drug Free Work Place - Marijuana	27.051
General Considerations - Marijuana	27.052
Definitions - Marijuana	27.053
Seizure of Marijuana	27.054
General Considerations - Marijuana	27.055
Definitions – Medical Marijuana Act	27.056
Potential Field Scenarios – Medical Marijuana	27.057
Fire Calls-Support	50.000
Fire Response.....	50.000
Notifying the Fire Department.....	50.001
Police Response to Fire Calls	50.002
Emergency Helicopter Transport.....	50.003
Police Transport of Injured Person	50.004
Fire Cause/Arson Investigation Procedures (Non-Death)	50.005

Glendale Police Department General Order

Table of Contents

10.000

Date Issued
11-20-00

Revision Date
02-20-24

Page
19 of 42

Citizen Observer Program	50.050
Purpose.....	50.050
Citizen Observer Criteria	50.051
Process	50.052
Limitations and Guidelines.....	50.053
Crime Scene Management Guidelines	50.100
General Guidelines.....	50.101
First Responding Unit.....	50.102
First Supervisor on Scene	50.103
Incident Commander.....	50.104
Patrol Supervision / Incidents	50.105
Response	50.106
Communication (Dispatch) Responsibility.....	50.107
MVD Re-Examination	50.150
State Law	50.150
Requirements	50.151
Missing Persons (Children and Adult).....	50.325
Purpose.....	50.325
Policy	50.326
Definitions.....	50.327
Procedures.....	50.328
Recovery of Found or Unidentified Missing Child	50.329
Missing Children with Special Needs.....	50.330
Missing Adults	50.331
Procedures	50.332
Missing Persons at Special Events	50.333
Patrol Briefings	50.350
Purpose.....	50.351
Reporting for Duty.....	50.352
Briefings.....	50.353
Shift Completion.....	50.354
Trespassing	50.370
Trespassing – ARS 13-1502, 13-1503, and 13-1504.....	50.370
Trespassing Signs.....	50.371
Authority to Arrest Form	50.372
Trespassing – Procedure for Blanket Trespassing ARS 13-1502.....	50.373

Glendale Police Department		
General Order		
Table of Contents		10.000
Date Issued 11-20-00	Revision Date 02-20-24	Page 20 of 42

Trespassing Enforcement Authorization Form.....	50.374
Civil Dispute 50.450	
Landlord/Tenant Act.....	50.450
Property Repossession	50.451
Guidelines for Repossession.....	50.452
Role of the Police Officer	50.453
Civil Standby	50.454
Response Procedures	50.455
Child Custody Dispute.....	50.456
Self Service Storage Lockers (ARS 33-1701)	50.457
Garage Liens (ARS 33-1022.A)	50.458
Material and Labor Liens on Personal Property (ARS 33-1021)	50.459
Domestic Violence 50.500	
General Information.....	50.500
Patrol Response to Domestic Violence.....	50.501
Victim Resources	50.502
Custodial Interference (ARS 13-1302)	50.503
Victim’s Refusal of Medical Treatment..... 50.550	
Procedure	50.551
Traffic Control 50.600	
Procedures.....	50.601
Temporary Traffic Control	50.602
Barricades	50.603
Material in the Roadway.....	50.604
Investigative Procedures for Patrol..... 50.700	
Securing the Crime Scene.....	50.700
Suspect Descriptions for Attempt to Locate Broadcast (ATL).....	50.701
Taking Statements/General Information.....	50.702
Witness Statements	50.703
Suspect Statements.....	50.704
Patrol Follow Up Investigation.....	50.705
One-on-One Identification Procedure.....	50.706
Patrol Investigation of Deaths..... 50.750	
Purpose.....	50.750
General Information.....	50.751

Glendale Police Department General Order

Table of Contents		10.000
Date Issued 11-20-00	Revision Date 02-20-24	Page 21 of 42

Reporting of Deaths	50.752
Death Certificate	50.753
Mortuary Services	50.754
Initial Response.....	50.755
Departmental Report.....	50.756
Office of the Medical Examiner	50.757
Office of the Medical Examiner Jurisdiction Determination.....	50.758
General Responsibilities of Patrol Officer	50.759
Suspicious Circumstances.....	50.760
Photo and Sequential Lineups	50.800
Purpose.....	50.800
General.....	50.801
Definitions.....	50.802
Photo Identification Procedures	50.803
Photo Lineups	50.804
Sequential Lineups.....	50.805
Documentation.....	50.806
Photo Lineup Admonition.....	50.807
Bank Robbery Procedures	50.950
Purpose.....	50.950
In Progress Calls	50.951
Code 4 by Telephone	50.952
Code 4 by Responsible Party at Scene.....	50.953
Securing the Scene / In Progress Call	50.954
Armed Robbery Just Occurred.....	50.955
Alarm Procedures	51.000
Definitions.....	51.000
False Alarms	51.001
General Response Procedures.....	51.002
False Alarms	51.003
Recorded Messages	51.004
Alarm Cancelations	51.005
Radio Silence	51.006
Judicial Enforcement Team.....	51.050
Purpose.....	51.050
Objective	51.051
Requirements	51.052

Glendale Police Department General Order

Table of Contents

10.000

Date Issued
11-20-00

Revision Date
02-20-24

Page
22 of 42

Assignment	51.053
Chain of Command	51.054
Duties	51.055
Court Security	51.056
Dress	51.057
Bicycle Unit.....	51.100
Objectives for Bicycle Patrol	51.100
Conditions and Limitations on Usage of Police Bicycles.....	51.101
Authorized Users, Qualification, and Training.....	51.102
Police Bicycle Maintenance.....	51.103
Uniforms and Equipment.....	51.104
Patrol Bicycle Storage.....	51.105
Canine Unit.....	51.150
Canine Deployment Philosophy	51.150
Purpose.....	51.151
Definitions.....	51.152
Canine Squad Responsibilities.....	51.153
Police Service Canine Handler Functions.....	51.154
Canine Squad Training	51.155
Police Service Canine Care and Wellness	51.156
Police Service Canine Equipment.....	51.157
Control of a Police Service Canine	51.158
Canine Deployment on Suspect.....	51.159
Canine Announcements	51.160
Types of Deployment Tactics	51.161
Prohibited Use of Police Service Canines	51.162
Assisting Other Criminal Justice Agencies.....	51.163
Supervisor Responsibilities (Not Assigned to Canines).....	51.164
Police Service Canine Supervisor Responsibilities	51.165
Police Service Canine Trainer Responsibilities.....	51.166
Police Service Canine Demonstrations	51.167
Police Service Canine Bite and Deployment Documentation Procedures	51.168
Police Service Canine Reports	51.169
Narcotic Drug Training Aids	51.170
Explosive Ordinance Device Training Aids	51.171
Disposition of Police Service Canines	51.172
Traffic Management	51.200
Purpose.....	51.200

Glendale Police Department General Order

Table of Contents		10.000
Date Issued 11-20-00	Revision Date 02-20-24	Page 23 of 42

Roadway/Roadside Hazards	51.201
Collision Reporting.....	51.202
Measurements, Statements, and Diagrams	51.203
Non-Reportable Collisions	51.204
Driver Exchange Information	51.205
Late Reported Collisions.....	51.206
On-Duty City of Glendale Employee Traffic Collision.....	51.207
Review/Quality Control	51.208
Misdemeanor Hit and Run	51.209
Felony Hit and Run.....	51.210
Fatalities/Serious Injury Collisions.....	51.211
Collision Investigation Procedures	51.212
Fire Hazards	51.213
Hazardous Materials Traffic Collisions	51.214
Clearing Collision Scenes.....	51.215
Traffic Enforcement.....	51.216
Stopping the Vehicle.....	51.217
Assisting Officers.....	51.218
Speed Measuring Devices (Radar, Laser).....	51.219
Required Skills and Knowledge.....	51.220
Application.....	51.221
Maintenance	51.222
Radar Sign Out Logs.....	51.223
Window Tint	51.224
Traffic Citations	51.225
Court Appearance Dates	51.226
Recognizing Violations.....	51.227
Commercial Vehicles.....	51.228
Voiding Citations	51.229
Dismissal of Citations	51.230
Routing of Citation Copies	51.231
Refusal to Sign Traffic Citation / Be Fingerprinted.....	51.232
Suspended, Revoked Etc.....	51.233
Suspended Registration for Financial Responsibility	51.234
DUI on a Suspended, Revoked Etc. License	51.235
Fictitious Plates	51.236
Altered Drivers License	51.237
Selective Traffic Enforcement	51.238
Vehicular Crimes Squad	51.260
Vehicular Crimes Squad	51.260

Glendale Police Department General Order

Table of Contents

10.000

Date Issued
11-20-00

Revision Date
02-20-24

Page
24 of 42

Assignment	51.261
Qualifications	51.262
Duties	51.263
Field Training.....	51.264
Equipment.....	51.265
Vehicle Impound Lot	51.266
Traffic Management - Parking Enforcement.....	51.270
Parking Enforcement	51.270
Abandoned Vehicles	51.271
Prescription Medication Disposal	51.280
Purpose	51.280
Procedure	50.281
Police Personnel Responsibilities	50.282
DUI Arrest.....	51.300
Purpose.....	51.300
Preliminary Steps	51.301
Fields Sobriety Tests.....	51.302
Arrest Criteria	51.303
Arrest Procedures.....	51.304
Vehicle Disposition.....	51.305
Disposition of Keys.....	51.306
Claimed Keys Related Paperwork	51.307
DUI Processing	51.308
Administration Per Se/Implied Consent Affidavit.....	51.309
Breath Samples/Duplicate Testing.....	51.310
Violator Refusal	51.311
Horizontal Gaze Nystagmus Technicians (HGN).....	51.312
Use of Drug Recognition Experts (DRE)	51.313
Oral Fluid Mobile Test System	51.314
Injured DUI Subjects	51.315
Requests for Hospital Blood Draws	51.316
Conscious Injured DUI Violators	51.317
Unconscious Injured DUI Suspects	51.318
Sample Packaging for Testing Purposes.....	51.319
Financial Responsibility for Obtaining Samples	51.320
Independent Samples	51.321
Issuance of DUI Citations.....	51.322
Aggravated DUI.....	51.323

Glendale Police Department General Order

Table of Contents		10.000
Date Issued 11-20-00	Revision Date 02-20-24	Page 25 of 42

Juvenile/Under Age Alcohol/DUI Suspects	51.324
Electronic/Telephonic/Telefacsimile Search Warrants.....	51.325
Legal Counsel	51.326

Phlebotomy Program.....	51.370
Purpose.....	51.370
Qualifications	51.371
Administrative Procedures.....	51.372
Clinical Procedures	51.373
Blood Draws on Juveniles	51.374
Blood Draws at Hospitals	51.375
Blood Draws on Combative Subjects	51.376
Phlebotomy Coordinator.....	51.377
Providing Assistance to Other Law Enforcement Agencies.....	51.378
Exposure Blood Draws	51.379

Motorcycle Officers	51.400
Assignment	51.401
Definitions.....	51.402
Performance Based Assignment	51.403
Motor / Traffic Enforcement Request Officer Duties.....	51.404
Qualifications	51.405
Movement within the Traffic Unit.....	51.406
Field Training.....	51.407
Motor In-Service Training	51.408
Use of the Motorcycle	51.409
Motorcycle Escorts	51.410

Automatic License Plate Reader.....	51.425
Policy	51.425
Definitions.....	51.426
Use and Care of Automatic License Plate Reader	51.427
Equipment Use.....	51.428
Operational Use	51.429
Supervisor Responsibilities.....	51.430

On-Officer Body Camera Program.....	51.600
Purpose.....	51.600
Definitions.....	51.601
Operational Mode Definitions of BWC.....	51.602
General Guidelines.....	51.603

Glendale Police Department General Order

Table of Contents		10.000
Date Issued 11-20-00	Revision Date 02-20-24	Page 26 of 42

User Guidelines.....	51.604
Reviewing of Captured Recordings.....	51.605
Restrictions	51.606
Storage, Documentation and Retention Protocols	51.607
Deleting BWC Recordings	51.608
Documentation and Reporting	51.609
Primary Officer (Non-BWC and BWC Users).....	51.610
Retention and Public Release.....	51.611
Care and Equipment.....	51.612
Documented System Review	51.613
Public Recording of Law Enforcement Activity	51.614
Digital Media Evidence.....	51.620
Purpose.....	51.620
Digital Images and Digital Audio.....	51.621
Tow Truck Regulations	51.640
Purpose.....	51.640
Abandoned Vehicles	51.641
Stolen Vehicle Recoveries	51.642
City Vehicles.....	51.643
Tows and Impounds Pursuant to ARS - 3511.....	51.644
Patrol Response to Animals	51.660
Animal Related Incidents.....	51.660
Patrol Response to Animal Related Incidents.....	51.661
Injured Animals	51.662
Dispatching of Animals	51.663
Loose Animals at Large / Public Hazard	51.664
Response to Hazardous Materials	51.700
Purpose.....	51.700
Definitions.....	51.701
Initial Response to Hazardous Materials	51.702
Personal Protection Equipment and Site Safety.....	51.703
Personnel Accountability	51.704
Hazardous Waste	51.705
Annual Training Requirements.....	51.706
Naloxone (Narcan)	51.720
Purpose.....	51.720

Glendale Police Department General Order

Table of Contents

10.000

Date Issued
11-20-00

Revision Date
02-20-24

Page
27 of 42

Philosophy	51.721
Definitions	51.722
Procedures	51.723
Indications and Use	51.724
Maintenance/Replacement	51.725
Documentation Requirements	51.726
Neighborhood Response Unit.....	51.900
Purpose.....	51.900
General.....	51.901
Procedures.....	51.902
School Resource Officers.....	52.000
Policy Statement	52.000
Goals and Objectives	52.001
School Resource Officer Requirements	52.002
Responsibilities During the School Year.....	52.003
Duties During Summer/Extended School Breaks	52.004
Extracurricular Events	52.005
Duty Hours	52.006
SRO Body Worn Camera Guidelines	52.007
Notification Procedures.....	52.100
Purpose.....	52.100
General Information.....	52.101
Notification Categories	52.102
Community Emergency Notification System (CENS).....	53.000
Purpose.....	53.001
Definitions.....	53.002
Appropriate Use	53.003
Authorized Users	53.004
Non-Emergency/Routine Notifications	53.005
Event Types	53.006
Emergency Activation Procedures.....	53.007
Criminal Investigation Division.....	60.000
Purpose.....	60.000
Organization and Administration.....	60.001
Special Victims Unit	60.002

Glendale Police Department General Order

Table of Contents

10.000

Date Issued
11-20-00

Revision Date
02-20-24

Page
28 of 42

Case Management.....	60.010
Case Management.....	60.010
Case Status Designations	60.011
Case Files	60.012
Preliminary and Follow-up Investigations	60.020
Preliminary Investigations – Patrol Officers and Investigators	60.020
Follow-up Investigations	60.021
Exculpatory Evidence	60.022
Investigative Task Forces.....	60.030
Homicide and Death Investigations.....	60.050
Homicide Investigations	60.050
Death Investigations Responsibilities	60.051
Responsibilities of the Investigations Unit	60.052
Autopsy	60.053
Property and Evidence – Death Investigations	60.054
Public Information Officer – Death Investigations.....	60.055
Truth Verification Methods.....	60.070
Purpose.....	60.070
Specific Guidelines	60.071
Computer Voice Stress Analyzer.....	60.072
Rules of Procedures	60.073
Special Investigations.....	60.090
Special Investigations Mission	60.090
Composition and Duties.....	60.091
Reports of Narcotics, Vice, or Illegal Liquor	60.092
SIU Confidential Informants.....	60.093
Confidential Informants.....	60.110
Handling Confidential Informants	60.110
Eligibility for Confidential Informant Status	60.111
Juvenile Informants.....	60.112
Initial Debriefing.....	60.113
Informant Contracts	60.114
Informant Compensation	60.115
Informant Responsibilities	60.116
Confidential Informant Files.....	60.117

Glendale Police Department General Order

Table of Contents		10.000
Date Issued 11-20-00	Revision Date 02-20-24	Page 29 of 42

Confidential Informant Contacts.....	60.118
Confidential Informant Control	60.119
Intelligence Files.....	60.120
File Purge	60.121
File Security System	60.122
Confidential Funds.....	60.130
Confidential Funds.....	60.130
Structure of Individual Accounts	60.131
Expenditure Tracking Requirements	60.132
Supervisor Responsibilities.....	60.133
Special Investigations Unit Audits.....	60.134
Administration of Special and Covert Operations	60.140
Special Investigations & Covert Operations.....	60.140
Interagency Cooperation.....	60.141
Covert Operations Reporting and Administration	60.142
Surveillance Operations	60.150
Surveillance Operations	60.150
Objectives of Surveillance	60.151
Criteria for Surveillance.....	60.152
Supervisor Surveillance Responsibilities.....	60.153
Undercover Operations	60.160
Undercover Operations	60.160
Search Warrant Entries	60.180
Search Warrant Entries	60.180
Search Warrants Executed by SWAT.....	60.181
Search Warrants Executed by Units Other Than SWAT.....	60.182
High Risk Search Warrants – Definition	60.183
High Risk Search Warrants – Purpose	60.184
High Risk Search Warrants – Determination	60.185
High Risk Search Warrants – Execution	60.186
Specialized Equipment	60.190
Specialized Investigation Equipment.....	60.190

Glendale Police Department General Order

Table of Contents		10.000
Date Issued 11-20-00	Revision Date 02-20-24	Page 30 of 42

Covert Underage Buy Program.....	60.200
CUB Purpose	60.200
Covert Underage Buyers (CUBs)	60.201
Target Locations	60.202
Investigations	60.203
Post-Transaction Procedures.....	60.204
CUB File	60.205
Repeat Offender Program.....	60.220
Repeat Offender Program	60.220
Policy	60.221
Objectives	60.222
Repeat Offender Program Identification.....	60.223
ROP Candidate Criteria	60.224
Repeat Offender Program Targeting Committee.....	60.225
Misdemeanor Repeat Offender Program.....	60.230
Misdemeanor Repeat Offender Program - Purpose	60.230
Objectives	60.231
Responsibilities of the MROP Officer	60.232
MROP Candidate Criteria	60.233
Police Contacts/Refused Services	60.234
Failed Probation	60.235
Substance Abuse	60.236
Initiation of MROP Process	60.237
City Prosecutor’s Review of Criminal Case	60.238
Social Worker Partners	60.239
Auto Theft.....	60.250
Stolen Vehicle Affidavit	60.250
Stolen Vehicle Report.....	60.251
Vehicle Taken by a Family Member	60.252
Vehicle Loaned to an Acquaintance with the Owners Consent.....	60.253
Vehicle Taken by Business Associates or Employee	60.254
Failure to Return a Rental Vehicle.....	60.255
Test Drives from Dealerships	60.256
Guidelines for Taking Security Interest Stolen Vehicle Reports.....	60.257
Vehicle Missing from Dealership Inventory.....	60.258
Towing and Storage	60.259

Glendale Police Department General Order

Table of Contents		10.000
Date Issued 11-20-00	Revision Date 02-20-24	Page 31 of 42

Cold Case Investigations	60.260
Cold Case Criminal Investigations	60.260
Cold Case Web Page.....	60.261
Cold Case Registry	60.262
TruNarc Analyzer	60.270
Purpose.....	60.270
Policy	60.271
Definitions	60.272
Procedures.....	60.273
Responsibilities	60.274
Operating the TruNarc Analyzer	60.275
Repair Proceures	60.276
Asset Forfeiture.....	60.280
Asset Forfeiture Philosophy.....	60.280
Seizure for Forfeiture.....	60.281
Circumstances Allowing Forfeiture.....	60.282
Asset Forfeiture – Determination of Clear and Convincing.....	60.283
Items Subject to Seizure and Forfeiture.....	60.284
Monetary Limitation on Seizures.....	60.285
Seized Vehicles.....	60.286
Seizure of Money.....	60.287
Seizure of Real Property / Business.....	60.288
Seizure Procedures.....	60.289
Reporting Requirements	60.290
Security and Management of Funds	60.291
Computer Forensics Investigations	60.310
Computer Forensic Responsibilities	60.310
Evidence Collection and Storage	60.311
Examination Procedures	60.312
Child Pornography	60.313
Case Priority.....	60.314
Reversal Operations.....	60.320
Gang Investigations	60.330
Policy	60.330
Gang Core Program Structure.....	60.331
Goals and Objectives	60.332

Glendale Police Department General Order

Table of Contents

10.000

Date Issued
11-20-00

Revision Date
02-20-24

Page
32 of 42

Criminal Street Gangs Definitions.....	60.333
Gang Core Members – Overall Responsibilities	60.334
Gang Core Officers – Specific Responsibilities	60.335
Gang Core Detectives – Specific Responsibilities	60.336
Gang Core Power Users – Specific Responsibilities	60.337
Gang Core Sergeant – Specific Responsibilities	60.338
Gang Intelligence Files	60.339
Internet Investigations.....	60.340
Policy	60.340
Goals and Objectives	60.341
Guidelines for the Investigation Process.....	60.342
Recordings	60.360
Audio and Video Recordings	60.360
Original Audio and Video Recording/Tape Security While with Investigator.....	60.361
GPD Tracking Systems.....	60.400
Purpose.....	60.400
General Operation.....	60.401
Procedure	60.402
Communications Bureau and Electronic Tracking Systems.....	60.403
Patrol Responsibilities	60.404
General Procedures	60.405
Ballistic Tank.....	60.420
Purpose	60.420
Ballistic Tank Usage	60.421
Evidence Preservation	60.422
Ballistic Tank Test Firing Rules	60.423
Outside Agency Usage	60.424
National Integrated Ballistic Information Network (NIBIN)	60.430
Purpose	60.430
Definitions	60.431
Firearm(s) Eligibility	60.432
Processing of Recovered Fired Cartridge Casings and Firearms	60.433
Investigative Follow-Up on NIBIN Leads or Hits	60.434
Structure	60.435

Glendale Police Department General Order

Table of Contents

10.000

Date Issued
11-20-00

Revision Date
02-20-24

Page
33 of 42

Pawn Shop Operations	60.500
Purpose.....	60.500
Objectives	60.501
Callout Procedures	60.502
Property Crimes Squad Designee Responsibilities.....	60.503
Patrol Procedures	60.504
Patrol Impact.....	60.505
Hate Crimes.....	60.600
Policy	60.600
Definitions.....	60.601
Procedures.....	60.602
Duties and Responsibilities.....	60.603
Follow-up Investigations	60.604
Police role with Hate Crime Victims and the Community	60.605
Victim Rights.....	60.700
Definitions and General Guidelines	60.700
Victims' Rights Form	60.701
Notification of Victims' Rights—All Covered Cases	60.702
Notification on Cases Involving an Arrest or Criminal Citation-Case Status	60.703
VINE Data Entry on booking Involving Cases Status F and G.....	60.704
Victim's Rights at Initial Appearances in Glendale City Court	60.705
Initial Victim's Rights Letters	60.706
Post-Arrest Notification on Case Status G Cases	60.707
Notification on Cases Involving Submittals – Case Status C, D, and E.....	60.708
Rights of Neighborhood Associations	60.709
Change of Victim Information	60.710
Coordination with Other Victim Service Providers	60.711
Victim Assistance	60.715
Victim Assistance Unit	60.715
Victim Assistance Staffing	60.716
Types of Victim Assistance Cases.....	60.717
Services Provided to Crime Victims by Victim Assistance.....	60.718
Information and Referral to Community Resources.....	60.719
Confidentiality	60.720
Non-Discrimination Policy	60.721
Emotional Support Canine	60.722

Glendale Police Department General Order

Table of Contents		10.000
Date Issued 11-20-00	Revision Date 02-20-24	Page 34 of 42

Crisis Intervention Services	60.725
Crisis Intervention Services Goals	60.725
Availability of Victim Assistance Crisis Intervention Services	60.726
Crisis Intervention Call Outs	60.727
Services Provided.....	60.728
Record Keeping	60.729
Equipment and Supply Maintenance	60.730
Crisis Intervention Team	60.740
Purpose	60.740
Definitions	60.741
Procedure	60.742
Sexual Assault Investigations.....	60.750
Sexual Assault Investigations	60.750
Child Abuse / Neglect Investigations	60.751
Child Molestation Investigations	60.752
VAWA Exams – Adult Sex Crimes Responsibilities	60.755
Purpose	60.755
Procedures.....	60.756
Responsibility of the Glendale Police Department Sex Crimes Squad Personnel.....	60.757
Sex Offender Notification.....	60.770
Sex Offender Notification	60.770
Sex Offender Notification Policy.....	60.771
Authority	60.772
Responsibility	60.773
Definitions.....	60.774
Initial Registration	60.775
Sex Offender Case Manager Responsibilities.....	60.776
Classification.....	60.777
Notification Flyer.....	60.778
Action Plan.....	60.779
Level 1, Level 2, and Level 3 Notifications	60.780
Ongoing Offender Tracking	60.781
Sex Offender Accountability Program.....	60.782
File Maintenance	60.783
Family Violence Unit – Special Victims Unit	60.790
Family Violence Unit Investigative Responsibilities	60.790

Glendale Police Department General Order

Table of Contents		10.000
Date Issued 11-20-00	Revision Date 02-20-24	Page 35 of 42

U-Visa.....	60.800
Purpose.....	60.800
Overview.....	60.801
Qualifying Criteria.....	60.802
Procedure.....	60.803
Victim Assistance Supervisor Responsibilities.....	60.804
Advocacy Center Lieutenant.....	60.805
Criminal Investigations Division Commander Responsibilities.....	60.806
Address Confidentiality Program	60.820
Mission Statement.....	60.820
Responsibilities	60.821
Public Records Release & Redaction	60.822
Communications	70.000
Communications Unit.....	70.000
Goals	70.001
Description of Organizational Components.....	70.002
Administrative Guidelines	70.003
Recording and Reviewing Radio and Telephone Transmissions	70.004
Equipment Infrastructure	70.005
FCC Regulations.....	70.006
General Call Processing.....	70.007
Definitions	70.008
Call-Taker Status	70.009
Call Answering	70.010
Emergency Line Considerations	70.011
Additional Considerations	70.012
Ending a Call	70.013
Manual Call Taking Procedures	70.014
Protocol for Communications Personnel/Missing and Sexually Exploited Persons ..	70.015
Types Codes.....	70.016
Phraseology.....	70.017
Main Channel Dispatching Procedures.....	70.018
Information Channel Responsibilities	70.019
Dispatch Computer Monitoring Systems.....	70.020
Internal Alarms	70.021
Computer Aided Dispatch (CAD) Reference Files	70.022
Communications Equipment Troubleshooting and Technical Support	70.023
SWAT / Tactical Dispatch Unit.....	70.024
Evacuation Procedures.....	70.025

Glendale Police Department General Order		
Table of Contents		10.000
Date Issued 11-20-00	Revision Date 02-20-24	Page 36 of 42

Station Officer / General Guidelines	70.100
Purpose.....	70.100
Objective.....	70.101
Duties	70.102
Real-Time Crime Center	70.150
Introduction.....	70.150
Definitions	70.151
Video Network	70.152
Accessing Cameras on the Video Network	70.153
Video Network Requests from Other Units	70.154
RTCC Supervisor Video Network Responsibilities	70.155
Notification Procedures	70.156
Reviewing of Captured Recordings	70.157
Requests for Information	70.158
RTCC Operations Manual	70.159
Unmanned Aerial System (UAS)	70.175
Purpose and Scope	70.175
Definitions	70.176
Policy	70.177
Privacy	70.178
Program Coordinator	70.179
Use of UAS	70.180
Prohibited Use of UAS	70.181
Recording and Retention	70.182
Records Division.....	70.500
Policy	70.501
Procedure	70.502
Public Disclosure / Release of Reports	70.525
Policy	70.525
Objectives	70.526
Handling of Public Disclosure Requests (General Information)	70.527
Procedures for Handling Public Disclosure Requests	70.528
Online Submission of Reports	70.540
Online Reporting Purpose and Philosophy	70.540
Access to Online Reporting	70.541
Accepted Submissions	70.542

Glendale Police Department General Order

Table of Contents		10.000
Date Issued 11-20-00	Revision Date 02-20-24	Page 37 of 42

Communications Personnel Responsibility	70.543
Officer Responsibility	70.544
Online Report Reviewer Responsibilities	70.545
Community Services Squad	70.560
Purpose.....	70.560
Duties	70.561
Equipment	70.562
Forensics	71.000
Introduction.....	71.000
Security	71.001
Essential Functions	71.002
Evidence Handling and Safety Procedures	71.003
Scene Response Procedures	71.004
Court Procedures.....	71.005
Forensics Unit Procedures Manual	71.006
Property and Evidence Room	72.000
Introduction.....	72.000
Property Definitions/Categories.....	72.001
Entering Property/Evidence in Property Tracking System.....	72.002
Security	72.003
Audits / Inspections and Inventories.....	72.004
Property and Evidence Operations Manual	72.005
Volunteer, Intern, and Program.....	73.000
Philosophy.....	73.001
Application.....	73.002
Assignment/Supervision	73.003
Program Evaluation	73.004
Auxiliary Volunteers' Responsibilities.....	73.005
College/University Interns	73.006
Chaplain Program	73.007
Police Explorer Program.....	73.008
Explorer Authority and Command.....	73.009
Explorer Duties and Responsibilities.....	73.010
Community Relations	73.100
Philosophy.....	73.101
Public Presentations	73.102

Glendale Police Department General Order

Table of Contents

10.000

Date Issued
11-20-00

Revision Date
02-20-24

Page
38 of 42

Community Relations Activities.....	73.103
Citizen Police Academy.....	73.104
Community Relations Activities Reporting.....	73.105
Crime Prevention	73.200
Philosophy.....	73.201
Community Action Teams (C.A.T.)	73.202
Neighborhood Watch Program	73.203
Crime Prevention Through Environmental Design (C.P.T.E.D.).....	73.204
Crime Free Multi-Housing Program.....	73.205
Operation Identification	73.206
Community Presentations and Events	73.207
Transgender Bookings.....	74.025
Purpose.....	74.025
Definitions	74.026
Overview	74.027
Intake / Admissions	74.028
Initial Search	74.029
Incident Command Systems (ICS)	80.000
Introduction.....	80.001
Objectives	80.002
Definitions.....	80.003
ICS Phases	80.004
Pre-Phase Considerations.....	80.005
Phase I Procedures	80.006
Phase II Procedures.....	80.007
Phase-Down Considerations	80.008
After-Action Critiques/Reports.....	80.009
Training.....	80.010
Tactical Alert Mobilization	80.025
Tactical Alert Plan	80.025
Alert Phases Leading to Mobilization.....	80.026
Department Mobilization (Code Red)	80.027
Administration of Department Mobilization	80.028
Emergency Plans.....	80.029
Execution of Emergency Operations	80.030
Termination of Emergency Operations.....	80.031

Glendale Police Department General Order

Table of Contents

10.000

Date Issued
11-20-00

Revision Date
02-20-24

Page
39 of 42

Civil Disturbance Response Plan (Mobile Field Force).....	80.050
Introduction.....	80.050
Threat Level.....	80.051
Definitions.....	80.052
Command Structure.....	80.053
Field Force Concept.....	80.054
Field Force Organization.....	80.055
Field Force Equipment.....	80.056
Alert Phases Leading to Mobilization.....	80.057
Field Force Tactics.....	80.058
Fire Department Support.....	80.059
Anticipated Event.....	80.060
Spontaneous Events or Incidents.....	80.061
Mass Arrest Procedures.....	80.062
Special Unit Responsibilities.....	80.063
Calls for Service.....	80.064
Community Contacts.....	80.065
Mutual Aid Procedures.....	80.066
Logistical Support.....	80.067
Individual Unit Responsibilities in a Civil Disorder.....	80.068
Complaints.....	80.069
Special Forms.....	80.070
Termination of Civil Disorder Activities.....	80.071
SWAT.....	80.080
Tactical Situation Philosophy.....	80.080
Deployment Authority.....	80.081
Deployment Guidelines.....	80.082
Specific Responsibilities of Patrol Personnel.....	80.083
Establishing Perimeters.....	80.084
Evacuation Procedures.....	80.085
SWAT Team Response.....	80.086
Limited SWAT Response (Suicidal Subject).....	80.087
SWAT Negotiations Response Unit Composition.....	80.088
SWAT Team Attendance Policy.....	80.089
SWAT Team Training Requirements.....	80.090
SWAT Equipment Inventory.....	80.091
SWAT Inspections.....	80.092
SWAT Vehicles.....	80.093
SWAT Weapons.....	80.094
SWAT Medics.....	80.095

Glendale Police Department General Order

Table of Contents

10.000

Date Issued
11-20-00

Revision Date
02-20-24

Page
40 of 42

Dignitary Protection.....	80.096
Applicant Selection.....	80.097
SWAT Operations Manual	80.099
Barricaded Subject/Hostage Situation.....	80.100
General Information.....	80.100
Responsibility of Arriving Units.....	80.101
Supervisor Response.....	80.102
Scene Command Duties	80.103
Negotiations	80.104
SWAT Team Responsibilities.....	80.105
SWAT (Tactical Operations) – Chain of Command.....	80.106
Active Shooter / Complex Coordinated Terrorist Attacks	80.125
Purpose: Active Shooter / Complex Coordinated Terrorist Attacks.....	80.125
Response Actions (Definitions)	80.126
Active Shooter / Complex Coordinated Terrorist Attack	80.127
Components of Rapid Deployment.....	80.128
Public / Public Safety Notifications	80.129
Training.....	80.130
Bombs and Explosives	80.250
Handling Explosives	80.250
Communications	80.251
Destroying Explosives	80.252
Scientific Analysis of Explosives	80.253
Explosions.....	80.254
Bomb Threats.....	80.255
SWAT Operations Manual	80.256
Dignitary Protection	80.275
Purpose and Scope	80.275
Definition	80.276
Responsibilities	80.277
Coordination with U.S. Secret Service	80.278
Terrorism Liaison Officer	80.300
Purpose.....	80.300
Mission	80.301
Intergovernmental Agreement (IGA)	80.302
Training	80.303

Glendale Police Department General Order

Table of Contents

10.000

Date Issued
11-20-00

Revision Date
02-20-24

Page
41 of 42

Duties and Responsibilities	80.304
TLO Notifications	80.305
On Call TLO	80.306
Community Engagement Team	80.400
Purpose.....	80.401
Assigned Personnel.....	80.402
Chain-of-Command	80.403
Duties	80.404
Callout Procedures.....	80.405
On Scene Responsibilities.....	80.406
General Guidelines.....	80.407
Protective Intelligence Unit	80.425
Protective Intelligence Unit – Policy	80.425
Security Services	80.450
Security Services – Policy	80.450
Special Events Planning	80.500
Special Events Planning.....	80.500
Raptor Vehicle Barriers	80.600
Purpose.....	80.600
Raptor Vehicle Barriers	80.601
Deployment Authorization	80.602
Use Limitation	80.603
Procedures for the use of the Raptor Vehicle Barriers	80.604
Chief’s Directives	2007
Chief’s Directives	2008
Chief’s Directives	2009
Chief’s Directives	2010
Chief’s Directives	2011
Chief’s Directives	2012

Glendale Police Department General Order

Table of Contents		10.000
Date Issued 11-20-00	Revision Date 02-20-24	Page 42 of 42

Chief's Directives 2014

Chief's Directives 2015

Chief's Directives 2017

Chief's Directives 2018

Chief's Directives 2019

Chief's Directives 2020

Chief's Directives 2021

Chief's Directives 2022

Chief's Directives 2023

Property and Evidence Operations Manual 72.000

Detention Procedures Operations Manual 74.000

Glendale Police Department General Order		
Glendale Police Department Philosophy		20.000
Date Issued 01-29-00	Revision Date 09-06-18	Page 1 of 4

20.000 Mission Statement

“The mission of the Glendale Police Department is to protect the lives and property of the people we serve.”

20.001 Values Statement

The Glendale Police Department subscribes to the following values:

1. Integrity
2. Courage
3. Excellence
4. Respect
5. Compassion
6. Dedication

20.002 Objectives Statement

The principal objectives of the Glendale Police Department are:

1. Crime Prevention
2. Crime Control
3. Community Involvement
4. Fair and Equitable Treatment

20.003 Vision Statement

We are committed to excellence and professionalism in delivering comprehensive law enforcement services. Our core responsibility is to prevent and reduce crime; we strive to create a community where everyone feels safe in their homes, businesses, schools and neighborhoods.

We will be the model of an innovative, community-oriented police department.

Using current and developing technologies, we are committed to research and innovation. Technology will enhance our highly skilled workforce in the investigation of crime and the analysis of trends.

We will continually strive to develop the skills of our members and to efficiently and effectively manage our resources to deliver the highest level of service to the public.

Glendale Police Department General Order		
Glendale Police Department Philosophy		20.000
Date Issued 01-29-00	Revision Date 09-06-18	Page 2 of 4

Members of the Glendale Police Department will continue to form lasting and successful partnerships within the community as well as with law enforcement, government, faith-based and non-profit organizations.

Everything we do, collectively or individually, will be done in accordance with our core values of Excellence, Integrity, Respect, Courage, Dedication and Compassion.

20.004 Management Principles and Philosophy

- A. Management Principles describe how we go about planning, organizing, directing, staffing, coordinating, reporting and budgeting so we can accomplish our mission. They are our guidelines for mission accomplishment. It is the responsibility of every Police Department supervisor and manager to continuously practice these principles.
 - 1. Clearly described goals are translated into defined, timed, and measurable objectives, which are communicated to employees at every level.
 - 2. Open communication is maintained throughout all levels and areas of the Department.
 - 3. Employee development is a priority.
 - 4. Decisions are made at the lowest appropriate functional levels of the organization.
 - 5. Mutual cooperation and teamwork are practiced internally and externally.
 - 6. Participation is an integral part of the decision-making process.
 - 7. Cost effectiveness and working within established budget parameters are continuing priorities.
 - 8. A commitment to customer service is emphasized internally and externally.

20.005 Reverence for the Law

- A. The primary duty of a police officer is to uphold and enforce the law. The application and enforcement of the law must be accomplished in the spirit set forth by the framers of the Constitution. The rights of each citizen are equal with those of the state, which might accuse him/her. The Constitution provides for fundamental enforcement of the law with fairness and equity.

Glendale Police Department General Order		
Glendale Police Department Philosophy		20.000
Date Issued 01-29-00	Revision Date 09-06-18	Page 3 of 4

B. The laws of the State of Arizona allow for their application to be made fairly and within the spirit of the law, rather than blind adherence to the strict construction of a statute. Officers shall direct their efforts to the impartial application of the spirit of the law for the purpose set forth in the statutes.

1. Prior to accepting the status of a peace officer, a person must take an oath of office as defined in ARS 38-231 to enforce the law and uphold the constitution of the United States and the Constitution of the State of Arizona.
2. When taking enforcement action, officers should not grudgingly grant the accused his/her rights. Rather, officers should conduct all enforcement action in the spirit of ensuring that police protects the rights of the accused persons.
3. In the enforcement of criminal statutes, any conduct that would violate the law shall be avoided. The commission of any crime cannot be justified to effect the expedient enforcement of the law.

20.006 Discretion

When applying the law, officers shall exercise mature judgment and discretion within the limits of statutory authority and department policy.

- A. Employees are directed to adhere to departmental general and operational orders and to strive to use proper judgment and discretion in situations not specifically covered in manuals.
- B. Employees may deviate from established departmental policies and procedures when it is in the obvious best interests of the department to do so.
 1. The necessity to deviate from established policy should rarely occur.
 2. Employees must be able to justify any deviation from policy.
 3. Employees should obtain supervisory approval to deviate from established policy when time permits.
 4. Employees will report deviations from policy to their supervisor as soon as possible.
- C. Supervisors may issue orders that deviate from written orders during an emergency. Such orders will be temporary and will remain in effect only during the emergency. Such deviations will be reported to the next higher-level supervisor as soon as practical.
- D. Officers have the following options in dealing with violations:

Glendale Police Department General Order		
Glendale Police Department Philosophy		20.000
Date Issued 01-29-00	Revision Date 09-06-18	Page 4 of 4

1. Physical arrest
2. Citation
3. Long form complaint or juvenile referral
4. Referral to a social agency
5. Warning, at officers discretion
6. No police action necessary, released

20.007 Authority

Glendale police officers are sworn peace officers in the State of Arizona. Per ARS 13-3871, peace officers are vested with the authority to enforce and investigate violations of state law. The City Code of Glendale (Chapter 29) vests authority in Glendale police officers to enforce city ordinances and preserve the peace.

20.008 Code of Ethics

- A. Employees of the Glendale Police Department will conduct themselves in a manner, which is consistent with the policies and philosophies of the Glendale Police Department. During the performance of their duties, they will strive to project a professional image and abide by the following code of ethics (from AZ POST):

I will exercise self-restraint and be constantly mindful of the welfare of others. I will be exemplary in obeying the laws of the land and be loyal to the State of Arizona, my agency and its objectives and regulations. Whatever I see or hear, of a confidential nature or that is confided to me in my official capacity, will be kept secure unless revelation is necessary in the performance of my duty.

I will never take selfish advantage of my position and will not allow my personal feelings, animosities or friendships to influence my actions or decisions. I will exercise the authority of my office to the best of my ability, with courtesy and vigilance, without favor, malice, or ill will, and without compromise. I am a servant of the people and I recognize my position as a symbol of public faith. I accept it as a public trust to be held so long as I am true to the law and serve the people of Arizona.

- B. **Ethics Training** - GPD will conduct ethics related training biennially (at a minimum), or as otherwise needed. While department ethics training will be required, it may also be accomplished by city-wide ethics training in instances that it occurs.

Glendale Police Department General Order			
Departmental Goals and Objectives			20.010
Date Issued 01-29-99	Revision Date 03-23-17	Review Date 06-27-22	Page 1 of 2

20.010 Preparation

- A. Written goals and objectives will be prepared annually, on a fiscal year basis, for each organizational component of the department and based in part on goals established by the City Council and City Manager.
- B. The responsibility for the preparation of goals and objectives rests with each Bureau Assistant Chief.
- C. Division Commanders shall have the overall responsibility of formulating departmental goals and objectives, which will include all departmental components under their respective command.
 - 1. The development of goals and objectives should seek appropriate input from all levels and varied interests as practicality permits.
 - 2. A review will be conducted by the Bureau Chiefs prior to the goals and objectives being finalized.

20.011 Content

- A. Goals and objectives shall be specific, measurable, realistic, quantifiable, and attainable. Time frames for the completion of annual goals and objectives should be specified. Goals and objectives shall be developed within budgetary limitations.
- B. For each objective established, at least one performance measure should be created that will ultimately reflect the success or failure to accomplish the stated objective.

20.012 Format

- A. Bureau and department goals and objectives shall reflect the following format:
 - 1. All goals and objectives shall be written as a statement or strategy title that shall describe the goal and give the timeline for completion.
 - 2. The method of achieving the goal should be specified.
 - 3. The means of measuring achievement should be specified.

Glendale Police Department General Order			
Departmental Goals and Objectives			20.010
Date Issued 01-29-99	Revision Date 03-23-17	Review Date 06-27-22	Page 2 of 2

- B. Established goals and objectives will be made available to all agency personnel on an annual basis.

20.013 Reporting

- A. It shall be the responsibility of GPD Command Staff to monitor and track program activity and other efforts related to accomplishment of the goals and objectives. In the 4th quarter of the fiscal year (April – June), each Commander and/or specifically assigned employees shall provide an annual review of their division goals. The review will include pertinent actions and/or events that contributed toward achieving the goals and objectives. The review will be utilized to create updated goals during the same timeframe, which will be implemented at the beginning of the new fiscal year.
- B. Completed annual reviews of departmental goals and objectives will be submitted to the Bureau Chiefs. An annual summary will be created that evaluates the overall progress made toward the attainment of goals for the fiscal year, as well as proposals for updating goals for the subsequent year. The review will be used to create and/or modify goals and objectives for the next fiscal year.
- C. Goals and objectives that are created by the process outlined in this policy shall be forwarded to the City of Glendale, as necessary, which may be included in the applicable police department sections of the COG Annual Report.

Glendale Police Department General Order		
Police Advisory Committees		20.015
Date Issued 01-29-99	Revision Date 10-18-18	Page 1 of 2

20.015 Police Advisory Committees

- A. The Glendale Police Department Police Advisory Committees have been established to reinforce the Department’s relationship with the community it serves. When properly organized and consulted, the Police Advisory Committees will provide vital information for shaping the Department’s priorities and enhancing the quality and effectiveness of police services.

- B. There will be one Police Advisory Committee in the Patrol Division.

- C. The mission of the Police Advisory Committee is to assist the Glendale Police Department in improving the various communities within Glendale, making them safer, better places to live, and more prosperous places to do business. The Police Advisory Committee will assist the Department in providing more effective police services to the communities of Glendale.

- D. The objectives of the Police Advisory Committee include, but are not limited to:
 - 1. Providing community input regarding various aspects of police services.
 - 2. Assisting in the identification of community problems.
 - 3. Helping to establish priorities in which the department may concentrate police resources.
 - 4. Assisting in the development of strategies to focus police resources on community problems.
 - 5. Facilitating the development of partnerships between police, residents, businesses, and all the various communities within Glendale.
 - 6. Identifying and facilitating the use of resources that may have a positive effect on community problems.
 - 7. Supporting the police officers in the Patrol Division.

Glendale Police Department General Order		
Police Advisory Committees		20.015
Date Issued 01-29-99	Revision Date 10-18-18	Page 2 of 2

20.016 Police Advisory Committee Structure

A. Qualifications:

1. Resident of Glendale
2. Business owner in Glendale
3. Professional involvement in Glendale

B. Every effort will be made to have a diverse committee that is reflective of our community

C. Composition:

1. Citizens
2. Community Action Team
3. Sector Lieutenant
4. Division Commander

D. The Chief of Police or designee may remove any Police Advisory Committee member(s) deemed to be working directly or indirectly contrary to the goals and objectives of the City and or the Police Department.

Glendale Police Department General Order		
Written Communications and Chief's Directives		20.030
Date Issued 03-01-00	Revision Date 04-11-19	Page 1 of 3

20.030 Written Chief's Directives

A written directive from the Chief of Police is issued as a temporary solution to a one-time problem, or to provide information or direction that affects departmental operation or personnel in the short term.

- A. Any employee may propose recommendations for a directive, through their chain-of-command, to the Chief of Police.
 - 1. All recommendations should indicate the reasoning or situation that prompted the recommendations as a statement of research conducted.
 - 2. The Chief of Police shall review recommendations forwarded through the chain of command and make a determination whether to implement the proposal.
- B. All directives shall contain a sequential number that reflects the year issued.
 - 1. Directive numbers are issued and maintained by the Chief's support staff.
- C. All directives shall remain in effect until further notice or until rescinded, unless otherwise indicated at the time it is issued. Directives that have been issued to address a temporary situation, such as dates of restricted vacation leave during mega events, will continue to expire as indicated in the directive or policy.
- D. Directives that are issued as a change to departmental policy, or in any way affect the current policy of the department, should be incorporated into the policy manual through the on-going policy review process, unless otherwise indicated by the Chief of Police.
- E. A directive will be distributed when it is necessary to provide a departmental update for an upcoming reaccreditation process.

20.031 Legal Updates

The Legal Update is a publication of the Department's Legal Advisor. It is published periodically and reviews pertinent legislation and court decisions impacting law enforcement in Arizona and the nation.

Glendale Police Department General Order		
Written Communications and Chief's Directives		20.030
Date Issued 03-01-00	Revision Date 04-11-19	Page 2 of 3

20.032 Intra-Departmental Communication, Coordination and Cooperation

Employees function most effectively when they are in possession of all information that impacts their job function. In addition, the Department has the most impact upon crime when such communication occurs and employees cooperate and coordinate with each other. Consequently, it is the goal of the Department to try to facilitate the exchange of information, cooperation amongst all departmental employees and coordination of efforts. In striving for this goal, there are several strategies that have proven effective. Some of the primary means of internal communication at the Glendale Police Department include the following:

A. Staff Meetings

The Police Chief typically meets with all the Executive Staff and the Legal Advisor (Command Staff) weekly. Every supervisor is encouraged to meet with the supervisor's subordinates at a daily briefing, or at some other regular interval. In addition, employees whose job function regularly interacts with another segment of the department (for example, Burglary Detectives who interact regularly with Patrol Officers) are strongly encouraged to attend staff briefings of the other unit and to communicate with employees in the other unit.

B. GPD Hub General Information, Training, and Briefing Website

SharePoint Website will be utilized exclusively for dissemination of timely information to the employees of the Glendale Police Department. The site can be accessed by all employees and is designed to start with the most important information at the top of the main page. All of the categories are for use by the entire department to ensure information is disseminated when it is received; therefore, guaranteeing information is accurate and timely. In order to view the SharePoint site from any city computer, an employee only needs to type "SharePoint" in the browser window, hit enter, and to will automatically go to the site. Departmental employees are encouraged to utilize SharePoint on a daily basis.

C. Electronic Mail

The City's computer system has an email system that can be effectively used for communication of many types of information. For example, the "Daily Activity Report" provides daily crime updates for all department employees

Glendale Police Department General Order		
Written Communications and Chief's Directives		20.030
Date Issued 03-01-00	Revision Date 04-11-19	Page 3 of 3

(PD users). Electronic mail has also proven to be one of the most direct methods of communication between departmental personnel.

D. Intranet

The City of Glendale has an internal website that contains specific information for employees related to city activities and departmental functions. The Police Department has its own pages on the website for the storage of information specific to police activities.

E. Voice mail

The City's telephone system has a voice mail capability that allows personnel who are on duty at different times to leave detailed voice messages communicating issues of concern, sharing information, providing intelligence information, etc. This is especially helpful with time sensitive information.

F. City's Request for Service (RFS) System

To ensure that requests for information or complaints received from citizens receive attention in a prompts manner, the city has established the "Request for Service" (RFS) system. This system tracks communication with citizens relative to complaints and requests for service as well as requests for information. As this service is one delivered directly to the citizens, any employee involved in an RFS should make response (communicating directly with the citizen, providing the needed service or information or responding to the complaint) a high priority.

20.033 Non-City Related Items

Notices and flyers may be made available to employees through distribution in lunchrooms or other accessible places within the department and/or substations. Distribution of information should not be perceived as an endorsement by the City of Glendale or Police Department of the product and/or services offered by the vendor.

Glendale Police Department General Order		
General and Operation Orders		20.040
Date Issued 07-16-02	Revision Date 07-14-22	Page 1 of 5

20.040 Purpose

Glendale Police Department General and Operation Orders are written guidelines that cover statements of agency policies, as well as rules and regulations for carrying out activities. All policies shall be in accordance with established City policy. Departmental policies shall be issued, revised, and deleted only under the authority of the Chief of Police.

20.041 Policy is a Guideline

Real life does not necessarily fit into clean categories given the myriad of factual variables that an employee can encounter. Thus, all orders are intended as guidelines for behavior, not absolute standards. Any employee failing to comply with a guideline must document the circumstances and carries the burden of justifying taking an action that is different from what policy otherwise directs. Such justification should be based on a belief this action leads to a more efficient or effective function of the department. Every effort should be made to inform and obtain concurrence from the Office of the Chief, through the chain of command, prior to deviation.

20.042 Format & Index

A. General and Operations Orders shall be formatted as follows:

1. At the top of each page shall be a header in substantially the same form as the one at the top of this page.
 - a. The first part of the header shall be one box containing two lines of print. It shall contain the words “Glendale Police Department” on the first line.
 - b. On the second line the words “General Order” shall appear in the order that relates more to policies, rules and regulations of the Department (and it shall be numbered between 20 and 49).
 - c. If the order relates more to the procedures and operation of the Department, then the words “Operations Order” shall appear in the second line (and the order shall be numbered 50 or higher).
2. The next part of the header shall consist of two boxes of text with each containing one line.

Glendale Police Department General Order		
General and Operation Orders		20.040
Date Issued 07-16-02	Revision Date 07-14-22	Page 2 of 5

- a. The first box shall contain a short description of the subject matter of the order (i.e., the title of the order).
 - b. The second box shall contain the number assigned to the order.
3. The third part of the header shall consist of three boxes of text, with each box containing two lines.
- a. The first box shall have on the first line the words “Date Issued” and on the second line shall contain the date the order is issued.
 - b. The second box shall have on the first line the words “Revision Date” and on the second line shall contain the new effective date if the order is revised; otherwise, the second line shall be either left blank or contain the original effective date.
 - c. The last box shall have on the first line the word “Page” and on the second line shall state the current page number, as well as the total number of pages contained in the order.
 - d. A fourth box may be added to the header with the words “Review Date” to reflect circumstances where a policy was reviewed and policy content changes were not necessary, per section 20.046.C.
- B. All Written Directives (Chief’s Directives) shall be prepared and distributed utilizing the memorandum form.
1. The subject line of the memorandum will identify that the memo is a Chief’s Directive and include an assigned Chief’s Directive number.
 2. The sequential directive numbers are issued and maintained by the Chief’s Office staff.
- C. General and Operations Orders will be drafted on the new policy template (large header box already at top), utilizing 12-point font, in Times New Roman, Normal style font.
- D. Policies that are related to accreditation standards may have accreditation standard numbers listed by them, in parenthesis, in teal font. The placement of these numbers is designed to be a cross-reference tool between a policy and the applicable accreditation standard.

Glendale Police Department General Order		
General and Operation Orders		20.040
Date Issued 07-16-02	Revision Date 07-14-22	Page 3 of 5

20.043 Availability

- A. A current copy of the General and Operation Orders will be maintained in an electronic computer file, available to all employees. Hard copy manuals will also be placed at Police Department sub-stations for additional accessibility during times of need.
 - 1. The Accreditation Unit will maintain a list that identifies the hard copy policy manual locations.
 - 2. All newly hired employees will be advised how to locate and access the General and Operation Orders.
 - 3. New hires will acknowledge this information with a signature of acknowledgment. The Training Unit and/or Personnel Management will maintain copies of this receipt.
- B. Accreditation will maintain General and Operation Orders, both in hard copy and computer format, as well as the master copies (originals).

20.244 Policy Revision Schedule

It is the policy of the Glendale Police Department to review departmental guidelines on a continual basis. Policy and procedural modifications will be made, as deemed necessary, to facilitate the continued efficient and lawful operation of the police department. On an ongoing basis, departmental employees are encouraged to review current policies that are associated with their assigned work functions to ensure that the policies reflect current practices. Accreditation will act as a liaison in assisting all GPD personnel with the review and revision process.

20.045 Updated / Revised Policies

- A. Upon implementation and/or modification of General and Operations Orders, departmental employees will be advised of the changes so that appropriate training and overall accountability can occur.
 - 1. A summary of policy additions and/or modifications will be drafted and routed to GPD supervisors. The revision summary will also be forwarded to the Training Unit so that it can be posted in the electronic learning system for departmental training.

Glendale Police Department		
General Order		
General and Operation Orders		20.040
Date Issued 07-16-02	Revision Date 07-14-22	Page 4 of 5

2. Supervisors will be responsible for providing the updated policy change information and/or training to all departmental personnel. Supervisors will ensure that employees log into the electronic learning system to complete the policy revision training.
 3. Upon request, the Training Unit can generate a report documenting that all department employees have been advised/trained on policy modifications.
- B. The Training Unit will maintain records of completed policy revision training.

20.046 Policy Review Process

- A. Personnel that are assigned the task of updating a policy should contact the Accreditation Manager for direction if a determination is made that a departmental policy is in need of modification. Any proposed changes to policy must be approved by the affected Division Commander before proceeding in the policy revision process.
- B. Newly created departmental policies, or updated policies that have the potential for significant organizational impact, must be presented by the affected Division Commander, or designee, during an *Executive Staff Meeting*. Minor changes to current policies, that do not have significant departmental impact, do not need to be formally presented at an *Executive Staff Meeting*. This determination shall be made by the Accreditation Manager.
- C. Upon receipt of a new/proposed policy change that has been approved by Staff (modification/revision, addition, or deletion), Accreditation shall prepare a policy “draft” and a Policy Revision Change Request Memo that outlines the proposed policy changes. The completed form(s) will then be routed to those listed for signature for review and final approval. A signature will verify that the proposed policy changes are approved.
- D. Final approval by the Police Chief will be required prior to implementation of any new policy, or a policy that has been modified from its previous form.
- E. Upon completion of a policy review process, where subject matter experts determine that current policy modifications are not necessary, the Legal Advisor will provide a final review. If the Legal Advisor approves this finding, a “Review Date” will be added to the policy header to indicate that the policy is up to date.

Glendale Police Department General Order		
General and Operation Orders		20.040
Date Issued 07-16-02	Revision Date 07-14-22	Page 5 of 5

- F. The Legal Advisor, at the direction of the Chief, has the authority to approve GPD Operations Manuals (i.e. Property, Communications, Detention, Forensics). It may be determined that the proposed changes need to be presented at an *Executive Staff Meeting*, but no signatures are required on the Policy Revision Change Memo other than the Legal Advisor.

- G. Accreditation will file all *Policy Revision Change Request Memos* and applicable policy change drafts, which have been formally approved, for historical reference.

20.047 Policy Maintenance

Accreditation will maintain a file that archives a record of all current policy originals, policy revisions that have been approved and implemented, and policy approval/change forms with authorization signatures.

Glendale Police Department General Order

Organizational Structure, Authority, Roles and Responsibilities

20.050

Date Issued

08-07-02

Revision Date

04-04-19

Page

1 of 15

20.050 Command Structure

- A. In descending order, the Chain of Command for sworn and non-sworn police personnel is as follows:
1. Chief of Police
 2. Assistant Chief of Police
 3. Commander (sworn), Administrator (non-sworn), or Director (non-sworn)
 4. Lieutenant (sworn) or Manager (non-sworn)
 5. Sergeant (sworn) or Supervisor (non-sworn)
 6. Officer (sworn) or Line Level Employee (non-sworn)
- B. Civilian police personnel will be considered of equivalent rank to sworn personnel based upon the individual placement in the organizational structure.
- C. Employees shall routinely follow the chain of command in order to maintain the principles of good administration.
- D. Employees will be accountable to only one supervisor at a given time. Normally, this will be the immediate supervisor of the employee's organizational segment as indicated in the Department's organization chart.
- E. Only one supervisor will be responsible for an organizational segment.
1. Responsibilities will be delegated to the lowest level possible for satisfactory execution.
 2. Employees will exercise such authority as is commensurate with their responsibilities.
- F. Employees are responsible for that authority which is exercised and shall be held fully accountable; employees are also responsible for that authority which is delegated to them and shall be held fully accountable for the exercise of that authority.

Glendale Police Department General Order		
Organizational Structure, Authority, Roles and Responsibilities		20.050
Date Issued 08-07-02	Revision Date 04-04-19	Page 2 of 15

20.051 Department Authority and Responsibility

The Charter of the City of Glendale places the administrative control of the Police Department under the City Manager.

A. Chief of Police

The Chief of Police, subject to the approval of the City Manager, shall manage, control, and direct the activities and personnel of the police department.

1. The Chief of Police has the ultimate responsibility of the Police Department for the preservation of life and property, law and order, investigation of crimes, suppression of vice, and the enforcement of state laws and city ordinances. The Chief of Police shall direct the proper assignment of employees; establish training programs; maintain records; provide traffic control and enforcement; cooperate with other law enforcement agencies; establish policies, procedures, rules and regulations; be responsible for the care of prisoners; and shall advise the City Manager, Mayor and the City Council on matters pertaining to the department.
2. The Chief of Police is the primary leader and manager of the Police Department. The Chief is responsible for shaping the mission, values, and principles of the Department. The Chief initiates broad strategies that ensure mission accomplishment. The Chief is chair of the Command Staff.
 - a. Planning - The Chief of Police facilitates the development of strategies annually. The most critical of these goals become a part of the Annual Business Plan. The Chief reviews the Bureau strategies toward achievement of Department goals submitted by the Division Commanders. The Chief ensures the development of long-range plans that guide the management of the Department. All strategies will be linked to the budget and performance indicators.
 - b. Organizing - The Chief is responsible for the effective and efficient operation of the entire Police Department. The Chief has final authority regarding any issue that has Department wide impact. The Chief also establishes the overall organizational structure. The Chief

Glendale Police Department General Order

Organizational Structure, Authority, Roles and Responsibilities

20.050

Date Issued
08-07-02

Revision Date
04-04-19

Page
3 of 15

provides leadership and management for all personnel and units in light of community based/problem-oriented policing.

- c. Directing — The Chief provides general direction for the accomplishment of the Department mission. The Chief ensures that all Departmental manuals as well as the General and Operations Orders are utilized effectively.
- d. Staffing — The Chief of Police is ultimately responsible for adequate staffing levels to ensure the delivery of effective and efficient police services to the community. The Chief approves transfers between Divisions.
- e. Coordinating — The Chief coordinates the activities of the Police Department and Command Staff with other Departments and agencies.
- f. Reporting — The Chief regularly reports to the City Manager or to a designated Assistant City Manager and shares information and insights with the Command Staff and other members of the organization.
- g. Budgeting — The Chief is responsible for the development, prioritization, and submission of the Department's budget that provides financial support for personnel, facilities, equipment, programs, and related costs throughout the organization.

B. Assistant Chief(s) of Police

- 1. The Assistant Chief(s) of Police reports directly to the Chief of Police. The Assistant Chiefs of Police shall work together to provide leadership for the organization.
- 2. If the Chief of Police is to be absent from the City, he/she shall designate an Assistant Chief to be the acting Chief of Police during their absence. A written memo (e-mail) shall be distributed to all Police Department personnel, informing them of the delegation of authority.
- 3. Such assignment shall remain in effect during the absence of the Chief of Police unless relieved by the City Manager. The Assistant Chief of Police acting in this capacity shall assume and be vested with the authority and responsibility of the Chief of Police, except in the promotion(s) or demotion(s) of employees of the department, dismissals of employees, or

Glendale Police Department General Order

Organizational Structure, Authority, Roles and Responsibilities

20.050

Date Issued
08-07-02

Revision Date
04-04-19

Page
4 of 15

the changing of any policies, procedures, or general and special orders, without the approval of the Chief of Police or the City Manager.

4. If the situation arises in which the Chief and the designated Acting Chief are unavailable, then the senior ranking sworn officer shall assume departmental responsibilities.

C. Commanders, Administrators, and Directors

1. Commanders, Administrators, and Directors are the senior Department operational managers who provide leadership for the challenge of transforming the Mission Statement and Organizational Values into the delivery of police services to the community. They perform the managerial functions of PODSCORB (Planning, Organizing, Directing, Staffing, Coordinating, Reporting, and Budgeting), while serving as facilitators.
2. Commanders, Administrators, and Directors are the link between the Department's commitment to community policing and the operational policies and procedures provided to their employees to ensure the delivery of quality police services. They serve as members of the Command Staff and provide input to Department-wide long-range plans and policies. They have considerable discretion and latitude in the exercise of their management responsibilities.
3. Commanders, Administrators, and Directors report the Assistant Chief on significant and exceptional events while ensuring operational effectiveness and efficiency. They provide guidance and insight to subordinate supervisors, and devise operational strategies and objectives. They individually and as a Command Staff undertake department-wide projects. Commanders, Administrators, and Directors provide considerable latitude to their Lieutenants/Managers in the routine management and operation of their Divisions.
 - a. Planning - Commanders, Administrators, and Directors coordinate with their Lieutenants/Managers to devise strategies that become input to the annual Business Plan. They facilitate the budget process with Lieutenants/Managers, which results in formal budget requests, performance indicators, and strategies and objectives. Commanders, Administrators, and Directors provide primary input to the annual update of the five-year Capital Improvements Project and other

Glendale Police Department General Order

Organizational Structure, Authority, Roles and Responsibilities

20.050

Date Issued
08-07-02

Revision Date
04-04-19

Page
5 of 15

Department plans; they develop formal plans for their Divisions. A designated Commander shall serve as the acting Chief of Police in the absence of the Assistant Chief.

- b. Organizing — Commanders, Administrators, and Directors ensure that their Divisions are managed and led in a manner that fully utilizes community based/problem-oriented policing for the delivery of professional police services. They ensure open communications within their Divisions as well as with other areas of City government, other government agencies, and the public. Commanders, Directors, and Administrators are responsible for making decisions that affect the organizational structure of their Divisions.
- c. Directing — Commanders, Administrators, and Directors issue written and verbal directions to ensure the development and implementation of appropriate policies, strategies, projects, programs, and procedures within their Divisions. They provide considerable latitude for their Lieutenants/Managers to carry out their management and leadership roles to effectively and efficiently run their Units. Commanders, Administrators, and Directors become involved in the operational activities of subordinate work groups in the case of significant and/or exceptional circumstances. They serve as facilitators and change agents to ensure that professional police services are delivered in light of community policing.
- d. Staffing — Commanders, Administrators, and Directors have final authority on the transfer of personnel from their Division to another except for special assignments that are made by the Chief or the Assistant Chief. They ensure that personnel within their Divisions are assigned so as to provide professional police services in the most effective and efficient manner possible. They review and approve minimum staffing levels for the various functions and work groups within their Division. Commanders, Administrators, and Directors have approval authority for budgeted training and formal discipline to the level of suspensions without pay. Commanders, Administrators, and Directors review all formal commendations and discipline within their Divisions.
- e. Coordinating — Commanders, Administrators, and Directors coordinate Division policies, procedures, and programs in order to ensure effectiveness and efficiency.

Glendale Police Department General Order

Organizational Structure, Authority, Roles and Responsibilities

20.050

Date Issued
08-07-02

Revision Date
04-04-19

Page
6 of 15

- f. Reporting — Commanders, Administrators, and Directors report to an Assistant Chief of Police on significant/exceptional events within their Divisions. They provide input to monthly, quarterly, and annual Department Management Reports when required. They ensure that their Lieutenants/Managers are kept fully informed.
 - g. Budgeting — Commanders, Administrators, and Directors ensure that all expenditures within their Divisions adhere to Department and City fiscal policies and procedures. They participate in final Department budget and Capital Improvement Project recommendations. Each fiscal year they submit a prioritized package of budget requests for funding consideration.
4. A commanding officer is a ranking officer designated by the Chief of Police to supervise and command a particular unit within the department. A Commander is always in charge of all activities of units within his/her Division.
 5. Commanders, Administrators, and Directors subject to the approval of the Chief of Police, may develop the detailed methods of directing and controlling specific functions of a Division. Commanders, Administrators, and Directors may establish written standard operating procedures for their respective Divisions, provided the following:
 - a. The procedure is unique to that particular Division,
 - b. The procedure cannot be incorporated into departmental general or operations orders,
 - c. The procedure is not in conflict with departmental orders or CALEA (accreditation) standards.

D. Lieutenants / Managers

1. Lieutenants/Managers serve as daily operational managers of similar functions that are grouped together organizationally. They are responsible for the effective and efficient delivery of professional police services in light of community based/problem-oriented policing.
2. Lieutenants/Managers interact with assigned first-line supervisors and employees while maintaining regular contact with their peers throughout

Glendale Police Department General Order

Organizational Structure, Authority, Roles and Responsibilities

20.050

Date Issued
08-07-02

Revision Date
04-04-19

Page
7 of 15

the Department. They exercise considerable latitude and have significant decision-making authority for the management of their units.

- a. **Planning** — Lieutenants/Managers are responsible for determining what operational tasks are to be accomplished within their units, as well as what personnel, equipment, supplies, and support are necessary to accomplish those tasks. They provide formal recommendations to their Commanders for changes within their units that impact other areas of the Department. Lieutenants/Managers devise annual strategies and objectives for their Divisions, which are supportive of the Department mission and goals.
- b. **Organizing** — Lieutenants/Managers have the responsibility to structure their assigned resources so that the accomplishment of operational tasks is effectively and efficiently accomplished.
- c. **Directing** — Lieutenants/Managers issue both written and verbal directions that provide for task accomplishment. They are responsible for doing this in a professional environment. Lieutenants/Managers make decisions and issue directives on a daily basis within established parameters. They consult with Commanders, Administrators, and Directors when particularly significant or exceptional events require unusual activity or effort at the Bureau level and/or other areas of the Department will be impacted. Lieutenants/Managers provide their first line supervisors considerable latitude in the supervision of their units.
- d. **Staffing** — Lieutenants/Managers ensure that appropriate personnel are assigned to provide the desirable level of police services. The training, rewarding, and disciplining of assigned employees is a basic responsibility of Lieutenants/Managers. Lieutenants/Managers ensure that appropriate schedules are implemented. They make recommendations regarding Department level awards and more serious discipline. They also transfer personnel within their unit.
- e. **Coordinating** — Lieutenants/Managers coordinate task accomplishment within their unit, as well as regularly communicating and coordinating with other units in the Department, with other areas of government, and with the community, in order to ensure effectiveness and efficiency.

Glendale Police Department General Order

Organizational Structure, Authority, Roles and Responsibilities

20.050

Date Issued
08-07-02

Revision Date
04-04-19

Page
8 of 15

- f. Reporting — Lieutenants/Managers ensure that communications within their unit result in informed operational decision making. Lieutenants/Managers manage and lead their unit within established parameters and regularly report after the fact on the activities of their unit to Commanders, Administrators, and Directors. Prior reporting to Commanders, Administrators, and Directors is not required except for particularly significant or exceptional events. They ensure that their first line supervisors are kept fully informed.
- g. Budgeting — Lieutenants/Managers are managers who prepare and administer the fiscal year budget and appropriate C.I.P.'s. They initiate budget requisitions and have sign-off authority on petty cash vouchers. Lieutenants/Managers identify goals, objectives, and performance indicators as a part of the annual budget process. They complete all necessary budget requests as a part of the fiscal process.

E. First Line Supervisors / Sergeants

- 1. Supervisors are responsible for accomplishment of operational tasks for their assigned Details. They have direct responsibility for supervision and control of line employees assigned to their Detail. First line supervisors ensure that employees direct their efforts toward providing professional police services consistent with our community based/problem oriented policing commitment.
 - a. Planning — Supervisors are responsible for the effective and efficient delivery of police services. They will keep their Lieutenant/Manager informed of strategic needs, but will have authority and responsibility over operational task completion. First line supervisors will provide their Lieutenant/Manager with information and suggestions to accomplish goals.
 - b. Organizing — Supervisors have the responsibility for assigning and assessing available personnel so that operational tasks can be accomplished effectively. They will supervise and evaluate personnel to ensure problem oriented/community-based policing. Additionally, they have the responsibility of communicating the status of on-going operations to Lieutenants/Managers, peers, and subordinates.
 - c. Directing — Supervisors provide direction to employees in both written and verbal form. They provide regular direction on operational

Glendale Police Department General Order

Organizational Structure, Authority, Roles and Responsibilities

20.050

Date Issued
08-07-02

Revision Date
04-04-19

Page
9 of 15

and administrative concerns and also consult with Lieutenants/Managers on significant or exceptional incidents that require unusual activity or effort. They are responsible for both the motivation and accountability of assigned employees. They provide considerable latitude to assigned employees.

- d. Staffing — Supervisors coordinate the daily activities of a squad or unit of employees. They are responsible for daily communication, training, recognition, and counseling of line level employees. First line supervisors pay particular attention to probationary employees and make recommendations regarding their progress. They ensure the assignment of employees in an efficient and effective manner. First line supervisors are responsible for the delegation of operational tasks to line level employees and subsequent follow-up.
 - e. Coordinating — Supervisors coordinate the activities of their unit or detail with other units to ensure effective delivery of police service. They are involved in allocating personnel to ensure operational needs are covered.
 - f. Reporting — First line supervisors ensure that communications within their detail provide the necessary information for operational success. This includes the appropriate dissemination of information to subordinates, peers, and superiors. Continuous communication with employees is a basic responsibility.
 - g. Budgeting — First line supervisors provide budget input to Lieutenants/Managers. They research the appropriateness of specific budget items for their units. They assist in the acquisition of budgeted items.
2. Supervisors shall constantly direct their efforts toward the effective and efficient performance of functions of the department and shall require their subordinates to do the same. Supervisors shall not perform the duties regularly assigned to a subordinate when the subordinate is available to perform them, but shall require each subordinate to perform their own assigned duties.
 3. Supervisors shall be responsible for their own conduct and performance of duties as well for the conduct and performance of their subordinates to ensure that assigned duties are performed. Supervisors shall familiarize

Glendale Police Department General Order

Organizational Structure, Authority, Roles and Responsibilities

20.050

Date Issued
08-07-02

Revision Date
04-04-19

Page
10 of 15

themselves with the knowledge and interests of employees under their supervision. Supervisors shall, at all times, in their dealings with employees and citizens, be an example of fairness, efficiency, promptness, accuracy, trustworthiness and courtesy.

4. Supervisors will investigate citizen's complaints as enumerated in the General Order - Investigation of Citizen's complaints.
5. Supervisors shall ensure that subordinates make all required reports promptly, accurately, and completely. Supervisors shall instruct their subordinates in the proper method of reporting, and such reports shall be subject to their inspection and approval.
6. Supervisors shall submit a written factual report when a subordinate, under circumstances requiring an exceptionally high degree of courage, risks their own life in the prevention of a crime, the apprehension of a criminal, or performs a difficult and important police service requiring the highest degree of tact, diligence, initiative, and ability.
7. Supervisors shall be responsible for the maintenance and care of all departmental property assigned to their command.
8. Supervisors are required to address and appropriately document any and all injuries incurred by an officer during the course of their duty, regardless of the severity.
 - a. This is to include the completion of the appropriate industrial forms, as well as any other forms required by the city or the police department.
9. Supervisors shall ensure that subordinates are in compliance with General Order 21.470 – Uniform Regulations.

F. Police Officers

1. Patrol Division:
 - a. Police officers assigned to patrol divisions will carry out the responsibilities of a police officer as they are described in Patrol Operation Orders.

Glendale Police Department General Order

Organizational Structure, Authority, Roles and Responsibilities

20.050

Date Issued
08-07-02

Revision Date
04-04-19

Page
11 of 15

- b. Officers shall be held strictly accountable to their supervisor for the area to which they are assigned.
- c. Officers shall familiarize themselves with the area of their assignment.
- d. Officers shall attend to their duties in a prompt, courteous, and business-like fashion with a minimum of lost time when giving attention to any complaint, call for assistance, arrest, or other duty.
- e. Officers shall remain in their area of assignment during their tour of duty, not leaving it except for the transaction of police business.
- f. Officers shall not leave their area before the time set by one's supervisor, and upon arrival at debriefing shall file all required reports with a designated supervisor. Officers shall pass on all necessary information to their relief in order to maintain the continuity of operations.
- g. Officers shall enforce the laws of the State of Arizona and the City of Glendale relating to criminal acts and traffic violations.
- h. Officers shall investigate all matters, crimes and traffic accidents assigned to them.
- i. Officers shall be familiar with the applicable laws, policies and procedures concerning police officers.
- j. Officers shall collect evidence, recover property, and utilize department issued equipment properly in their daily work assignments

2. Criminal Investigations Division:

- a. A police officer assigned as a Detective in the Criminal Investigation Division shall be responsible for the proper investigation of all assigned cases, including the apprehension of the offender, collection of evidence, recovery of property, and the preparation of the case for prosecution.
- b. When assigned a major crime in conjunction with the Patrol Division, Detectives will, in the absence of an Investigations supervisor, assume charge of the investigation.

Glendale Police Department General Order

Organizational Structure, Authority, Roles and Responsibilities

20.050

Date Issued
08-07-02

Revision Date
04-04-19

Page
12 of 15

- c. Detectives should constantly review department records to determine known suspects and study their patterns of operation.
- d. Detectives should periodically attend patrol briefings in order to encourage communication of information.

20.052 Seniority

- A. When a question of seniority arises, such seniority shall be determined by:
 - 1. Rank
 - 2. Continuous service in the rank
 - 3. Time on the department
- B. When two or more members are working together on the same assignment or detail and are of equal rank, such seniority shall not be exercised except in an emergency necessitating it, unless, by competent authority, one member has been designated as being in command. All members shall strive to work together in harmony and in a spirit of cooperation rather than by authority or seniority.

20.053 Span of Control

- A. No patrol supervisor should have more than ten line employees under their immediate and permanent control at any one time.
- B. No second line manager/supervisor should have more than six first line supervisors under their immediate and permanent control at any one time.
- C. No third line manager or higher should supervise more than ten people.

20.054 Emergency Command

- A. In the event of an emergency necessitating immediate action under a single unified command, all personnel and equipment of the department shall be under the command of:
 - 1. The Chief of Police
 - 2. The Assistant Chief

Glendale Police Department General Order		
Organizational Structure, Authority, Roles and Responsibilities		20.050
Date Issued 08-07-02	Revision Date 04-04-19	Page 13 of 15

- B. For the above purpose, an emergency may be defined as any situation arising that calls for an immediate decision over and above ordinary and routine police activity, in which more than one division is involved or needed and necessitates the entire department to function under a single command for such a length of time as the emergency exists.

- C. The ranking officer on duty and present shall, during off-duty hours of the Chief of Police, contact the on-call duty staff member, reporting to them any police incident of an unusual nature and which is considered an emergency. The on-call staff officer should then contact the Chief of Police.

20.055 Organization Chart

The organizational chart is graphically depicted by component and updated at least annually.

20.056 Description of Organizational Components

Purpose: The purpose of this policy is to describe the organizational structure of the Glendale Police Department.

A. Chief of Police

- 1. As provided for in the Charter of the City of Glendale, the Chief of Police is appointed by and responsible to the City Manager. The Chief is in overall command of the police department and shall manage, control, and direct the activities and personnel of the department.

- 2. The Glendale Police Department is divided into two major bureaus, which are in turn divided into a total of six divisions. The divisions are further divided into multiple units and other work groups to accomplish the mission of the department. Each bureau and its divisions will be described below.

- 3. Certain units and/or work groups report directly to the Chief. They are as follows:
 - a. Professional Standards
 - b. Public Information
 - c. Legal Advisor

Glendale Police Department General Order

Organizational Structure, Authority, Roles and Responsibilities

20.050

Date Issued
08-07-02

Revision Date
04-04-19

Page
14 of 15

B. The Investigative and Administrative Services Bureau is under the direction of an Assistant Chief and includes three Divisions. The divisions are described below:

1. Administrative Services Division

- Training
- Personnel Management
- Audits & Inspections
- Planning & Research
- Budget & Grants

2. Criminal Investigations Division

- General Investigations
- Special Investigations
- Special Victims

3. Special Operations Division

- Special Events Planning & Operations
- Traffic
- Emergency Response

C. The Operations Bureau is under the direction of the Assistant Chief and is comprised of three Divisions. The divisions are described below:

1. Foothills Patrol Division

- Patrol Operations
- Sector Operations

2. Gateway Patrol Division

- Patrol Operations
- Sector Operations

3. Support Services Division

- Communications

Glendale Police Department General Order

Organizational Structure, Authority, Roles and Responsibilities	20.050
--	---------------

Date Issued 08-07-02	Revision Date 04-04-19	Page 15 of 15
-------------------------	---------------------------	------------------

- Detention
- Records & Property
- Technology Services

Glendale Police Department General Order			
Mutual Aid			20.070
Date Issued 03-29-00		Revision Date 11-15-18	Page 1 of 7

20.070 Cooperation with other Criminal Justice Agencies

- A. Mutual aid agreements are governed by ARS 13-3872. Any two or more public agencies, as defined by section 11-951, having and maintaining peace officers may, by action of their respective legislative or other governing body, enter into mutual aid agreements with respect to law enforcement provided mutual aid agreements entered into on the part of the State of Arizona shall be approved by the agency involved and the governor. A peace officer acting within the jurisdiction of any other public agency pursuant to a mutual aid agreement shall have full authority to act as a peace officer to the same extent as if he/she were a duly appointed, qualified and acting peace officer of such public agency as herein defined.
- B. As crime does not have jurisdictional boundaries, it is incumbent on the members of the department to cooperate with other city, state and federal law enforcement agencies. It is the policy of the Glendale Police Department to cooperate with all other law enforcement agencies whenever possible.
 - 1. The Chief of Police will serve as the liaison with other agencies.
 - 2. The department will also participate in cooperative programs, when possible (i.e., law enforcement task force).
- C. The police alone cannot successfully resolve the problems of crime. In order to serve the public, the criminal justice system relies upon the cooperation of the police with prosecutors, courts, correctional officers and other stakeholders to ensure the development of a safer community.
- D. Requesting Assistance from Federal and State Agencies:
 - 1. **FBI:** When investigative assistance is required, the case detective will coordinate with the appropriate supervisor in contacting the FBI field office.
 - 2. **DEA:** The Glendale Police Department participates in the Phoenix area DEA task force by supplying a narcotics detective on a rotating basis to the enforcement unit. Requests for investigative assistance will be directed to the task force detective.
 - 3. **Other Federal Agencies:** Requests for assistance from other Federal agencies will be handled on a case by case basis and coordinated through the respective unit supervisor.

Glendale Police Department General Order			
Mutual Aid			20.070
Date Issued 03-29-00		Revision Date 11-15-18	Page 2 of 7

- 4. **Other Police Agencies:** Requests for assistance from other City and State Agencies will be made in the following manner:
 - a. Via Communications by any officer when immediate assistance is needed, such as a request for a helicopter or traffic control on an adjoining street. (Glendale Police Department Communications has the ability to maintain communications with most other agencies).
 - b. Via an officers' supervisor when time permits.
 - c. Officers from other agencies will usually follow a similar chain-of-command and will contact the on-scene supervisor upon arriving.

20.071 Mutual Aid Agreement and Guidelines

- A. It will be the overall policy of the Department to provide mutual aid to surrounding communities upon request. Aid will also be provided to assist public and quasi-public agencies (i.e., APS, SRP, etc.) who have need of assistance from the Department.
- B. Guidelines:
 - 1. Assistance may be given upon request.
 - 2. A Shift Commander or designee may authorize assistance to other agencies upon request.
 - 3. Out of the city assistance will be limited to:
 - a. Saving or protection of any person's life.
 - b. Assistance to other law enforcement officers involved in an incident of a critical nature.
 - 4. Out of the city assistance situations will be documented in the department's Daily Activity Record.
 - 5. Authority to respond to calls outside the city is enumerated in City Code Section 29-3.

Glendale Police Department			
General Order			
Mutual Aid			20.070
Date Issued 03-29-00		Revision Date 11-15-18	Page 3 of 7

6. Officers that respond to assist other agencies will report to the on-scene supervisor for instruction and later report their involvement to their respective Glendale Police Supervisor.

20.072 United States Air Force Installations- Luke Air Force Base

- A. Procedures for conducting business at LAFB - Officers will coordinate all law enforcement investigations on local Air Force bases with military police as follows:
 1. Prior to arriving at the base, contact the watch desk. The watch desk number will be maintained by GPD Communications. Upon contact with the watch commander of your name and the business that you wish to conduct. By making this phone call ahead of time, base personnel may be able to assist you in making contacts, or locating persons of interest.
 2. Officers conducting investigations on a base will notify the security police upon entering the base. Felony investigations will be reported to the Air Force Office of Special Investigations (AFOSI) rather than to the security police. In particularly sensitive cases, both the Chief of Security Police and the AFOSI Commander may be contacted.
 3. When detention assistance is needed, officers will make the request to the security police desk. The security police, under routine situations, will arrange to have the suspect's commander bring the suspect to security police headquarters at a specified time determined by both parties. Officers will be advised of the specific time the suspect may be picked up. Unless the suspect is wanted immediately on a felony warrant, notification will be made 24 hours in advance. In situations when the immediate arrest of a military suspect on a military installation is necessary, the security police will escort officers to the suspect or otherwise arrange for the arrest.

20.073 Arizona Department of Public Safety (DPS)

- A. Assistance will be given to the Arizona Department of Public Safety (DPS) upon request, or when an emergency is observed within the city.
 1. When a disagreement arises as to jurisdiction, GPD employees will assume the investigation (there is concurrent jurisdiction under state law).

Glendale Police Department General Order			
Mutual Aid			20.070
Date Issued 03-29-00		Revision Date 11-15-18	Page 4 of 7

2. Officers who use the freeways may take enforcement action on violations they observe, but they will not routinely patrol the freeways.
3. Officers will provide assistance, upon request, to DPS for traffic direction and control during collision investigations on the freeway. Officers will coordinate freeway related traffic movements with DPS.
4. Officers will cooperate fully with DPS supervisors and officers.
5. Officers will investigate criminal incidents which occur on the freeway.
6. DPS officers may utilize equipment and operators as needed.

20.074 Railroad Police

- A. Employees who observe or respond to emergency situations in the area of any railroad property, or on or near the tracks of any railroad, shall advise the Communications section to notify the Railroad Company.
- B. Railroad Police Officers and/or Special Agents will be extended any and all privileges offered to any other law enforcement agency. These officers have Peace Officer status when protecting railroad property, passengers and passengers' property.
- C. The Railroad Company operates a rail through the City of Glendale. The Railroad Company shall be the primary investigatory agency on scenes such as derailments, on-board emergencies, etc.
- D. If there is a collision between a vehicle and/or pedestrian and the railroad, a joint investigation may be conducted.

20.075 Maricopa County Adult Probation Department

- A. The Glendale Police Department will provide assistance to the Maricopa County Adult Probation Department. The expectation is that probation officers or surveillance officers will be physically present at locations where Glendale officers will be responding.
- B. Generally, requests for assistance from probation officers will be due to the likelihood that the probationer will resist or poses a danger of physical

Glendale Police Department General Order			
Mutual Aid			20.070
Date Issued 03-29-00		Revision Date 11-15-18	Page 5 of 7

violence. Assistance will be provided, under those circumstances, for the following situations:

1. When exigent circumstances require the immediate arrest of the probationer.
2. Act as a back-up when probation officers request assistance in serving search warrants and conducting warrantless searches of a probationer's person or residence. Police officers should be primarily concerned with maintaining peace, and should avoid becoming actively engaged in searches. However, for officer safety, officers should "frisk" all subjects as required, by applicable search and seizure laws and GPD policy.
3. To assist probation officers when a probationer or other persons (i.e., friends, family members) become disruptive and the threat of physical violence is present.
4. In response to an emergency call by probation officers requiring immediate back-up from police.

C. Additionally, police officers will follow these guidelines:

1. Probation officers have peace officer authority and should process any arrests they make. Police officers will assist by transporting the prisoner to a jail facility.
2. Surveillance officers also have the authority of peace officers relating to "intensive probation" probationers under their supervision. However, surveillance officers must have the prior approval of a probation officer (approval can be made over the phone or radio) before an arrest is made on the probationer.
 - a. Probation officers do not need to be present when surveillance officers make an arrest, but police officers should verify that the arrest has been approved by a probation officer.
 - b. Surveillance officers should process any arrests they make.
 - c. When circumstances are such that new charges are sought against the probationer or other person (i.e., drug offenses, assault, disorderly conduct, etc.), police officers will take custody of the arrestee,

Glendale Police Department General Order			
Mutual Aid			20.070
Date Issued 03-29-00		Revision Date 11-15-18	Page 6 of 7

complete all of the necessary paperwork and impounding, and book the subject(s). Probation officers/surveillance officers must supplement police officers' department reports to substantiate the probable cause for the search/arrest.

- d. The supplemental report must be provided to the arresting officer prior to the officer's end of duty (shift). Additionally, the probation officer/surveillance officer is to provide the probable cause statement for the required Form 4 completed by the Glendale Police Officer.
- D. Arizona Revised Statute 13-916.E states, "the adult probation and surveillance officers both have the authority of a peace officer in the performance of their duties." Police officers should exercise extreme caution when assisting probation and surveillance officers and should ensure that sufficient police personnel are present to handle the situation.

20.076 Requesting National Guard Assistance in Emergency Situations

A field supervisor shall contact the on-call Command Staff member regarding any situation where the National Guard may be needed to assist. The National Guard is under Arizona state control and the Governor serves as the Commander-in-Chief. Use of the National Guard in emergencies will be coordinated by the Chief of Police, who will make the request through the City Manager, or his/her designee.

20.077 Request of Resources During a Disaster

- A. Purpose: To establish an organizational policy for deployment of resources during times of disaster. A disaster is defined as the occurrence or imminent threat of widespread or severe damage, injury or loss of life or property, or extreme peril to the safety of persons or property, resulting from any natural or man-made causes, which endanger life or property.
- B. The City of Glendale Police Department's Special Operations Commander is responsible for coordinating department resources to City level emergencies/disasters situations and coordinate with the City's Emergency Management Division. The Special Operations Commander will, during City level emergencies/disasters, act as an advisor to the Glendale Chief of Police in the deployment of personnel and resources, as well as assure coordination with adjacent governments as needed.

Glendale Police Department		
General Order		
Mutual Aid		20.070
Date Issued 03-29-00	Revision Date 11-15-18	Page 7 of 7

- C. Policy: The Glendale Police Department shall not deploy resources or personnel beyond the city boundaries without proper authority and the express permission of the Chief of Police or their designee. All deployments must be in accordance with interstate, intrastate, and/or mutual aid agreements that are statutory or approved by the City Council, or requested from the State of Arizona, United States Department of Homeland Security, the Federal Emergency Management Agency, the National Wildfire Coordinating Group, or the National Fire Administration to be recognized as authorized requests.

- D. Proper authority to deploy resources will be defined by statute, code, agreements, or in the specific resource request. Any deployment of police department resources outside of the city will follow the procedures outlined in the agreements, in the specific request, or the procedures outlined in the Emergency Management Assistance Compact (EMAC) or the Arizona Mutual Aid Compact (AZMAC). Requests through EMAC or AZMAC shall be coordinated through the City of Glendale Emergency Operations Center (COG EOC) and all other requests as detailed above will involve courtesy notification for the City of Glendale EOC.

- E. Responsibility: It is the responsibility of the Police Chief or his/her designee to ensure that the above policy is followed.

Glendale Police Department		
General Order		
Administrative Reporting System		20.090
Date Issued 01-29-99	Revision Date 10-01-18	Page 1 of 6

20.090 Administrative Reporting System

- A. The purpose of this system is to provide management information on the activities of the Department and ensure that all administrative reports and Time Sensitive Activities are conveyed from the operational units to the management of the organization.
- B. The system shall include:
1. Daily Reports - Exceptional incidents occurring during the previous 24-hour period (Daily Activity Report).
 2. Monthly/Quarterly Reports – A means of recapping activities throughout the agency, which may include a comparative analysis of past activities.
 3. Annual/Periodic Reports – A means of providing year-end summaries of departmental activities.
 4. Time Sensitive Reports – Reporting that is required in order to meet accreditation standard requirements.
- C. Daily Activity Report - Exceptional incidents occurring during the previous 24-hour period.
1. The Daily Activity Report should include the following types of incidents:
 - Homicides
 - Armed robberies - where there is an outstanding suspect description, or an arrest is made **and** when the victim/s desires prosecution.
 - Aggravated assaults - where there is an outstanding suspect description, or an arrest is made **and** when the victim/s desires prosecution.
 - Violent crimes – sexual assaults, gang-related drive by shootings where there is an injury.
 - Property crimes that involve a high volume or significant loss or at a high-profile location.
 - Serious and fatal accidents
 - Accidents involving PD personnel
 - Hazmat spills
 - Line of duty injuries **requiring treatment at a hospital**
 - Search warrants related to violent crimes or high-profile investigations
 - Natural/weather disasters

Glendale Police Department General Order		
Administrative Reporting System		20.090
Date Issued 01-29-99	Revision Date 10-01-18	Page 2 of 6

- Any **vehicle** pursuit where GPD is involved
- Politically sensitive issues
- Missing/endangered persons
- Cold case arrests
- Major investigations involving other agencies, i.e., DEA, FBI, ACTIC, etc.

2. Information that should be included in the synopsis of the incident:

- Person making the entry should include their rank, name, ID # and call sign at the introduction of the incident.
- A brief description of the incident, (three to four sentences).
- Victim should only be referred to as V1 or victim.
- Suspect and suspect vehicle descriptions.
- What units responded and who retained disposition of the incident.
- Whether or not anyone was transported to the hospital from a particular incident.

3. Information that should *not* be included in synopsis:

- Officers' names
- Victim name(s) or dates of birth
- Suspect(s) date of birth

D. Daily Activity Reports, monthly reports, annual reports, and Time Sensitive Reports shall be forwarded to the Accreditation area when necessary to demonstrate accreditation standard compliance.

20.091 Time Sensitive Activities:

A. Time Sensitive Activities are those assessments, inspections, plans, reports, review, surveys and systems defined by accreditation standards as necessary to retain accredited status. These activities are assigned to specific Divisions within the department. Required documentation should be routed through the respective chain of command, to the Accreditation Manager, as needed.

Glendale Police Department General Order		
Administrative Reporting System		20.090
Date Issued 01-29-99	Revision Date 10-01-18	Page 3 of 6

B. Division Commanders and Administrators will be responsible for the following duties reference these activities:

1. Assignment of responsibility within their Division for completion of the Time Sensitive Activity and notifying the Accreditation Manager of the person responsibility for completing the Time Sensitive Activity.
2. Verification that Time Sensitive Activities are completed.
3. Ensure copies of Time Sensitive Activities are kept on file in their Division Offices.

C. Accreditation will be responsible for the following duties reference to Time Sensitive Activities:

1. Providing periodic updates of Time Sensitive Activities to affected personnel and Staff. These updates should include the name of the activity, frequency, which position is responsible for it, and the affected accreditation standard.
2. The list of Time Sensitive Activities shall be maintained in General Order 20.092.

20.092 Accreditation Time Sensitive Report and Activity Tracking:

Departmental personnel that are involved with Time Sensitive Activities should work with the Accreditation Manager to ensure that related tasks are completed on a timely basis, at the prescribed intervals. Employees responsible for the completion of these activities are subject to change, based upon departmental needs. The Accreditation Manager will make a determination of the specific Time Sensitive Activities that must be completed on an annual basis, based upon the level of accreditation compliance being sought. Specific tasks associated with this process may include the following:

Professional Standards Unit Reports

<u>Standard</u>	<u>Activity</u>	<u>Responsibility</u>	<u>Frequency</u>
1.2.9.b	Bias Based Profiling Training	Training/PSU	Annually
1.2.9.d	Bias Based Profiling Report	PSU Lieutenant	Annually
4.2.1	Response to Resistance Report	Officer's Supervisor	Per Incident
4.2.2	Administrative Review of Response to Resistance Incidents	PSU Lieutenant	Per Incident
4.2.4	Response to Resistance Analysis	PSU Lieutenant	Annually

Glendale Police Department General Order

Administrative Reporting System

20.090

Date Issued
01-29-99

Revision Date
10-01-18

Page
4 of 6

35.1.9.e	Personnel Early Warning System	PSU Lieutenant	Annually
41.2.2.k	Pursuit Report and Administrative Review	Officer's Supervisor	Per Incident
41.2.2.1	Pursuit Summary Analysis	PSU Lieutenant	Annually
41.2.3.e	Forcible Stops Analysis and Administrative Review	PSU Lieutenant	Per Incident
26.2.5	Annual Statistical Summary Report	PSU Lieutenant	Annually

Training Unit Activities

<u>Standard</u>	<u>Activity</u>	<u>Responsibility</u>	<u>Frequency</u>
4.3.3	Response to Resistance Training	Training Unit	Annually
4.3.3	Firearms Training	Training Unit	Annually
4.3.3	Electronic Weapons Training	Training Unit	Annually
4.3.3	Less Lethal Weapons Training	Training Unit	Semi-Annual
33.5.1	Legal Update Training Unit	Training Unit	Annually
41.2.7	Mental Illness Training	Training Unit	Triennial
46.1.9	All Hazard Plan	Training Unit	Annually

Personnel Management Reports and Activities

<u>Standard</u>	<u>Activity</u>	<u>Responsibility</u>	<u>Frequency</u>
1.1.2	Ethics Training	Personnel Management	Biennially
22.4.3	Grievance Analysis	Personnel Management	Annually
31.2.2	Recruitment Plan Analysis	Personnel Management	Annually
35.1.2	Employee Performance Evaluation (Sworn, Non-Sworn, & Reserves)	Personnel Management	Annually
35.1.3	Probationary Employee Performance Evaluation	Personnel Management	Quarterly
44.1.3	Juvenile Enforcement and Crime Prevention Program Review	Personnel Management	Annually

Detention Unit Reports and Activities

<u>Standard</u>	<u>Activity</u>	<u>Responsibility</u>	<u>Frequency</u>
71.2.1	Temporary Detention Room Initial Training	Detention Supervisor	Per Hire
71.2.1	Temporary Detention Room Re-Training	Detention Supervisor	Quadrennially
71.4.3	Temporary Detention Administrative Review Report	Detention Manager	Annually

Glendale Police Department General Order

Administrative Reporting System

20.090

Date Issued
01-29-99

Revision Date
10-01-18

Page
5 of 6

72.1.1	Detention Officer Initial Training Including Fire Suppression System	Detention Supervisor	Per Hire
72.1.1	Fire Suppression Re-Training	Detention Supervisor	Quadrennially
72.3.1	Visual Inspection of Fire Equipment	Detention Supervisor	Daily
72.3.1	Visual Inspection of Fire Equipment	Detention Supervisor	Weekly
72.3.1	Documented Test of Fire Equipment	Detention Supervisor	Semi-Annual
72.3.3	Sanitation Inspection	Detention Supervisor	Weekly
72.4.6	Security Inspection	Detention Supervisor	Weekly
72.4.11	Threat to Facility Report	Detention Supervisor	Per Incident
72.6.2	First Aid Kit Inspection	Detention Supervisor	Weekly
72.8.1	Prisoner Face-to-Face Observation	Detention Supervisor	30 minutes
72.8.1	Detention Unit Population Count	Detention Supervisor	Every Shift

Property and Evidence Unit

<u>Standard</u>	<u>Activity</u>	<u>Responsibility</u>	<u>Frequency</u>
84.1.6.a	Property Control Inspection	Property Supervisor	Semi-Annual
84.1.6.b	New Supervisor Transfer Audit	Property Manager	Upon Transfer
84.1.6.c	Out of Chain Audit	Out of Chain Sup.	Annually
84.1.6.d	Unannounced Audit	Property Manager	Annually

Special Operations & Support Services

<u>Standard</u>	<u>Activity</u>	<u>Responsibility</u>	<u>Frequency</u>
40.2.3.e	Criminal Intelligence Procedures And Processes Review	Emergency Response & Special Inv Lt.	Annually
46.1.3.i	Critical Incident After Action	Emergency Response	Per Incident
46.1.10	Active Threats Policy/Training Review Report	Emergency Response Unit Lieutenant	Annual
81.3.2	Alternate Power Source Test And Inspection	Emergency Management Manager	Monthly
81.3.2	Alternate Power Source Test and Inspection with Full Load	Emergency Management Manager	Annually

City Information Technology

<u>Standard</u>	<u>Activity</u>	<u>Responsibility</u>	<u>Frequency</u>
82.1.6.d	Central Records Passwords Audit	City I.T. Manager	Annual

Glendale Police Department General Order

Administrative Reporting System

20.090

Date Issued
01-29-99

Revision Date
10-01-18

Page
6 of 6

Crime Analysis and Victim's Assistance

<u>Standard</u>	<u>Activity</u>	<u>Responsibility</u>	<u>Frequency</u>
45.1.1.c	Crime Prevention Program Documented Evaluation	CAT	Biennially
45.2.1.e	Community Involvement Report	Planning Analyst	Quarterly
45.2.2	Citizen Survey	Planning Analyst	Biennially
45.2.2.f	Written Summary of Citizen Survey	Planning Analyst	Biennially
55.1.2	Victim's Rights Needs Analysis	Advocacy Center Lieutenant	Biennially

Vehicle and Equipment Inspections

<u>Standard</u>	<u>Activity</u>	<u>Responsibility</u>	<u>Frequency</u>
46.1.8	Critical Incident Equipment Inspections / SWAT - EOD	Emergency Response Lieutenant	Quarterly
46.1.8	Critical Incident Equipment Inspections / Mobile Field Force	Emergency Response	Quarterly
46.1.8	Critical Incident Equipment Inspection / Emergency Operations Center	Emergency Response	Quarterly
46.1.8	Issued WMD Equipment Insp.	All Supervisors	Monthly

Administrative Inspections

<u>Standard</u>	<u>Activity</u>	<u>Responsibility</u>	<u>Frequency</u>
15.2.1	Formulation and Review of Organization Goals and Objectives	Staff	Annual
21.2.4	Organization Workload Assessment	Planning Analyst	Quadrennially
17.2.2	Budget Recommendations	All Commanders And Administrators	Annually
17.4.1	Accounting System Budget Report	Fiscal Management Assistant	Monthly
17.4.2	Cash Fund Accounting and Adherence to Established Cash Handling Procedures	Supervisors for Employees handling Cash Funds	Quarterly
53.2.1.e	Internal Audit of Organizational Areas	Audit and Inspection Sergeant	Quadrennially

Glendale Police Department		
General Order		
Audits and Inspections		20.100
Date Issued 05-26-11	Revision Date 08-29-18	Page 1 of 8

20.100 Purpose

- A. Ensure that members are complying with the department requirements regarding personal appearance and the care of department equipment and vehicles.
- B. Provide the Chief of Police and the department staff with the capability to evaluate the operations of work components within the organization.
- C. Create an atmosphere of self-analysis and continuous improvement among work components.
- D. Determine if members throughout the chain of command are complying with General and Operations Orders and accreditation standards.
- E. Ensure that agency property is maintained and stored in a state of operational readiness by the person or unit responsible for assigned property.

20.101 Line Inspections

- A. Supervisors responsible for other employees, facilities, procedures, or other elements being inspected conduct line inspections. Line inspections may be carried out by any supervisor within the chain of command. Line inspections are best conducted by the supervisory personnel responsible for ensuring that any substandard conditions revealed in the inspection are corrected. Sworn and civilian supervisors are responsible for line inspections. Sworn line inspections will be documented on the Monthly Inspection Form Report and should include the following:
 - 1. Equipment
 - 2. Vehicles
 - 3. Lockers
 - 4. Completion of Reports
 - 5. Completion of E-Learning Training
 - 6. Ensuring Proper Usage of Body Worn Cameras
- B. Uniformed Inspections
 - 1. Uniformed sworn officers shall be formally inspected on at least a monthly basis by the employee's immediate supervisor.

Glendale Police Department General Order		
Audits and Inspections		20.100
Date Issued 05-26-11	Revision Date 08-29-18	Page 2 of 8

2. Uniformed non-sworn employees shall be formally inspected at least on a monthly basis.
3. The supervisor shall record the results as part of their monthly inspection form that pertains to that specific assignment.

C. Non-Uniformed Inspections

1. Sworn and civilian employees who have direct contact with the public, yet do not wear uniforms, shall be subject to line inspections. Employees shall be formally inspected on at least a monthly basis by the employee's immediate supervisor.
2. The supervisor shall record the results as part of their monthly inspection form that pertains to that specific assignment.

D. Vehicle Inspections

1. At the start and the end of their shift, each employee shall inspect department vehicles assigned to them.
2. Employees are responsible for the condition of vehicles assigned to them. These responsibilities include:
 - a. Reporting damage to their vehicles to an immediate supervisor. The officer will also note all damage in the vehicle damage log located at their respective patrol station. A departmental investigation conducted by a supervisor may occur when warranted.
 - b. Taking their vehicle to Field Operations when a mechanical malfunction occurs.
 - c. Reporting any missing or damaged equipment to a supervisor and obtain appropriate replacement equipment.
 - d. Making an earnest effort to return personal property located in vehicles to the rightful owner. If the employee is unable to return property to the rightful owner, the property will be entered into the Property and Evidence Unit as found property.

Glendale Police Department		
General Order		
Audits and Inspections		20.100
Date Issued 05-26-11	Revision Date 08-29-18	Page 3 of 8

- e. Reporting any Contraband or evidentiary property found in the vehicles to a supervisor and log the property into the Property and Evidence Unit.
- f. Removing trash and debris found in the vehicle.
- g. Supervisors will document the vehicle inspection on the Monthly Inspection Form Report.

E. Lockers

- 1. Assigned station lockers will be inspected on a monthly basis by the supervisor to ensure there are no items of evidence being stored within the employee's locker(s) nor are there any unprofessional items inside the locker.
- 2. Supervisors will document the locker(s) inspected on the Monthly Inspection Form Report.

F. Report Completion

- 1. Supervisors will ensure their assigned officers are completing all reports to include offenses, supplements, FI's, accidents, furthers, etc.
- 2. This report inspection will be done on a regular weekly basis and any issues will be recorded on the Monthly Inspection Form Report.

G. E-Learning Accountability

- 1. Supervisors will log into <https://gpdtraining.ispringlearn.com> and verify employee(s) have completed assigned trainings each month
- 2. This E-Learning inspection will be recorded on Monthly Inspection Form Report.

H. Inspection of Body Worn Camera (BWC) Footage Being Downloaded

- 1. Supervisors will log into evidence.com and verify their officers are properly labeling, categorizing, and downloading their BWC footage.

Glendale Police Department		
General Order		
Audits and Inspections		20.100
Date Issued 05-26-11	Revision Date 08-29-18	Page 4 of 8

2. The number of videos the officer downloads for the month will be compared to the total number of calls the officer cleared for the month.
 3. The ratio of BWC footage and calls the officers cleared will be recorded on the Monthly Inspection Form Report.
 4. Supervisors will also review officers' BWC footage as outlined in On-Officer Body Camera Program Policy 51.600
- I. Completed Monthly Inspection Form Reports will be forwarded to the supervisor's respective Lieutenant or Manager in their chain-of-command. After the Lieutenant's or Manager's review, the Monthly Inspection Form Report will be forwarded to the Audits and Inspections Sergeant. Monthly Inspection Form Reports are due no later than the second day of the next month and will be maintained in accordance with the Records Retention Schedule.

J. Corrective Measures

1. Supervisors will take action immediately to correct minor problems that become evident during inspections.
2. If repair or replacement of equipment is required, a written report through memorandum form will be provided to the appropriate Division Commander via Chain of Command. The report will state the nature and cause of the problem along with the corrective action or repair recommended. Mechanical work that is covered under periodic maintenance performance should be forwarded by the Division Commander to the COG Field Operations Staff.
3. Supervisors shall monitor any previous employee deficiencies to prevent a reoccurrence of an inspection issue.
4. Follow-up Procedures:
 - a. Supervisors will request the replacement of personal protective equipment via email to the Health and Safety Officer. Arrangements will be made between the supervisor and Health and Safety Officer to obtain replacement equipment for the inspected officer.

Glendale Police Department General Order		
Audits and Inspections		20.100
Date Issued 05-26-11	Revision Date 08-29-18	Page 5 of 8

- b. Supervisors will use the previous month's inspection form to ensure all corrections have been made and accounted for.

20.102 Facility Inspections

Facility Inspections are the responsibility of the Division Commanders or designee for other facilities. The Division Commander and, or their designee shall conduct an annual inspection of the facility under their control and complete the Annual Facility Inspection Report. The completed report shall be maintained by the Division Commander and a copy of the report will be forwarded to the Chief of Police. The template for the Annual Facility Inspection Report will be accessible on SharePoint.

20.103 Audits and Inspections / Staff Inspections

A. General Information

1. The Audits and Inspections Sergeant will conduct or facilitate audits within the department and will report to the Administrative Services Division Commander
 - a. These audits include CALEA mandated audits, department audits, and special requests for audits, inspections, and reports.
 - b. The Audits and Inspections Sergeant will communicate issues identified in audits or reports to the Professional Standards Unit Lieutenant and their Commander who will notify the Office of the Chief of Police.
 - c. Observations and recommendations are reported to the affected Division Commander and the Chief of Police.
 - d. Every attempt shall be made to conduct staff inspections of organizational components at least once every four years
- B. Definition - Audit: An independent, objective, and unbiased review of a department entity for compliance to applicable standards including departmental orders, city policies, applicable law, CALEA standards, fiscal accountability, and departmental objectives.
 1. All audit reports must contain the following elements:

Glendale Police Department General Order		
Audits and Inspections		20.100
Date Issued 05-26-11	Revision Date 08-29-18	Page 6 of 8

- a. Executive Summary
 - b. Audit notice to impacted commander
 - c. Observations
 - d. Recommendations
 - e. Impacted commander's response to the audit
 - f. Supporting documents including collected data and applicable policies
 - g. Risk analysis
2. When conducted, in order to remain independent, objective, and unbiased, the audit process will be performed by the Audits and Inspections Sergeant.
- C. Audit Schedule: The Audits and Inspections Sergeant and Administrative Commander will maintain an updated list of organizational components to be audited.
1. An organizational component from each division should be audited at least once every four years. Specific components, units, or functions may be subject to more frequent inspections to maintain compliance with CALEA standards.
 2. The Audits and Inspections Sergeant, or designee, will perform special inspections when requested. Special inspections will be approved by the Administrative Commander.
- D. Audit Guidelines
1. A pre-audit meeting will be held with the Commander of the effected division.
 - a. A risk assessment analysis will be discussed, as well as items of concern the Commander or Administrative Commander may have.
 - b. Any differences of perspective regarding the audit scope will be resolved by the effected Commander and the Administrative Commander.
 - c. Audits normally will not start until two weeks after the risk analysis meeting with the effected Commander. The audit will commence with a formal notice to the effected Commander that includes the scope of the audit and the estimated completion date.

Glendale Police Department General Order		
Audits and Inspections		20.100
Date Issued 05-26-11	Revision Date 08-29-18	Page 7 of 8

2. Once the formal audit has been completed it will be submitted to the Administrative Commander for review.
 3. Upon approval by the Administrative Commander, the audit will be presented to the affected Commander. The affected Commander will have two weeks (14 calendar days) to review and provide a written response to the audit.
 4. After the two-week Commander's response period has expired, the audit will be presented to the Assistant Chief/s of Police for their review. After the Assistant Chief/s have reviewed the audit findings, the audit will be presented to the Chief of Police for final review.
 5. The Audits and Inspections Sergeant will track compliance with the recommended changes after the Chiefs' review with the following criteria and guidelines:
 - a. Critical recommendations will be checked for compliance within 30 days.
 - b. Significant recommendations will be checked for compliance within 60 days.
 - c. Other recommendations will be checked for compliance within 90 days.
- E. Retention of Audit and Inspection Reports: All audit reports will be maintained for ten years after the completion date.
- F. Role of Management in the Audit and Inspection Process:
1. Support the audit and inspection process as a mechanism to identify inconsistencies in the application of orders and as a means to improve the function of various components within the department.
 2. Promote active cooperation between department members and the Audits and Inspections Process. Active cooperation includes being open and available for inspections and providing documents as requested.
- G. The Audit and Inspection Process will:

Glendale Police Department General Order		
Audits and Inspections		20.100
Date Issued 05-26-11	Revision Date 08-29-18	Page 8 of 8

1. Function under the policies and directions established by the Chief of Police.
2. Have access to all records and any other properties relevant to the performance of an inspection.
3. Have authority to review and appraise any policy, order, plan, procedure or record with the department.
4. Act on behalf of the Chief of Police as an inspection-based body for the department.
5. Have authority to solicit the expertise of additional personnel whenever necessary.
6. Identify discrepancies and make recommendations.
7. Work in conjunction with other department components to ensure agency personnel are performing the necessary functions to complete assigned audits and inspections as designated.

Glendale Police Department General Order		
Forms Control Systems		20.110
Date Issued 01-29-99	Revision Date 01-23-20	Page 1 of 2

20.110 Purpose

Forms reflect on the Police Department wherever they are disseminated. The purpose of this order is to establish a forms control system for the Glendale Police Department, to ensure quality control and security of forms.

20.111 Policy

All forms used by Glendale Police Department personnel will be approved by affected Bureau Commander(s), prior to dissemination. The Technical Services Division Administrator will also approve those forms impacting records, personnel and data entry into the Records Management System. Maintenance and security of form supplies are centralized in the Records Unit of Technical Services Division.

20.112 Procedures

- A. Responsibility for the forms control system within the Department shall be assigned to the Forms Control Officer designated by the Division Administrator, within Technical Services.
- B. The Forms Control Officer shall:
 - 1. Order all inter-departmental forms and City of Glendale forms.
 - 2. Order other agency report forms. Examples of forms include booking sheets, traffic accident reports, and Department of Public Safety forms.
 - 3. Stock forms, as soon as possible, when the order is received. The original master form will be maintained in a Master Forms File.
 - 4. Initiate the review for creation and modification of new forms.

20.113 Security and Accountability

Master forms will be secured within the Records Unit. Access to this master file will be limited as to the Records Manager and the Forms Control Officer.

Glendale Police Department General Order		
Forms Control Systems		20.110
Date Issued 01-29-99	Revision Date 01-23-20	Page 2 of 2

20.114 Creation and Modification

- A. All new forms must first be reviewed and approved within the bureau or section from which they originate, and the Forms Control Officer.
- B. All new forms submitted for review are to be accompanied by a memo explaining the need for the form.
- C. The proposed form will be thoroughly reviewed by each effected Division Commander (or designee), Forms Control Officer, and Accreditation Unit for comments and recommendations.
- D. Changes will be coordinated between the Forms Control Officer, Accreditation, and the affected section, such as forms that will affect entry into the department Records Management System.
- E. A form that needs explanation or training in its use will have instructions attached.
- F. Once approved, the form will be sent to the Forms Control Officer, who will make a master copy and arrange for duplication.

Glendale Police Department General Order		
Allocation of Personnel		20.120
Date Issued 03-01-00	Revision Date 08-14-23	Page 1 of 4

20.120 General: Allocation and Assessment

- A. The allocation of personnel for the Glendale Police Department will be made in the best interests of the operation of the organization, and to enable the Department to provide the highest quality service possible to the community.
- B. The allocation of Patrol personnel and their workload will be assessed by each Patrol Commander to ensure provisions are made for adequate patrol coverage. Division Commanders will meet annually to reassess the workload of their respective areas.
- C. The Personnel Management Unit, working in conjunction with the Budget Staff, will maintain a staffing table that reflects the authorized strength for the Department and the actual number of employees within various components of the Department.
 1. The table will include at least the following categories of personnel:
 - Sworn Officer
 - Sworn Supervisors
 - Recruits currently attending the Police Academy
 - Non-sworn employees & volunteers

20.121 Periodic Allocation Reassessment

- A. A staffing study will be prepared once every three years, or as otherwise needed, to reassess the workloads of assigned areas and assist in allocating personnel to ensure provisions are met for continuous patrol coverage.
 1. The study should assess overall staffing needs of the department and the respective needs of specific units and/or specific functions. It may contain deletions, additions, or reassignment of workloads and personnel in their affected area. Wherever possible, staffing assessments will be based upon the analysis of appropriate workload measures.
 2. The allocation of patrol personnel will be based upon thorough analysis of appropriate criteria, including the most efficient assignment of shifts, service areas, and work schedules, so as to adequately respond to public demand for public safety services.
 3. The staffing study, patrol workload assessments, and any other staffing assessments related to departmental reallocation, may be used for budget

Glendale Police Department General Order		
Allocation of Personnel		20.120
Date Issued 03-01-00	Revision Date 08-14-23	Page 2 of 4

preparation, and/or used in conjunction with the departmental multi-year plan.

20.122 Non-Sworn Positions

Authorized positions within the Police Department not requiring sworn status may be staffed with non-sworn personnel.

20.123 Sworn Seniority Guidelines (Seniority for Shift Bid)

A. POST Certified (In or Out-of-State)

1. If, when hired, a new officer possesses current in-state POST certification, current out-of-state POST certification, or comparable law enforcement certification, seniority for the officer shall be established based on date of hire.
2. If multiple officers are hired on the same date, seniority will be established alphabetically.

B. Non-POST Certified

1. If, when hired, a new officer does not possess POST or comparable law enforcement certification, seniority for the officer will be established based on academy graduation date.
2. If multiple officers graduate on the same date, seniority will be established alphabetically.

C. These guidelines are effective (8/14/23) for newly hired officers. Previous seniority guidelines for officers that were established prior to (8/14/23) will remain in effect.

20.124 Beat Deployments

- A. The Glendale Police Department has two Patrol Divisions (Gateway and Foothills), which are each broken down into a number of specified Beats.
- B. Beats are defined as smaller geographic areas within a Division of assigned Police Officers and Sergeants. Beat alignment helps to facilitate the strengthening of police effectiveness, responsibility and accountability, encouragement of cooperative efforts, and increased safety throughout the community.

Glendale Police Department General Order		
Allocation of Personnel		20.120
Date Issued 03-01-00	Revision Date 08-14-23	Page 3 of 4

C. The deployment of beats will be based upon the following:

1. Beat assignment allocation will be seniority based.
2. Any Supervisor can modify an officer's beat assignment (including *additional units*) to meet staffing/other needs, as deemed appropriate to accomplish organizational goals.

20.125 Beat Integrity

Beat integrity is the concept of a predetermined officer having direct responsibility for a geographic area (*Beat*) for which they are assigned.

20.126 Officer Accountability

- A. Officers will address issues, problems and calls for service within their assigned Beat as priority. They will also work in a spirit of teamwork with other public safety professionals.
- B. Officers shall also perform law enforcement services in assigned areas that may include, but are not limited to, the service of warrants, court orders, mental health pickup orders, sex offender program management, investigative follow-up, or any other proactive tasks, as directed by a supervisor.
- C. Officers shall establish/maintain communication with other officers/assigned personnel, including different shifts and specialty units, in order to form strategies to address issues within the community.
- D. Officers shall also adhere to Goal Setting/Initial Review Expectations and Standards, as outlined on the Police Department's fiscal year evaluation worksheet for employee overall performance and rating.

20.127 Sergeant Accountability

- A. Patrol Sergeants are responsible for directing the activities of the shift and supervising activities of their assigned personnel to meet the essential needs of the organization, while addressing crime related factors.
- B. Patrol Sergeants have the ultimate responsibility of their respective squad and may modify personnel on their shift to meet staffing and/or operational needs.

Glendale Police Department General Order

Allocation of Personnel

20.120

Date Issued
03-01-00

Revision Date
08-14-23

Page
4 of 4

- C. Patrol Sergeants ensure that officers are performing their Beat responsibilities.
- D. Patrol Sergeants will communicate daily with officers, to disseminate information, to provide direction, and to enhance the performance of duties.
- E. Adhere to Goal Setting/Initial Review Expectations and Standards as outlined on the Police Department's fiscal year evaluation worksheet for employee overall performance and rating.

20.128 Lieutenant Accountability

- A. Patrol Lieutenants serve as shift commanders and are responsible for leading the activities of the shift, coordinating the activities of personnel to meet the essential needs of the organization, while addressing both crime and community related issues.
- B. Patrol Lieutenants have the responsibility, for their respective shift, to meet staffing needs organizationally.
- C. Patrol Lieutenants have the authority to make decisions in the best interests of the organization in the absence of the Division Commander.
- D. Patrol Lieutenants shall adhere to Goal Setting/Initial Review Expectations and Standards as outlined on the Police Department's fiscal year evaluation worksheet for employee overall performance and rating.

Glendale Police Department General Order		
Reserve Officer		20.130
Date Issued 07-18-00	Revision Date 06-19-19	Page 1 of 6

20.130 Policy

It is the policy of the Glendale Police Department to appoint, and/or utilize Police Officers who have retired in good standing, as Police Reserve Officers to enhance the overall quality of law enforcement services within the City of Glendale.

20.131 Selection Criteria

Selection and appointment to the Glendale Police Department’s Reserve Officer Program requires the exact same standards of selection as those utilized for full-time police officers within the Department. The process may be implemented in conjunction with recruitment activities for full-time officers or they may be conducted separately, but shall consist of the same selection and testing components.

20.132 Training

- A. Reserve Officers are commissioned as Arizona Peace Officers after completion of the required academy training equal to that of a full-time police officer performing the same duties and responsibilities.
- B. Reserve Officers will receive in-service training equivalent to that of full-time officers performing the similar functions. However, hours and schedules may vary to accommodate the reserve officer’s schedule.
- C. Reserve Officers will be tested for firearm proficiency using the same standards and methods employed with full time officers.
- D. Reserve Officers are required to attend regular meetings, held quarterly, or as otherwise designated by the Personnel Management Unit.
- E. Reserve Officers are required to complete post-academy training prior to starting the Field Training Program.
- F. Reserve Officers must successfully complete the Field Training Program within two years of their AZ POST certification.

20.133 Uniform and Equipment

- A. Reserve Officers will be equipped with the same equipment as that of a full time law enforcement officer performing similar functions, unless otherwise directed.

Glendale Police Department		
General Order		
Reserve Officer		20.130
Date Issued 07-18-00	Revision Date 06-19-19	Page 2 of 6

- B. A uniform allowance will be paid to Reserve Officers who have completed the Academy, worked the minimum of 16 hours per month, or a minimum of 96 hours every 6 months during that half of the fiscal year. The fiscal periods will be July through December and January through June.
- C. An initial one-time Uniform Allotment of \$300.00 may be provided to new Reserve Officers at the discretion of the Personnel Management Unit Supervisor.
- D. The amount of uniform allowance issued to Reserve Police Officers will be the equivalent of one-half of the uniform allowance provided to a full time officer per fiscal year.

20.134 Probationary Requirements

- A. Newly appointed Reserve Officers are on probation for a period of one year, after completion of the required Field Training Officer (FTO) Program.
- B. The Personnel Management Unit will review the Reserve Officer’s FTO records and make a recommendation regarding changing the Reserve Officer’s status to “solo status.”
- C. Reserve Officers are authorized to operate police vehicles in a solo status and assume duties and responsibilities upon meeting the following criteria:
 1. Successful completion of the FTO Program under the direction of a full time Field Training Officer.
 2. Final approval by the Personnel Management Supervisor which will be based on the recommendation of Patrol Supervision on each Reserve Officer’s readiness.
 3. The Personnel Management Supervisor may waive solo status requirements for those officers who have retired from the Glendale Police Department, within 30 days of retirement, and wish an appointment into to the Glendale Police Reserve Program.

20.135 Performance Evaluations

- A. Performance evaluations will be conducted and documented on each Reserve Officer.

Glendale Police Department General Order		
Reserve Officer		20.130
Date Issued 07-18-00	Revision Date 06-19-19	Page 3 of 6

1. Performance evaluations will be conducted at least quarterly on all newly appointed probationary Reserve Officers.
2. Performance evaluations will be conducted at least annually on all non-probationary Reserve Officers.

20.136 Conduct

Reserve Officers have the same authority and discretion as that of a full-time law enforcement officer. Reserve Officers shall adhere to, and be governed by, this policy, written directives, and all the rules and regulations laid down for the guidance of full-time officers.

20.137 Duties and Responsibilities

- A. Newly appointed Reserve Officers shall perform the duties and assume the responsibilities of an Officer assigned to the patrol function, as outlined in the Organizational Structure, Authority, Rules and Responsibilities policy (section 20.050.F).
- B. Officers that have retired in good standing and are approved to remain with the organization in a Reserve Officer capacity may be assigned to assist in non-enforcement specialty functions where the Officer has had previous training/expertise, as further outlined in section 20.141.

20.138 Reserve Officer Payment

- A. Reserve Officers are volunteers and will not be paid for hours worked. This includes Special City Events. These functions are unpaid, but time spent may be used as Reserve time. Reserve Officers may be compensated in the following manner:
 1. Reserve Officers eligible to work off duty will not be allowed to work in excess of their monthly reserve time, unless otherwise authorized by the Personnel Management Unit.
 2. Reserve Officers will not be allowed to work off duty unless they have completed the required 16 hours a month of voluntary service to the Glendale Police Department.

Glendale Police Department		
General Order		
Reserve Officer		20.130
Date Issued 07-18-00	Revision Date 06-19-19	Page 4 of 6

3. A flat fee of \$40.00 for three hours or less, and \$60.00 for over three hours, for court time. This fee is to cover reasonable expenses such as meals, travel, and parking.
4. Compensation will be paid for off duty work such as school functions, traffic control, and sporting events where the employer of that function makes direct payment to the officer.

20.139 Reserve Officer Public Liability Protection

Reserve Officers are covered with the same liability protection as provided to full time police officers. This liability protection is enumerated in the General Order concerning Civil Suits.

20.140 Chain of Command for Reserve Officers

- A. The Reserve Officer program will be under the direction of the Personnel Management Unit.
- B. A full-time sworn Police Officer will be assigned to the Personnel Management Unit to assist with the coordination of the Reserve Officer Program and the Police Explorer Post. This officer will not serve in a supervisory capacity within the Reserve Program and will report directly to the Personnel Management Unit Recruiting Sergeant.
- C. A Reserve Sergeant will assist with the supervision of Reserve Officers. Reserve Officers will report to the Reserve Sergeant. As necessary, and upon approval of the Chief of Police or designee, additional Reserve Sergeant positions may be created to ensure a proper span of control within the Reserve Program.
 1. The Reserve Sergeant will be a member of the Glendale Police Reserve Program and will report to the Personnel Management Unit Recruiting Sergeant and through the chain of command within the Personnel Management Unit.

20.141 Reserve Officer Specialty Assignments

- A. Reserve Officers may be assigned to a specialty as designated by the Personnel Management Unit, and approved by the Chief of Police or designee. These assignments may be, but are not limited to, Range Officer, MILO Officer, Investigations Bureau, Community Relations, Communications,

Glendale Police Department General Order

Reserve Officer

20.130

Date Issued
07-18-00

Revision Date
06-19-19

Page
5 of 6

Training, Identifications, SWAT (special advisor), Detention, and Traffic Services Unit.

- B. Reserve Officers assigned to a specialty assignment will be required to attend quarterly Reserve meetings designated by the Personnel Management Unit.
- C. Reserve Officers assigned to a specialty assignment will be required to participate in Reserve Officer functions. These functions include, but are not limited to, DUI Task Force Events, Specialty Events, Arena Events, Stadium Events, WMD Incidents, and any other event designated as mandatory by the Personnel Management Unit.
 - 1. Reserve Officers assigned to a specialty assignment will complete a log of their Reserve hours. The log will be reviewed and signed by a full time supervisor in the area of assignment and submitted to the Personnel Management Unit.
- D. Reserve Officers must attend all training functions as required to maintain their AZPOST Peace Officer status.
- E. Deputy Fire Marshal Reserves:
 - 1. Deputy Fire Marshals are not required to meet the same requirements as a police Reserve Officer but will maintain AZPOST training requirements.
 - 2. Deputy Fire Marshal Reserves will report to the Glendale Fire Department Fire Marshal. The Glendale Fire Department Fire Marshal will complete all employee reviews.
 - 3. Deputy Fire Marshals will attend all required continuing, proficiency and firearms training as mandated by the Glendale Police Department and AZPOST.
 - 4. Deputy Fire Marshals will receive uniform allowance from the Glendale Fire Department.
 - 5. The Glendale Police Department will provide the Deputy Fire Marshals a Reserve Badge, ID card, Duty Belt, and accessories.

Glendale Police Department General Order		
Reserve Officer		20.130
Date Issued 07-18-00	Revision Date 06-19-19	Page 6 of 6

20.142 Reserve Officer Transition to Full-time Glendale Police Officer Status

- A. Reserve officers are eligible for consideration for transition to full-time police officer status subject to the requirements and procedures established by the Department and at the discretion of the Chief of Police or designee.
 - 1. Reserve officers selected from a recruitment process (as defined in Human Resources Policy & Procedure) are not required to participate in a second recruit or lateral selection process.
- B. Reserve officers meeting the requirements outlined in 20.142.E shall submit a memo of interest through their chain of command requesting to transition to a full-time police officer position.
- C. The Chief of Police, or designee, will determine if, or when, the Department will seek to fill police officer positions and the number of positions to fill from current Reserve Officers, based on memos of interest received and business necessity.
- D. The process of selecting Reserve Officers for full-time positions includes the posting of a notice of a scheduled test for filling police officer positions from current Reserve Officers. Candidates will be selected through a competitive process.
- E. In order to be eligible for hiring consideration, the Reserve Officer must:
 - 1. Achieve Full Authority Peace officer status.
 - 2. Receive a “meets standards” on their last two performance evaluations (if available).
 - 3. Complete the Post Academy.
 - 4. Complete the Field Training Program.
 - 5. Must not have had a break in service status as a Glendale Reserve Officer.
- F. Candidates must meet AZ POST standards at time of hire.

Glendale Police Department General Order		
Public Information		20.140
Date Issued 04-01-00	Revision Date 03-20-20	Page 1 of 4

20.140 Policy

It is the policy of the Glendale Police Department to responsibly and promptly respond to requests for public access to information by members of the press and the public alike. All members of the Department are encouraged to cooperate fully with the news media, within the guidelines of this policy, in providing information to the public about the affairs of the Department, in which the public has a legitimate interest.

20.141 Procedure

- A. Upon inquiry, members of the news media shall be informed of crimes and other matters of public concern, as soon as possible, by:
 - 1. Public Information Officer
 - 2. Designee: Sergeant, Lieutenant, Commander, Assistant Chief, Chief or Public Safety employees that possess exceptional knowledge or training related to the incident at hand.
 - a. This shall be done without jeopardizing the rights of crime victims or the rights of persons accused of crimes, and without compromising the security of any investigation, or breaching a confidential relationship.
 - b. Under no circumstances will information be released without checking with the work unit responsible for the investigation.
 - c. The scene supervisor shall direct all news media inquiries to the Public Information Officer or designee.
 - d. Examples of media inquiries conducted by designees may include minor traffic accidents, storm related issues, selective enforcement details and specific crime prevention programs.
 - e. Assigned designees shall notify the PIO through e-mail or voice mail about the details of the incident discussed with the media.
 - f. High profile situations of a sensitive nature or which have the potential to gather large media inquiry shall be handled by the PIO.

Glendale Police Department General Order		
Public Information		20.140
Date Issued 04-01-00	Revision Date 03-20-20	Page 2 of 4

- B. Input from Media Representatives may be considered for proposed changes to this written directive, concerning release of information, and the public information function.

20.142 Public Information Officer Responsibilities

- A. The Chief of Police will make assignment to the position of Public Information Officer.
- B. The Public Information Officer shall be responsible for the dissemination of information to the community and the media.
1. At times this dissemination will occur through an email correspondence or via the telephone, when it involves breaking news items or past police situations on which the PIO has been briefed.
 2. On other occasions, when the request is for a non-breaking news event, this dissemination will occur through the standard public records request process. Actual dissemination will occur after the PRR form is submitted and been reviewed, the report in question has been redacted and is ready for release.
- C. The Public Information Officer will be available on a 24-hour basis to assist any on-scene supervisor in responding to media inquiries and will assist in preparing information for release, regardless of the presence of media representatives.
- D. The Public Information Officer may release information:
1. At the scene of an incident, after obtaining releasable information from the on-scene commander.
 2. From Departmental files, in accordance with legal requirements.
 - a. External requests for copies of GPD General Orders shall be handled through a Public Information Officer (media request, concerned citizen, etc.).
 - b. Internal requests for copies of GPD General Orders (“policy disc”) shall be handled by the Accreditation Unit (generally used for training or promotional testing purposes).

Glendale Police Department General Order

Public Information

20.140

Date Issued
04-01-00

Revision Date
03-20-20

Page
3 of 4

- c. Public Information Officer(s) should consult with the Legal Adviser when dealing with requests for copies of GPD General Orders that are sensitive in nature e.g. Bomb Squad, SWAT, Incident Command, etc., as the Legal Adviser may determine that some information may be eligible for redaction, based law relating to release of public information.
 3. In regard to an ongoing criminal investigation--after checking with the unit supervisor.
- E. The Public Information Officer will arrange a news conference when the Chief of Police determines it is necessary to disseminate information concerning police or criminal activities that are of public concern.
- F. PIO Duties While on Scene of an Incident
 1. The PIO will check with the supervisor in charge and/or the command post for the placement of contacting the media, so as to facilitate news personnel covering the scene.
 2. Media representatives should not be excluded from the general vicinity of a crime or accident scene. However, entrance to any specific areas wherein evidence could be destroyed or compromised will be delayed.
 3. The supervisor in charge of the investigation will control entry by media representatives into the area. Yellow crime scene tape should be used to define the area that is restricted.
 4. For the safety of media representatives and photographers at the scene of major incidents (i.e., fires, airplane crashes, hazardous material situations, etc.), media personnel will be alerted by officers concerning any known potentially hazardous situations. Their access to the scene shall be restricted until risks concerning personal safety have been mitigated.
 5. Photographers should not be restricted from taking pictures at the scene of a crime or accident. However, the media will be asked to obey all laws regarding trespass, if on private property.
 6. The PIO will also be available to assist during any crisis situations that occur within the agency.

Glendale Police Department General Order		
Public Information		20.140
Date Issued 04-01-00	Revision Date 03-20-20	Page 4 of 4

20.143 Interagency Media Relations

- A. When the Glendale Police Department is not the primary investigating agency, information or comments concerning the investigations conducted by other agencies will not be released. Inquiries will be referred to the investigating agency.

- B. Information release regarding incidents that involve multiple public service agencies in mutual efforts will be the responsibility of the agency having primary jurisdiction. PIOs of those agencies represented in such instances should coordinate their efforts.

- C. Release of information concerning confidential agency investigations and operations shall be coordinated and authorized by the Department's Legal Advisor.

Glendale Police Department General Order		
Fiscal Management and Contractual Agreements		20.150
Date Issued 01-29-99	Revision Date 06-17-19	Page 1 of 9

20.150 Philosophy

The Glendale Police Department is committed to ensuring fiscal control and accountability that will be coordinated by the Budget Management Analyst. This is accomplished by the facilitation and monitoring of budget activities throughout the year. A Division Commander or Division Administrator (DC or DA) also have the responsibility to implement and reinforce this philosophy.

20.151 Functional Responsibility

- A. Coordination and administration of the police department fiscal activities and budgetary control are the ultimate responsibility of the Chief of Police. The fiscal management component of the Administration (Budget Management Analyst) is responsible for all fiscal activities regarding capital expenditures and the budget process. The fiscal activities include, but are not limited to:
 - 1. Fiscal control, which encompasses supervision of internal expenditures, purchases, service contracts, and liaison with city officials.
 - 2. Budget management.

20.152 Budget

- A. The City of Glendale Budget Department is responsible for developing the forms, format and time frames for the submission of departmental budgets.
 - 1. The Department prepares its annual budget requests in a line item format in accordance with the guidelines provided by the City of Glendale's Budget Office. Each bureau prepares its individual budget request in accordance with the goals and objectives that have been established. The Police Department's Executive Staff approves the final draft budget and then submits the proposed budget to the City Manager for approval. Once approved at the City Management level, the City's Budget Office incorporates the departmental budget into a city budget that is submitted to the City Council for review and approval.

20.153 Fiscal Controls

- A. The Budget Management Analyst will be the central control point for questions on all uses of department funds.

Glendale Police Department General Order		
Fiscal Management and Contractual Agreements		20.150
Date Issued 01-29-99	Revision Date 06-17-19	Page 2 of 9

- B. The requisition and purchase of equipment and supplies should comply with the City Manager’s Directives and the policies and procedures of the City of Glendale’s Finance and Materials Management Departments.

20.154 Emergency Purchase of Material and Services

See City Manager Directive No. 10.

20.155 Procurement Cards

- A. The use of procurement cards is regulated by the Procurement Card Purchasing System User Manual.

20.156 Requisitions

- A. Purchase Requisition
1. The City Code, Section 2-145, Formal Purchase Procedures, specifies when to use an Invitation for Bid (IFB) and a Request for Proposal (RFP), as well as other related information. The formal control point in this process is the City of Glendale’s Procurement Department.
 2. The Purchase Requisition is the process normally used to acquire goods and services.
 - a. Goods and Services up to \$5,000 do not require employment of the bid process.
 - b. Goods and Services purchases of \$5,000 or more are required to have three or more bids. Refer to procurement guidelines governing this process.
 3. Purchase Requisitions must be approved through electronic workflow by the applicable person with the signature authority for the budget.
 - a. Purchases of \$5,000 to \$50,000 and above--- Police Chief/Assistant Chief
 - b. Up to \$5,000-----Division Commanders and/or Division Administrators
- C. Direct Payments using invoice entry.

Glendale Police Department General Order		
Fiscal Management and Contractual Agreements		20.150
Date Issued 01-29-99	Revision Date 06-17-19	Page 3 of 9

1. The use of the invoice entry is another means of making direct payments to vendors for service and goods rendered. The use of this system is governed by the Finance Administrative Policy #1.
 - a. Informal purchase under \$5,000. Use of the invoice entry in lieu of Procurement card and Petty Cash.
 - b. Informal Purchases from \$5,000 to \$50,000. A Purchase Requisition will be completed, and issuance of a Purchase Order by Procurement will occur.
 - c. Formal Purchases over \$50,000. An invoice entry that exceeds this amount must have prior approval by City Council, or prior authorization by the City Manger.

20.157 Petty Cash

- A. Petty cash is used for the purchase of small items and is regulated by the City of Glendale electronic process, as outlined in the Finance Administrative Policy.
- B. Petty cash reimbursement will be for \$100 or less, including tax.

20.158 Business Lunch / Refreshment Expenditures

- A. Members of the Glendale Police Department are entrusted with public monies and are to expend those funds in a judicious, frugal manner (Finance Administrative Policy).
 1. Refreshments, i.e., pastries, juices, sodas and coffee may be purchased for internal or external business meetings or retreats.
 - Division Commander or Division Administrator (DC / DA) pre-approval is required.
 2. Lunches for internal meetings or retreats may be purchased if the meeting will continue through lunch and/or it is necessary to keep meeting/retreat participants at location of meeting to ensure continuity of meeting/discussion.
 - DC / DA or above pre-approval required.

Glendale Police Department General Order

Fiscal Management and Contractual Agreements

20.150

Date Issued
01-29-99

Revision Date
06-17-19

Page
4 of 9

3. The Police Department may reimburse business lunches involving vendors or other business associates, where police business is the focus of the luncheon. Pre- approval by a DC /DA is required. The following information must be included with each request:
 - a. Record of attendees
 - b. Attendee's business relationship to the Police Department
 - c. Business purpose.
 - d. Subject discussed.
 - e. Benefit derived from business lunch.

20.159 RICO Funds

A. Purpose

1. Outline the procedure for the requisitioning and distribution of the R.I.C.O. (Racketeering Influenced Corrupt Organizations) Funds, which the police department has been charged by statute to control. Expenditures will be governed in accordance with federal, state, and local guidelines.

B. Requests

1. Written memorandum will be completed with the following information noted:
 - Complete description of item/s to be purchased
 - Price of item/s to be purchased, including delivery, set up, etc.
 - Vendor/s who can supply the item
 - Justification for the purchase and how the item will be utilized
2. Written memorandum will be forwarded to the Division Commander of the affected Division.
3. Division Commander will forward the request with his/her recommendation to the Chief and/or designee.

C. The Chief and/or designee will review all RICO fund requests.

D. The R.I.C.O. Expenditure Priorities

Glendale Police Department General Order

Fiscal Management and Contractual Agreements

20.150

Date Issued
01-29-99

Revision Date
06-17-19

Page
5 of 9

1. Purchase priorities will be determined by the Chief and/or designee.
2. Priorities will take into account known or potential encumbered (on-going) expenses.
3. Purchase priorities cannot be deviated from without written agreement of the Chief and/or designee.

E. Administrative Regulations

1. When a conflict exists between the Administrative Regulations of the City of Glendale and this policy, the Administrative Regulation will be followed.
2. **EXCEPTION:** The only exception to this will be based on requirements of regulating R.I.C.O. Funds according to federal, state, and local statutes or recommendations and/or advice of the Attorney General's Office.

20.160 Accounting

- A. The accounting of funds and allocation of monies will be the ultimate responsibility of the City of Glendale Finance Department and Budget Department respectively. General fiscal activities are maintained by the Finance Accounting Division and are updated monthly. The Department provides the following data:
1. Adopted and approved budget allocation to the cost center/account
 2. Monthly beginning and ending balance
 3. Financial activity:
 - Expenditures
 - Encumbrances
 - Deposits and/or rebudgeted items
 4. Unencumbered balance

Glendale Police Department General Order		
Fiscal Management and Contractual Agreements		20.150
Date Issued 01-29-99	Revision Date 06-17-19	Page 6 of 9

20.161 Monitoring

- A. Audits - Auditing of fiscal activities is a necessity to ensure the integrity of financial activities of the department.
- B. Internal Audits - Division Commanders will monitor their bureau expenses on a monthly basis, at a minimum. The Budget Management Analyst will monitor department expenditures on a monthly basis, at a minimum.
- C. External Auditing - The City’s auditor’s office is responsible for conducting internal and external audits for the city, including financial compliance audits, financial audits and analysis, and performance audits.

20.162 Contractual Agreements

It is the policy of the Glendale Police Department that all paid law enforcement services be based on a precise contractual agreement to ensure an understanding of responsibilities, costs, administration, and liability issues.

20.163 Assessment Study

- A. To avoid arbitrary decision making, an analysis will be conducted preceding the purchase of law enforcement services. This assessment will include:
 - 1. Identification of local problems
 - 2. Agency needs and capabilities
 - 3. Alternative methods of obtaining the service

20.164 Written Agreements

- A. The elements of contract law enforcement services will be clearly identified in a written agreement.
 - 1. All contractual agreements will be reviewed annually by the appropriate Division Commander and Legal Advisor. This is to ensure that the services contracted are being provided, and to accommodate any changes that may have occurred in the service area.

Glendale Police Department General Order		
Fiscal Management and Contractual Agreements		20.150
Date Issued 01-29-99	Revision Date 06-17-19	Page 7 of 9

20.165 Provisions of Contractual Agreements

A. Precise statements that identify the nature and extent of service(s) to be provided will be included in all contractual agreements. Among the elements that will be included are:

1. Equipment and facilities to be used.

- The contract shall stipulate provisions for the ownership, use, and maintenance of all equipment and facilities involved in the agreement. This contract shall also include provisions for the ownership, leasing, purchasing, and disposition of the equipment and facilities following termination of the contract.
- The functions and activities to be performed.
- Responsibilities for planning, organizing, and scheduling services.
- Guideline for local ordinance enforcement by provider agency personnel.

B. To avoid confusion and misunderstanding once the contract is in effect, precise accounting of the following elements will be included in specific detail:

1. Salaries and fringe benefits.
2. Payments for support services and overhead costs.
3. Maintenance of cost accounting records and issuance of financial reports.
4. A formula for increasing costs.
5. Time and manner of payment for services.
6. Procedures for the disposition of revenues generated by law enforcement activities of provider agency personnel.
7. Equipment costs, depreciation and other direct and indirect costs.

C. All contractual agreements should specifically address the effective beginning and termination dates or conditions, procedures for termination, renewal or amendment and procedures for legal action in the event of default.

D. All contractual agreements shall cover contingencies having legal implications. Among the situations that shall be included are:

Glendale Police Department General Order

Fiscal Management and Contractual Agreements

20.150

Date Issued
01-29-99

Revision Date
06-17-19

Page
8 of 9

1. Which party will defend the provider agency in the event a lawsuit arising from the provision of services.
 2. Provisions for payment of compensation should the provider agency be found liable in a lawsuit.
 3. Identification of persons who represent parties to the contract.
 4. Procedures to be followed if a tort action is taken against provider agency personnel.
- E. All contractual agreements shall stipulate that the provider agency shall be responsible for the hiring, training, assignment, disciplining and dismissal of personnel so as to retain authority over its personnel and to maintain effective accountability.

20.166 Service Records

- A. Contract agencies providing services shall maintain records concerning the nature and extent of the services provided.
- B. Records should also indicate the geographical location of reported incidents, the time of day the call was received, the time required for a unit to respond, and time on scene.

20.167 Employee Participation in a Contractual Agreement

- A. Employees participating in a contracted law enforcement arrangement shall not be penalized for their participation, nor in any way have their employment rights, promotional opportunities, training opportunities, or fringe benefits threatened.
- B. Contractual employees shall be subject to all existing department policies and procedures, as though such contract did not exist.

20.168 Cash Fund Accounting Maintenance

- A. The Glendale Police Department will monitor all cash funds or accounts where agency personnel are permitted to receive, maintain, or disburse cash. Maintenance procedures to monitor these accounts shall include the following:

Glendale Police Department General Order

Fiscal Management and Contractual Agreements

20.150

Date Issued
01-29-99

Revision Date
06-17-19

Page
9 of 9

1. A balance sheet, ledger, or other system that identifies initial balance, credits (cash income received), debits (cash disbursed), and the balance on hand.
 2. Receipts or documentation for cash received.
 3. Authorization for cash disbursement, including CEO authorization for expenses in excess of a given amount.
 4. Records, documentation, or invoice requirements for cash expenditures.
 5. Persons or positions authorized to disburse or accept cash
 - a. The department Budget Analyst will maintain an annual list of individuals authorized to engage in cash handling activities.
 - b. The departmental cash funds, personnel required to monitor, and personnel authorized to disburse cash that is affiliated with this policy, are as follows:
 - Records General Fund (Public Disclosure Funds) – Records Personnel, under the direction of the Records Manager.
 - Detention Bond Money – Detention Staff, under the direction of the Detention Manager.
 - Investigations / Confidential Funds – Special Investigations Unit Sergeants & Lieutenant, under the direction of the Investigations Commander.
 6. Quarterly accounting of agency cash activities.
- B. Cash fund maintenance shall be done in accordance to existing City of Glendale and Glendale Police Department policies that include, but are not limited to the following:
- Petty Cash Procedures (Finance Administrative Policy)
 - Confidential Funds (Operations Order 60.130)
 - Records / Collection and Handling of Funds (Operations Order 70.500)
 - Detention / Bond Out Procedures & Reconciliation (Operations Manual 74.000M)

Glendale Police Department General Order		
Departmental Property Management		20.170
Date Issued 01-29-99	Revision Date 01-23-23	Page 1 of 6

20.171 Inventory Management

- A. All Capital Items or those items that have been determined by the City Finance Department to be inventoried shall be tagged with a City inventory number and be recorded in the City’s inventory tracking system. When an asset is received, the Budget Management Assistant completes an asset form and forwards it, along with a request for payment, to Finance. An accountant enters the asset into the tracking system and forwards an asset tag to the Police Budget Management Assistant.
- B. The Budget Management Assistant is the liaison for the Police Department and, based upon information received from the Finance Department, shall maintain an updated inventory of all property/capital equipment owned by the Police Department that had an original purchase price of at least \$5,000.
- C. The Glendale City Shop maintains the official vehicle inventory for all Departments within the City.

20.172 Equipment Approval, Issuance, and Control

- A. All equipment purchased by the department must be approved in advance by command staff and reviewed by the Budget Management Assistant.
- B. The department will issue approved law enforcement equipment. All requested equipment will be returned to the department prior to an employee’s separation from service.
- C. All issued equipment needing repair will be submitted to the appropriate departmental personnel.
- D. Issued equipment includes the following:
 - Badge / Identification / Access card
 - Leather Duty Belt
 - Weapon / Ammunition / Taser / OC
 - Traffic Vest
 - WMD / Hazmat Equipment / Gas mask
 - Communications Equipment
 - First Aid/Trauma Kit
 - Cell phone with accessories
 - Body worn camera
 - Ballistic helmet with shield and bag

Glendale Police Department General Order

Departmental Property Management

20.170

Date Issued
01-29-99

Revision Date
01-23-23

Page
2 of 6

- E. Other units may issue specific equipment to employees as needed to perform specific tasks within the unit. The issuance of this equipment will be documented, and the documentation retained until the equipment is returned when it is no longer needed or when the employee leaves the unit.
- F. When department issued equipment becomes lost, stolen, or is beyond repair a memo will be written to the employee's supervisor explaining the circumstances. The supervisor will forward the memo, along with the damaged equipment, to the Fiscal Management and Planning Unit authorizing the replacement or requiring the employee to replace the item. Items stolen will have the appropriate offense report written and a copy attached.
- G. A police report will be made anytime property is reported stolen.
- H. Upon retirement or resignation, the employee will return requested items to their supervisor, prior to their last day of work. Assigned equipment for employees leaving due to a PSPRS medical situation or long-term absence will be handled by the PMU Sergeant.
- I. Upon termination, the supervisor/designee advising the employee of the termination will supervise the return of all issued items.

20.173 Acquisition of Department Property

- A. Purpose: The Chief of Police has established this policy to allow employees of this Department the opportunity to purchase selected items of department issue, for business use. This policy sets forth those items, selected by the Chief of Police, that may be purchased, and the procedures employees shall follow in acquiring this property. Acquisition limitations are included where applicable.
- B. Badges
 - 1. Employees interested in purchasing a badge, equivalent to the badge which has been issued to them, will adhere to the following:
 - a. Submit a memorandum to the Assistant to the Police Chief indicating the employee's desire to acquire a Glendale Police Department badge. The memo shall include a detailed description of the badge to be ordered and its intended use by the employee.

Glendale Police Department General Order

Departmental Property Management

20.170

Date Issued
01-29-99

Revision Date
01-23-23

Page
3 of 6

- b. The Personnel Management Unit shall notify the employee of the purchase price of the badge, prior to placing an order with the Department's supplier. The Department shall establish a cost to the employee, based on the current prices quoted to the Department, by the supplier, plus any additional handling fees the Department may incur from the transaction.
 - c. All orders submitted to the Assistant to the Police Chief will be forwarded to the supplier in a timely manner, upon receipt of payment in full for the entire order.
2. Upon promotion, sworn employees are allowed to keep their former badge as a memento of their service from their former rank.
 3. Upon retirement, sworn employees will be given their badge as a memento of their years of service.
 4. Upon separation from the department for any reason other than retirement, sworn employees may be given their badge upon departure. In these cases, a request to keep the badge must be made in memo form to the Chief, who will decide each request on a case-by-case basis.
- C. Badges-Limitations
1. Only employees of this Department who have been issued a badge may order a replica badge equivalent to their rank/position.
 2. It shall be incumbent upon the employee, to ensure that no unauthorized use of the badge occurs (Including resale or trading to outside collectors) (See General Order 22.041, Abuse of position for Specifics).
 3. The Chief of Police reserves the right to refuse any request submitted.
- D. Firearms and Magazines
1. The city will provide to sworn officers the benefit of purchasing a duty weapon and the three issued magazines, at the time of retirement. However, the Chief of Police reserves the right to refuse any request submitted.

Glendale Police Department General Order

Departmental Property Management

20.170

Date Issued
01-29-99

Revision Date
01-23-23

Page
4 of 6

- a. The Glendale Police Department Firearm Purchase Request Authorization form will be completed by the retiring officer, within 90 days prior to the established retirement date, and the written request will be submitted to the Range Master. It will cost the retiring officer \$1.00 to purchase the firearm and three magazines.
 - b. Upon approval by the Range Master and the Police Chief, PMU shall submit payment to the Budget Coordinator at the time of the completion of the transfer documents. The firearm will be released after payment. The Range Master shall maintain all records.
2. At the direction of the Chief of Police, a retired employee who opts to remain with the organization in a Reserve Officer capacity may be eligible to utilize their previously purchased duty weapon while engaged in law enforcement duties for the department. In order for the firearm to be authorized, all policies, rules and regulations associated with department issued weapons must be met, as outlined in the *Firearms Policy* (General Order 23.075), which includes, but is not limited to the following:
- Only weapons currently authorized by the department will apply;
 - The Reserve Officer must qualify with the firearm;
 - Only department issued duty ammo shall be used;
 - No unauthorized alterations may be made to the firearm;
 - The weapon must undergo annual scheduled maintenance (PM'd)

20.174 Donating Department Property to the Glendale Police Museum

- A. The Glendale Police Museum is dedicated to preserving the history of the Glendale Police Department. Through the combined efforts of the Museum Curator, department staff, and all of its employees, there exists a capability to collect, store, preserve and display items that are, or will one day, become artifacts that relate to the history of the Glendale Police Department.
- B. Under no circumstances will department property be removed for personal use and/or gain.
- C. When department property is considered for removal from service, the museum curator will determine if the items have any historical significance.

Glendale Police Department General Order

Departmental Property Management

20.170

Date Issued
01-29-99

Revision Date
01-23-23

Page
5 of 6

1. Supervisors should promote a vision in preserving the department's history through the encouragement and support of requests for preservation of department property for the museum.
 2. Items that may be considered for historic preservation include, but are not limited to the following:
 - Evidentiary items in high profile or significant criminal cases (i.e., weapons involved in police shootings).
 - Phased out uniform, equipment, and supply items (badges, radios, gun belts, etc).
 - Documentary items (strategic plans, operational plans, organizational charts, etc).
 - Furniture, computers, or other items that portray a timeline.
 - Any other items that may be unique or represent a time period or point of interest in department history.
 3. Employees are encouraged to contact the Glendale Police Museum Curator when questions arise about potential items, or possible historical significance.
- D. The Museum Curator will identify and approve items for preservation and ensure the following procedure will occur:
1. The employee will write a memorandum, which must be routed through their chain of command, requesting approval to donate an item to the museum.
 2. If approved and applicable, the item must be taken off the asset list of the affected bureau.
 3. Items from cleared investigative cases need to be released by the case agent.
 4. Upon notification of the approval, the item may be released to the museum.

Glendale Police Department General Order

Departmental Property Management

20.170

Date Issued
01-29-99

Revision Date
01-23-23

Page
6 of 6

5. The item should be stored in a safe place within the department for collection by the Museum Curator.

Glendale Police Department General Order		
MDC Usage & Microcomputers		20.180
Date Issued 01-01-00	Revision Date 09-27-22	Page 1 of 5

20.180 Purpose

The purpose of this policy is to establish guidelines and procedures for electronic call dispatching, data communications between field officers, and for minimizing radio traffic via the use of Mobile Data Computers (MDC).

There should be no expectation of privacy when operating this equipment. City Human Resources Policy No. 522, Usage of Information Technology, should also be reviewed as it addresses employee’s use of City of Glendale networks which would include the MDC data network.

20.181 Policy

It is the policy of the Glendale Police Department to provide, maintain, and operate MDCs for the purpose of reporting, transmitting or receiving radio calls/messages to and from the Communications Unit, providing operational status, assignments, assignment disposition, inquiries, information, and a communications link between officers and the Department. Employees are encouraged to utilize the MDC for these types of communications as much as possible.

20.182 Definitions

- A. **Mobile Data Computer (MDC)** – A mobile device (e.g. tablet, laptop, cellular phones) able to access the ACJIS network. The primary function of a MDC is the viewing calls for service (Computer Aided Dispatch), records, histories, searches, data entry and communication.
- B. **Arizona Criminal Justice Information System (ACJIS)** – A computerized network maintained by the Arizona Department of Public Safety (DPS) that is available to authorized local, state and federal criminal justice agencies. The ACJIS network is connected to two important national computer networks, the National Law Enforcement Telecommunications System (NLETS) and the NCIC. ACJIS is available 24 hours per day, seven days per week basis.
- C. **National Law Enforcement Telecommunications System (NLETS)** – A message switching system for the interstate exchange of criminal justice information, also providing a variety of on-line help files.
- D. **Arizona Crime Information Center (ACIC)** – The Arizona counterpart of NCIC, available for entries and inquiries through the ACJIS network. Most ACIC and NCIC files are totally independent.

Glendale Police Department General Order		
MDC Usage & Microcomputers		20.180
Date Issued 01-01-00	Revision Date 09-27-22	Page 2 of 5

- E. **National Crime Information Center (NCIC)** – A Federal Bureau of Investigations repository of files on persons and property.
- F. **Federal Bureau of Investigation (FBI)** – An investigative bureau of the Federal Government that among other things regulates the uses of crime computers by State and City agencies.
- G. **System Security Officer (SSO)** - A Person at an ACJIS user agency who is responsible for ensuring the agency's staff accessing the network are in compliance with all applicable laws, rules and regulations governing use of that information. The SSO acts as liaison between the user agency and the CTA. All requests regarding the ACJIS/NCIC system shall be coordinated through the SSO.
- H. **Control Terminal Agency (CTA)** – A single state agency, under a shared management concept with the FBI, which assumes responsibility as the control terminal (or main receiving point) for the state, through and by which users in the state access NCIC information. The CTA for the State of Arizona is the Department of Public Safety.
- J. **MDC Operator** – A person operating the MDC who is certified by the CTA to access ACJIS equipment. The MDC Operator must be certified by and have an ACJIS Terminal Operator certification.

20.183 Procedures

- A. General Use by Operators
 - 1. Training - Prior to using the MDC unit, officers will be trained how to use the equipment through the Training Unit or Field Training Officers (FTO) experienced in MDC operations.
 - a. It is the officer's responsibility to immediately advise their supervisor/on-duty supervisor if their MDC unit is not working (prior to assuming field duties), or if the MDC becomes inoperable during their shift.
 - b. It is the officer's responsibility to notify the Support Services Division of MDC problems or inoperability through the submission of an e-mail to the GPDTech. This notification shall occur as soon as a problem is detected, or no later than the end of the officer's work shift.
 - 2. Officer Safety - Operators shall never compromise their safety to operate the

Glendale Police Department General Order		
MDC Usage & Microcomputers		20.180
Date Issued 01-01-00	Revision Date 09-27-22	Page 3 of 5

MDC unit, i.e., allowing citizens/suspects/prisoners to stand near the vehicle while using the MDC or using the MDC while a person is approaching.

3. Driving Safety – It is the responsibility of the employee to operate the vehicle in a safe and responsible manner that is in compliance with Federal, State and City laws, regulations and rules.
4. Loss/Damage – Operators shall immediately report to their supervisor/on-duty supervisor and the Communications Supervisor any MDC loss so remote locking or wiping actions can be taken. Operators shall immediately report to their supervisor/on-duty supervisor of damage to the MDC assigned to them. Operators shall not make attempts to alter or repair the MDC.

B. Dispatching Calls for Service

1. Priority 1 and 2 calls for service will be both voice dispatched and sent to the officers via their assigned vehicle MDCs. Priority 3 and 4 calls for service may be dispatched using the MDC unit only.
2. Officers receiving calls will make the appropriate keystrokes to advise Communications personnel when they are enroute to a call and when they arrive at the scene.
3. Officers will use the appropriate keystrokes and disposition categories on the MDC when clearing a call.
4. In hazardous situations, officers will use voice transmissions.

C. Messages and Transmissions

1. Work-related Transmissions - The MDC is restricted to messages of a job-related nature only.
2. TOC Certification - Department employees who are certified by the State in the operation of an ACJIS Terminal can access the CJIS Network via the State Inquiry section for vehicle registration, driver license information, ACIC/NCIC Wanted Person and stolen item files; however, these queries are to be done only for official law enforcement purposes.
3. Official Use Only - Messages and transmissions are for official use only and must be made with a professional demeanor. MDC messages are public

Glendale Police Department General Order		
MDC Usage & Microcomputers		20.180
Date Issued 01-01-00	Revision Date 09-27-22	Page 4 of 5

records, which will be retained for a period of time determined by the Legal Unit.

a. The MDC use shall be limited to only those messages that enable operators to conduct Department business. Messages that are not related to department business or police operations are not to be sent via the MDC. Additionally, messages that may be considered rude, derogatory, sexual in nature are strictly prohibited. This includes symbols and characters.

b. All MDC messages are subject to review and audits.

4. ATLs - All attempts to locate (ATL) messages received and voice dispatched by Communications Unit personnel will be sent over the MDC system to on-duty officers equipped with MDCs.

D. ACIC/NCIC/ACJIS Privacy and Security

1. Glendale Police Department employees shall abide by the ACJIS rules, regulations, and ACIC/NCIC guidelines. The Department is subject to audits by the Department of Public Safety (DPS), and/or the FBI for compliance.
2. Federal and State regulations are established to ensure privacy and security of information entered, inquired upon, and retrieved from the ACJIS system. The release of this information to any unauthorized person is a violation of the Federal Privacy and Security Rules and may violate Arizona criminal statutes. Employees releasing this information are liable for a fine and/or criminal charges.
3. Queries into ACJIS are limited to criminal justice purposes only. Officers operating vehicles equipped with an MDC will run their own inquiries such as registration, driver license, wanted person and stolen item (vehicles, articles, etc.) checks unless a potentially hazardous situation exists which prevents such an action.
4. The MDC shall be kept secure at all times. Access shall be restricted to authorized personnel only. Only those employees who have met the established requirement of the system security agreement with DPS will be allowed access (physical or visual) to the system video screen or unit.

Glendale Police Department General Order		
MDC Usage & Microcomputers		20.180
Date Issued 01-01-00	Revision Date 09-27-22	Page 5 of 5

5. The review or release of information from the ACJIS system is authorized only for criminal justice purposes and will be used solely for that purpose. Under no circumstances will any information be disseminated to a secondary party or be released for personal reasons.

6. Officers are responsible to ensure that the MDC screen is clear of confidential or sensitive information when a prisoner, civilian observer or any other person not authorized to view such information is in the vehicle to avoid the release of the information. MDC information shall be considered confidential, and operators shall secure their vehicle and MDC to preclude unauthorized use or tampering. Operators shall also clear the State Inquiry screen of ACJIS information when their unit is unattended.

E. Examples of Prohibited Operations

This is a list of examples of prohibited activities relating to MDC:

1. The MDC shall not be used by employees who are driving a vehicle when the vehicle is in motion.

2. MDCs shall only be used for the manufacturer's intended purposes. Because of the fragile nature of the equipment, the MDC and docking station shall not be used as a writing pad, a table, etc.

3. Loading of any software or other files onto the MDC is prohibited.

4. Manipulating or altering the software configuration of an MDC in any way, including screen savers, button configuration, or any other software function without written authorization from the Chief of Police is prohibited.

5. Beverages will not be placed on the vehicle dashboard, on the equipment console, near the MDC, or the MDC keyboard.

20.184 References

The usage of Information Technology is regulated by Human Resources Policy No. 522, as well as the policies of the Information Technology Department titled Security Operations Policy Book. The policies can be accessed through the City of Glendale GRID Home Page by searching "Policies, Forms and How To's" portal.

Glendale Police Department General Order		
Honor Guard		20.190
Date Issued 01-29-99	Revision Date 05-24-23	Page 1 of 13

20.190 Purpose

The purpose of the Honor Guard shall be to represent the Department at funerals, special events, and other occasions, as directed by the Investigative/Administrative Services Bureau Assistant Chief.

20.191 Assignment of members

- A. Members shall be sworn personnel or volunteer employees authorized and approved to work in a uniformed capacity.
 - 1. Prospective members shall have an excellent uniform appearance. Honor Guard Members are required to maintain a physical appearance that is of the highest standard and casts a positive light upon the Glendale Police Department. Failure to adhere to these standards may lead to a member's removal from the Honor Guard.

- B. Recruitment and selection of members
 - 1. Members will be chosen to join the Honor Guard by receiving a formal individual invitation from the Honor Guard Commander. Prior to accepting the invitation, the member must seek approval from their Division Commander via the chain of command.
 - 2. Members will be required to participate in a six-month probationary status in which the member will be required to attend practices, and events as assigned in their Class-A uniform.
 - 3. Members must be in a non-probationary status as a new officer with the department.

- C. Length of service will be performance and appearance based, to include meets standards ratings on the members individual yearly performance measure, with the Honor Guard additional rating criteria supplement.

20.192 Equipment

- A. Members of the Honor Guard will be issued the following equipment and are responsible for displaying each item during Honor Guard bi-annual member inspections:
 - 1. Uniform jacket

Glendale Police Department		
General Order		
Honor Guard		20.190
Date Issued 01-29-99	Revision Date 05-24-23	Page 2 of 13

2. Uniform pants
3. Corfam gun belt
4. Corfam holster
5. Corfam magazine pouch
6. Corfam handcuff case
7. Hat badge
8. LAPD style round police hat with gold visor band
9. White cotton gloves
10. Honor Guard ceremonial pistol
11. Garment bag
12. Miscellaneous equipment bag

B. Honor Guard member self-purchased equipment:

1. Honor Guard breast badge
2. Corfram dress shoes
3. All uniform upkeep & maintenance (dry cleaning, shoe polish, etc.)

C. Issued Ceremonial Pistol - The Honor Guard Ceremonial Pistol is a Glock model 22, .40cal, functioning service weapon that is only to be worn with the full Honor Guard dress uniform.

1. The Honor Guard Ceremonial Pistol is exempt from the department annual qualification due to the nature of wearing the weapon in the full Honor Guard dress uniform.
2. At the members retirement from the Honor Guard team, the member has the option to purchase the Ceremonial Pistol per departmental policy.
 - a. The member must have a tenure of at least 10 years of service on the team.
 - b. The member must attain a “meets standard” annually from the Honor Guard leadership evaluation, which looks at the members participation, appearance, skillset, potential, and overall representation of the Honor Guard.

20.193 Deployment

- A. Honor Guard members will be required to attend training once per month, which will be scheduled at the convenience of the Department. Each member is required to declare their availability to participate in practices and events by

Glendale Police Department		
General Order		
Honor Guard		20.190
Date Issued 01-29-99	Revision Date 05-24-23	Page 3 of 13

signing up by the deadline date on the team sign-up rosters as they are sent out. Excessive unexcused absences from training/events will result in removal from the team.

- B. The Honor Guard will be deployed at the convenience of the Department.
- C. Members must adhere to any additional guidelines, as set forth in the Honor Guard’s Memo of Expectation, determined by the Honor Guard Commander.

20.194 Chain-of-Command

- A. The Honor Guard coordinator will answer directly to the Investigative/Administrative Services Bureau Assistant Chief.
- B. The chain-of-command for Honor Guard is as follows:
 - 1. Investigative/Administrative Services Bureau Assistant Chief
 - 2. Honor Guard Commander
 - 3. Honor Guard Coordinator/Assistant
 - 4. Honor Guard Supervisors (responsible for managing each of the three squads)
 - 5. Equipment Assistant
 - 6. Lead Officers
 - 7. Volunteers
- C. Specific duties for Honor Guard members include the following:
 - 1. **Investigative/Administrative Services Bureau Assistant Chief** - Provide leadership to the Special events Division, which includes the activities of the Honor Guard and Pipes and Drums.
 - 2. **Honor Guard Commander** - Lead the overall activities of the Honor Guard, Pipes and Drums, and the volunteers. Responsible for the budget and related spending for these teams.
 - 3. **Honor Guard Coordinator** - Selected by the Honor Guard Commander and acts as a lead, at the direction of the Commander. Facilitates training; tracks the progress of the honor guard events; serves in any other leadership capacity, as deemed appropriate by the Commander.
 - 4. **Honor Guard Sergeant** - Responsible for managing a squad of Honor Guard members to ensure they are actively participating in required

Glendale Police Department		
General Order		
Honor Guard		20.190
Date Issued 01-29-99	Revision Date 05-24-23	Page 4 of 13

practices and events, as well as provide guidance and leadership as it pertains to Honor Guard operations.

5. **Honor Guard Equipment Assistant** - Responsible for the tracking of equipment. Maintains a database/spreadsheet that tracks all of the equipment assigned to personnel, equipment needed, and vendors. Ensures that members equipment (rifles, flags) are functional and in good working order.
6. **Pipe and Drums Supervisor** - Lead the day-to-day activities of the pipes and drums team and serve as the “Point of Contact” for events to the Honor Guard Commander. Make recommendations about the performance of members on an annual basis.
7. **Honor Guard Lead Officer** - Assists with training; helps to coordinate the activities of the team and serves as a senior member. Can be given leadership responsibilities at the direction of a “Point of Contact” for an event.
8. **Honor Guard & Pipe and Drums Members** - Work as members of the team to perform at special events, serving as a positive image of the department. Responsible for ensuring personal accountability and professionalism. This is a performance-based work unit and each member will be evaluated yearly.
9. **Volunteers** – Employees that have been approved by the department to work in accordance with the City of Glendale volunteer policies and procedures (are not paid members of the organization in any capacity). Works with Honor Guard & Pipes and Drums personnel to perform at special events. These members serve based on their performance.

20.195 Saluting Regulation and Display of Flags

- A. Employees shall render full honors to the National Anthem at all times.
- B. Employees shall also render full honors to the National Colors and National Anthem of all friendly countries.

20.196 Saluting at a Parade

- A. A uniformed officer at a parade shall salute all National Colors. When the flag is six (6) paces from the uniformed officer, they shall salute until the flag

Glendale Police Department General Order		
Honor Guard		20.190
Date Issued 01-29-99	Revision Date 05-24-23	Page 5 of 13

is six (6) paces beyond them. Other groups of colors that follow may be saluted.

- B. This policy will also apply to flag draped caskets.

20.197 Saluting during the Playing of the National Anthem

- A. When the National Anthem is played at a ceremony, and the officer is wearing head cover, a uniformed officer shall assume the position of attention, face the National Colors, if present, and render the hand salute.
- B. Officers not wearing head cover will place their right hand over their heart.
- C. If there are no National Colors present, they shall face the band and place their right hand over their heart.
- D. All other officers, not in uniform, shall render the courtesies customarily accorded in civilian dress.

20.198 Saluting During Flag Ceremonies

- A. During the Flag ceremonies involving the United States Flag, uniformed officers wearing a hat shall render the hand salute.
- B. Officers not wearing head cover will place their right hand over their heart.

20.199 Police Department Employee Funeral

This regulation establishes policy for the Glendale Police Department’s participation at employee funerals and in the provision of assistance to the surviving family members.

20.200 General Direction

- A. The death of a police officer, particularly when it occurs in the line-of-duty, creates many immediate issues for the officer’s family and friends. The Police Department, as the extended family, generally is required to assume an active posture concerning funeral arrangements and funeral participation. The death of a non-sworn employee may also create similar issues for the employee’s family and friends. To ensure that the surviving family is given needed assistance and that the funeral is orderly and dignified, duties and responsibilities are defined in this policy.

Glendale Police Department		
General Order		
Honor Guard		20.190
Date Issued 01-29-99	Revision Date 05-24-23	Page 6 of 13

- B. All new personnel will be given a confidential “Death or Serious Injury Information Form” to complete. It should be updated (or noted as ‘no change’) annually, preferably during the member’s annual review period. These forms will be maintained in a locked cabinet by the Employee Assistance & Support Coordinator and will be accessed only by authorized personnel.
- C. In all cases, the Department will only participate in its official capacity to the degree desired by surviving family members.

20.201 Detailed Procedure

A. Definitions:

- 1. “Officer” means currently employed police officer or police reserve officer.
- 2. There are four types of police employee funerals in which the Police Department can expect to participate. The type of funeral will normally determine the degree of participation.
 - a. Line-of-Duty Death -- The officer died as the result of having intervened in a matter of police concern, as the result of accident manmade or natural disaster, or as the intentional victim of another person while on duty.
 - b. Non Line-of-Duty Death -- The officer died as the result of circumstances occurring while in an off-duty capacity or the officer died on-duty of natural causes. Death by suicide shall be considered a non-line of duty death.
 - c. Retired Officer Death -- The family of a retired Glendale police officer may request the presence of the department Honor Guard. The Honor Guard can function either as pallbearers or simply as an Honor Guard at the service. Other assistance may be available, as determined by the Police Chief.
 - d. Non-Sworn Employee Death -- The family of a currently employed civilian employee is eligible for any or all of the assistance noted in this regulation, as determined by the Police Chief.

Glendale Police Department		
General Order		
Honor Guard		20.190
Date Issued 01-29-99	Revision Date 05-24-23	Page 7 of 13

B. Other Agency Deaths

1. At the discretion of the Chief of Police or designee, the department may be officially represented by members of the Honor Guard at the funerals of other jurisdictions' law enforcement officers. Motor officers and motor supervisor(s) may also attend. Officers will be scheduled to attend during normal duty hours. Overtime will not be allowed unless previously authorized by a Division Commander.
2. Officers who are off duty may attend the funerals of other jurisdictions' law enforcement officers in uniform. Overtime will not be authorized for off duty personnel.

C. Responsibilities

1. Death Notification:
 - a. Notification to the family of an individual killed in the line of duty will be the responsibility of the individual's Chief of Police or their designee. An officer, close friend, Victim Assistance Caseworker and/or chaplain may be asked to assist in the notification of the death to the immediate family.
 - b. Media gives immediate attention to the circumstances surrounding a line-of-duty death. No personal information identifying the individual's family members, home address, phone number, etc. should be broadcast via the police radio.
2. The Employee Assistance & Support Unit Coordinator has the overall responsibility of assisting the immediate family of a deceased officer, assisting with funeral arrangements, and coordination with other involved bureaus. Specific duties of the Employee Assistance & Support Unit Coordinator may include the following:
 - a. Make contact with the family and determine the assistance needed or desired.
 - b. Assist the family in making funeral arrangements. The family may be advised that certain funeral homes offer reduced fees to the families of deceased officers, however, the selection will be left entirely to the family.

Glendale Police Department General Order		
Honor Guard		20.190
Date Issued 01-29-99	Revision Date 05-24-23	Page 8 of 13

- c. Coordinate, with the assistance of the Public Information Officer, the press release and notice to our department and other law enforcement agencies, after notification of the next of kin, concerning the officer's death.
 - d. Assume responsibility for the return of the deceased officer's departmental equipment.
 - e. Assist the family in processing survivor benefits. Act as liaison with the Police Pension Board, other City of Glendale departments (i.e. Human Resources), and the state and federal government, if required.
 - f. Act as liaison with concerned fraternal, employee, or community organizations.
 - g. Offer and arrange for the appointing of a liaison officer(s) or Special Need Group member of the Employee Assistance & Support Unit, if requested by the family.
 - h. Provide emotional support and coordinate referrals for professional counseling and/or self-help support programs, as appropriate. This may involve coordination with the City of Glendale's mental health services provider and/or the employee assistance program.
3. Operational Support:
- a. The Traffic Unit will provide motorcycle personnel for traffic control and for escort service for funeral processions for officers killed in the line-of-duty (traffic control will not be provided for non line-of-duty deaths, unless approved by a Division Commander).
 - b. The Traffic Unit will provide motor escort for non line-of duty deaths.
- D. Planning for and Conduct of the Funeral:
- 1. Line-of-Duty Funerals: The degree of participation and attendance by on duty officers will be determined by the Chief of Police, based upon circumstances of the death, current manpower, and equipment needs.
 - 2. Non Line-of-Duty Funerals: On duty police officers and non-sworn personnel who wish to attend the funeral may do so with permission of

Glendale Police Department		
General Order		
Honor Guard		20.190
Date Issued 01-29-99	Revision Date 05-24-23	Page 9 of 13

their Division Commander. Permission shall be predicated on current manpower and equipment needs of the Police Department.

- a. Marked police vehicles will be used in the funeral procession.
 - b. A motor escort may be used in the funeral procession.
3. Uniforms:
- a. Upon the death of any officer currently employed by the department, the breast badge will be shrouded from the day the department is notified of the officer's death until the end of the shift during which the funeral is held. At the discretion of the Chief of Police or designee, breast badges may be shrouded for other jurisdictions' police officers that are killed in the line of duty, or for retired Glendale Police Officers.
 - b. The funeral uniform shirt will be black, long sleeved with a black tie, class A. Exceptions can be made for employees on duty and with a supervisor's approval.
 - c. Only the motorcycle officers will wear helmets. The police baseball cap is not authorized for wear during funerals; however, wearing of the "LAPD round style hats" is optional.
4. Eulogy: If requested by the family, an officer(s) selected by the family may give a eulogy. If the family does not indicate a preference, the Police Chief, the deceased officer's Division Commander, or other senior staff member would be appropriate. The Police Chaplain can assist, if requested. The eulogy can be made at either the house of worship or graveside service in either a religious or military style funeral.
5. Military Funeral: At the family's request, a military funeral consisting of the folding of the flag from a flag-draped coffin, with formal presentation to a survivor, military gun salute, and/or playing of taps may be conducted.
- a. The gun salute can be requested through Luke Air Force Base or through the Reserve Drill Centers.
 - b. The department Honor Guard will arrange for the playing of taps player.

Glendale Police Department		
General Order		
Honor Guard		20.190
Date Issued 01-29-99	Revision Date 05-24-23	Page 10 of 13

- E. Order of Events and Protocol: While each funeral may be different, the following order of events should generally be followed:
1. The Honor Guard will post just outside the entry of the house of worship. A designated senior staff member will coordinate the formation of the uniformed officers at the house of worship. They will stand along either side of the hearse's parking spot and up to the entrance of the house of worship.
 2. Pallbearers will move the casket from the hearse to the house of worship.
 - a. Uniformed officers will salute on command of the Honor Guard as the casket passes into the house of worship.
 - b. Officers in civilian clothes will stand at attention and will either be directed to salute or place their right hand over their heart.
 3. Paragraphs (1) and (2) are repeated when the casket leaves the house of worship.
 4. The order of the motorcade will normally be as follows:
 - a. Escort motors
 - b. Hearse and family vehicles
 - c. Visiting motors
 - d. Dignitaries
 - e. Marked Glendale vehicles
 - f. Marked visiting vehicles
 - g. Fire Department vehicles
 - h. All other civilian vehicles
 - i. Unmarked vehicles
- F. Order of Graveside Ceremonies:
1. A designated senior staff member will coordinate the formation of uniformed officers in ranks between graveside and hearse.
 2. Motor officers will form in ranks opposite uniformed officers.
 3. Uniformed officers will salute on command of the Honor Guard when pallbearers carry the casket from hearse to graveside. Officers in civilian clothes will stand at attention and place their right hands over their hearts.

Glendale Police Department General Order

Honor Guard

20.190

Date Issued
01-29-99

Revision Date
05-24-23

Page
11 of 13

4. Religious rites may be conducted.
 5. Fraternal Order of Police (FOP), Glendale Law Enforcement Association, or other fraternal organization service (if any)
 6. Gun salute (if any)
 7. Taps (if any)
 - a. Uniformed officers will salute on command of the Honor Guard during taps.
 - b. Other officers will conduct themselves as described above (in paragraph C.3).
 8. Bagpipes (if any)
 9. Flag will be folded by the Honor Guard and presented to the surviving spouse or family member by the Chief of Police. Flag folder will salute on presentation of the flag to the Chief of Police.
 10. The Honor Guard, at the conclusion of the ceremony, will dismiss uniformed officers and uniformed firefighters.
- G. Out of State Events & Travel: Authorized on a case-by-case basis by the Honor Guard Commander after consulting with the Investigative/Administrative Services Bureau Assistant Chief.
1. Line of Duty Deaths
 2. Other National Events
- H. Honor Guard Transportation Vehicle: The Honor Guard may receive a donated vehicle from a civilian entity which may be used exclusively for Honor Guard events. The donated vehicle is not City of Glendale property, however should be administratively treated as such. The Department will incur no cost in the acquisition of the vehicle.
1. Authorization to use the vehicle is at the discretion of the Honor Guard Commander, or designee.

Glendale Police Department			
General Order			
Honor Guard			20.190
Date Issued 01-29-99	Revision Date 05-24-23		Page 12 of 13

2. The vehicle will be used for official use only in accordance with GPD policy (General Order 22.080, City Vehicles, Accidents, and Security and General Order 23.100, Vehicle Operations).

3. The vehicle will have an annual contract with the civilian entity agreed upon by the Honor Guard Commander, the department Legal Advisor, and the Investigative/Administrative Services Bureau Assistant Chief. Honor Guard members shall abide by the terms of this contract and is their responsibility to understand its entirety.

I. Glendale Police Department Funeral Matrix

The Personnel Management Unit (PMU) will be responsible for the below, if needed or desired by the family:			
SERVICES	LINE OF DUTY (LOD)	NON-LINE OF DUTY (NLOD)	STAFF
Make contact with the family and determine the assistance needed or desired	✓	✓	✓
Assign an employee as an PMU liaison and identify a family member liaison	✓	✓	
After the next of kin has been notified, coordinate the press release with the Public Information Office (PIO)	✓		
Assist the family in making funeral arrangements to include arrangements for the visitation/viewing	✓	✓	✓
Assist the family in processing survivor benefits	✓	✓	
Provide an American Flag, have a shadow box made, and provide framed photos and/or plaques for family members (no additional items will be provided; therefore, if employees wish to provide anything additional, they will incur the cost and will not be reimbursed)	✓	✓	✓

Note: Refer to Honor Guard Policy or contact the Honor Guard Commander with any questions

PMU will coordinate the below funeral services with the Honor Guard:					
SERVICES	LOD	NLOD	STAFF	RETIRED/SWORN OFFICERS	RETIRED STAFF
Casket Watch (only during the visitation and/or funeral service)	✓	✓	✓	✓	✓
Flag Drape	✓	✓			
Honor Guard Cordon	✓				
Pall Bearer Assistant	✓	✓			
Post Colors (Church)	✓				
Color Guard at Interment	✓	✓			
Riderless Horse	✓				
Rifle Salute	✓	✓			
Echo Taps	✓				
Taps	✓	✓		✓	
Flag Fold Team	✓	✓			
Flag Presentation	✓	✓	✓	✓	✓
Bag Pipes/Drums	✓				

Glendale Police Department General Order

Honor Guard

20.190

Date Issued
01-29-99

Revision Date
05-24-23

Page
13 of 13

PMU will also coordinate the participation of the below Department Units and other City departments for LODs and NLODs only:

BUREAU/UNIT/DEPARTMENT	SERVICES/ROLE	LOD	NLOD
Air/Drone Units	A. Provide aerial surveillance during the motor funeral procession of motor escort to identify potential obstacles or hazards so alternate route decisions can be implemented	✓	✓
	B. Missing man fly over**	✓	
Communications	A. Complete the Communications Plan to support the Incident Action Plan (IAP) for the funeral	✓	✓
	B. Provide a Communications operator to monitor talk groups (as needed) during the operational period of the funeral	✓	✓
		✓	
Special Events Unit	A. Support a unified command/incident management team structure	✓	✓
	B. Co-locate Police and Fire operations** during the operational period of the funeral	✓	✓
	C. Provide logistics support for the funeral	✓	✓
	D. Facilitate the planning meetings for the funeral	✓	✓
	E. Complete the IAP for the funeral	✓	✓
Public Information Office	A. Provide photography/videography of the officer's visitation and funeral services on a DVD/CD at no cost to the family	✓	✓
	B. Assist PMU with press releases as required	✓	
Traffic Unit	A. Motor funeral procession*	✓	
	B. Motor escort*	✓	✓
Department Personnel	A. Officer cordon**		✓
Fire Department	A. Provide an on-site medical component during the operational period of the funeral	✓	✓
	B. Crossed ladders**	✓	

* Day of funeral

** Day of funeral at Interment

Glendale Police Department General Order		
Deaf and/or Nonverbal Persons		20.210
Date Issued 01-29-99	Revision Date 02-13-24	Page 1 of 2

20.210 Purpose

- A. It is the policy of the Glendale Police Department to ensure that people with hearing impairments and nonverbal persons, including victims, witnesses, suspects and arrestees have access to law enforcement services, programs and activities. Officers will make efforts to effectively communicate with hearing impaired and nonverbal individuals.
 - 1. Auxiliary aids and services include qualified interpreters, written information, note pads, and other effective methods of making verbally delivered information available to hearing impaired or nonverbal persons.
 - 2. Qualified interpreter means an interpreter who, via a video remote interpreting (VRI) service or an on-site appearance, is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary. Qualified interpreters include, for example, sign language interpreters, oral transliterators, and cued-language transliterators.
 - 3. When an auxiliary aid or service is required to ensure effective communication, the Glendale Police Department must provide an opportunity for hearing impaired or nonverbal persons to request the auxiliary aids and services of their choice and must give primary consideration to the choice expressed by the individual(s). “Primary consideration” means that the Glendale Police Department must honor the choice, unless it can show that another equally effective means of communication is available, or that use of the means chosen would result in a fundamental alteration in the service, program, or activity or an undue financial and administrative burdens.

20.211 Communications with Hearing Impaired or Nonverbal Persons

- A. When communicating with a hearing impaired or nonverbal person, the officer shall use a method of communication that will establish effective communication with the hearing impaired or nonverbal person at all times.
 - 1. Auxiliary aids and services shall be used to inquire as to the ADA protected person’s preferred method of communication.
 - 2. Preference will be given to that person’s preferred method if it is reasonable.
- B. If, at any time while communicating with a hearing impaired or nonverbal person, the person requests an interpreter, or the officer determines the

Glendale Police Department		
General Order		
Deaf and/or Nonverbal Persons		20.210
Date Issued 01-29-99	Revision Date 02-13-24	Page 2 of 2

method of communication being used is not effective, the officer shall immediately stop the communication with the hearing impaired or nonverbal person and request a qualified interpreter (see A.R.S. 36-1971 for licensing requirements), after getting approval from a supervisor.

20.212 Qualified Interpreters/Written Communications

- A. If it is determined that an interpreter is needed or requested, and a Qualified Interpreter employed by the police department is not readily available, the officer should contact the contracted Qualified Interpreter via the vendor’s website portal using their issued laptop or a desktop computer equipped with a webcam. If the hearing-impaired person requests an interpreter other than the department’s contractual interpreters, the request should be honored if the interpreter is available and is legal certified.
 - 1. The interpreter shall be identified in the report including the interpreter’s name, address, telephone number, and level of certification.
 - 2. All written communications between an officer and a hearing impaired or nonverbal person shall be attached to the original report and preserved as evidence.

20.213 Criminal Proceedings

- A. A Department employee shall obtain a qualified interpreter to properly interpret for any hearing impaired or nonverbal person for the following (see A.R.S. §12-242)
 - 1. Miranda Warnings
 - 2. Interrogation
 - 3. Statements and/or confessions

Glendale Police Department General Order		
Automated Vehicle Locating System		20.220
Date Issued 09-19-13	Revision Date 06-16-22	Page 1 of 2

20.220 Purpose and Scope

- A. The purpose of this policy is to establish guidelines and procedures for the implementation and use of the Automatic Vehicle Locating (AVL) System.
 - 1. The system is designed to increase officer safety by providing the ability to locate personnel who have lost contact with dispatch or other officers.
 - 2. It also allows for coordination and resource management during tactical situations, assists in improving response times to radio calls, and situational awareness for all employees.

- B. The Department's AVL is a Global Positioning System (GPS) which is integrated within the software of the Mobile Data Computer (MDC) and the Computer Aided Dispatch (CAD) systems.
 - 1. AVL uses GPS data to locate and track field personnel units through CAD mapping.
 - 2. A. Police Personnel have access to GPS capable devices including but not limited to cellular phones, radios, body worn cameras etc. The only GPS data actively monitored comes from AVL systems within operational vehicles.
 - 3. AVL allows Communications and other department members to easily see the real-time locations of all AVL-equipped units on the CAD map.
 - 4. Knowing which units are in the vicinity of an active CAD call enables Communications and supervisors to make more informed decisions.

20.221 Permissions

- A. Disciplinary action is not the focus or intent of the use of the AVL system; however, the system data may be used as an aid in any criminal and/or administrative investigation.
 - 1. The AVL Playback software accessed by the Professional Standards Unit (PSU) may be used as a tool in the complaint process as one part of the fact-finding procedure.

Glendale Police Department General Order		
Automated Vehicle Locating System		20.220
Date Issued 09-19-13	Revision Date 06-16-22	Page 2 of 2

2. AVL may also be used as a tool in a variety of ways including the review of critical incidents such as officer-involved accidents, pursuits, or other vehicle operations or to easily review pursuits or evaluate patrol routes.
- B. Employees will not make any attempt to disable the AVL system in any way.
1. Employees who are operating vehicles equipped with AVL technology may not disable, reconfigure, or otherwise tamper with its settings, without authorization from the Chief of Police or their designee.
 2. Employees experiencing difficulty using AVL technology should report any problems to Communications and place the tablet out of service until it is fully functional. Temporary replacement tablets will be obtained from Communications, or designee.
 3. Communications will immediately notify officers and their on-duty patrol sergeants when AVL units are no longer functioning.
- C. Professional Standards Unit personnel have the authority to access the AVL system via the AVL Playback Program as a tool to improve situational awareness, response times, analyze and improve patrol tactics, improve officer safety and when necessary, use as a fact-finding tool during a complaint-driven review.
- D. Supervisors can request via email specific information from PSU during fact-finding, complaint-driven reviews.

20.222 Audits

- A. The Chief of Police, or designee, may authorize random audits of field personnel to ensure system integrity and functionality.
- B. Any concerns or potential policy violations discovered through a random audit may be subject to further investigation at the direction of the Chief of Police.

Glendale Police Department General Order		
Cellular Phones		20.230
Date Issued 01-29-99	Revision Date 03-08-22	Page 1 of 5

20.230 Purpose & Policy

The purpose of this policy is to establish guidelines and procedures for department-issued mobile devices. City Manager’s Directive #26, (HR Policy #522) Use of Information Technology, should also be reviewed as it addresses employee’s use of City of Glendale networks which would include the cellular data network.

It is the policy of the Glendale Police Department to provide, maintain, and operate mobile devices to users, in order to allow for improved methods of communication with the community and fellow members, as well as obtaining evidence and intelligence. Users are expected to utilize these devices for voice calls, text messages, SMS messages, internet access, photos and/or apps that assist in the accomplishment of their regular duties.

20.231 Definitions

- A. **Department-issued Mobile Device** – any handheld computing device with the ability to send and receive phone calls, text messages, SMS messages, connect to the internet, run an operating system and/or run applications, which is owned and managed by the Glendale Police Department and issued to an employee of the department (the user).
- B. **Personal Mobile Device** – any handheld computing device with the ability to send and receive phone calls, text messages, SMS messages, connect to the internet, run an operating system and/or run applications, which is not owned and managed by the Glendale Police Department.
- C. **Mobile Data Management System (MDM)** – a comprehensive software, deployed by city IT and administered by the GPD Tech Team, that allows the Department to track devices, protect assets, supply apps to users, and remove data from the network if a device is lost or stolen.

20.232 Procedures

- A. General Considerations
 - 1. Department mobile devices will be issued and controlled in accordance with General Order 20.172.

Glendale Police Department General Order

Cellular Phones

20.230

Date Issued
01-29-99

Revision Date
03-08-22

Page
2 of 5

2. Should a device become lost, stolen or damaged, the user should notify the Technical Services Division immediately. Users should also notify their immediate supervisor in accordance with the direction provided in General Orders 20.172 and 22.050. Users shall not make any attempt to repair, alter or wipe mobile devices unless directed to do so by qualified Technical Services or IT personnel.
3. Users have no expectation of privacy when using a department issued mobile device. Device use should be restricted to official business or personal business of an urgent nature, as outlined in General Order 22.137. All devices are subject to audit without prior notice, in accordance with General Orders 22.063 and 22.136.
4. Training for mobile device use will be administered by the Training Division.
5. Mobile devices may require users to create a 3rd party account for application use (ex. Apple ID, Google account, etc). All accounts of this nature must be affiliated with the user's City of Glendale (work) email address.
 - a. The employee will be responsible for maintaining access to the account(s) and the associated password(s).
 - b. City owned devices may not be affiliated to any personal account.
 - c. Employee's personal devices may not be affiliated to the employee's City-associated account.
 - d. Employees who are issued more than one City owned mobile device that requires an account affiliation may associate both (ex: iPhone and iPad) devices to a single account to facilitate data sharing and syncing between the devices. Both devices may be associated to the same work email address.
6. All department-issued devices will be managed through an MDM.
 - a. Users shall not remove MDM software from their device(s), nor attempt to remove data from or "wipe" the device in any way. If the software is uninstalled, the device will be locked and all information will become inaccessible to the user.

Glendale Police Department General Order

Cellular Phones

20.230

Date Issued
01-29-99

Revision Date
03-08-22

Page
3 of 5

- b. A locking password/passcode is required for operation. Users will have 10 attempts to unlock their device. Upon the 11th unsuccessful attempt, the device and all content will remain locked and can only be re-set through the MDM. Users must contact Technical Services.
7. Applications (Apps) may only be added to a department-issued mobile device via the internal App Store.
 - a. Apps will be evaluated and approved by the Technical Services Division before appearing in the internal App store. Apps which pose a threat to the data on the device and/or compromise devices will be restricted.
 - b. A wide array of apps will be available for download to users, and others will be pushed to all devices automatically.
8. Users shall make reasonable efforts to ensure the physical safety of the mobile device. This includes taking reasonable precautions to ensure the device is not lost or stolen. Devices should not be removed from their accompanying protective case.
9. Any Mobile Device used to conduct department business are subject to public records laws and discovery requests. Information generated or stored on the device may be provided to a member of the public, including the press, pursuant to the Arizona Public Records laws, ARS 39-121 through 39-122. The department complies with the Arizona State Library, Archives, and Public Records retention schedule regarding law enforcement communication. See General Order 51.620 for Records Retention of Digital Media.
10. Sensitive mobile device content shall not be shared with, sent to or displayed for members of the public, and users shall utilize caution when viewing content in the presence of citizens, suspects, prisoners, etc. ACJIS/NCIC content shall be processed in alignment with MDC guidelines; refer to General Order 20.180.
11. Operators shall never compromise their safety to operate their mobile device. Operators shall comply with all Federal, State and City laws, regulations and rules if operating their mobile device while in control of a vehicle.

Glendale Police Department General Order

Cellular Phones

20.230

Date Issued
01-29-99

Revision Date
03-08-22

Page
4 of 5

12. Device use will be tracked monthly based on data volume, as indicated by the mobile device service provider. Should a device remain unused for a period of 30 consecutive days, the assigned user will be contacted. Should a device remain unused for 60 consecutive days, device service will be suspended. After 90 days of unuse, the device will be disconnected. Users must submit a new Cellular Request Form to initiate reactivation.

B. Usage Guidelines

1. While on duty, all users who have been issued a department-issued mobile device should conduct department business on said device.
2. Users of department-issued mobile devices must have the device charged/turned on during their assigned work shift or while receiving standby pay.
3. All use of a mobile device shall be conducted in a professional manner. The following examples of electronic communications use are prohibited and are not inclusive:
 - a. Initiating, sending or forwarding inappropriate communications to others inside or outside the department. Messages that may be considered rude, derogatory, or sexual in nature are strictly prohibited. This includes symbols and characters.
 - b. Unauthorized downloading and distributing of copyrighted materials.
4. On voice-compatible devices, users must set up and maintain a voicemail box.
5. Department issued mobile devices are intended to be utilized by officers to conduct business related to their current assignment or duty to include Off-Duty or Extra Duty assignments as defined by General Order 21.350. It is the intent that officers will utilize these mobile devices while on duty or otherwise conducting business that would be considered compensable. Use of the department issued mobile devices or cell phones outside these parameters will be considered voluntary and may not be recognized as duty time.
6. Department-issued mobile devices may be synched with or connected to other PD assets, such as MDCs, computers, work stations. Department-

Glendale Police Department General Order

Cellular Phones

20.230

Date Issued
01-29-99

Revision Date
03-08-22

Page
5 of 5

issued mobile devices shall never be synched with or connected to personal devices of any kind.

7. If digital evidence such as pictures, video or audio is collected on a department-issued mobile device, it shall be submitted as evidence via the MDM-supplied App, and in accordance with General Order 51.635 (Digital Images & Digital Audio) and Operations Order 60.360 (Audio & Video Recordings).
8. Department-issued mobile devices shall not be used to capture, engage in or relay non-business related communications, including photos, video, or other digital media. Capturing content for entertainment purposes is strictly prohibited. Violation of this policy is subject to discipline under General Order 22.063.
9. When using Department issued mobile devices, adhere to the policy outlined in this order as well as any other applicable policy, orders, city regulations such as City Manager Directive(s), HR Policy, as well as the policies of the Information Technology Department, including but not limited to HR Policies 512, 516, 522 and IT Mobile Device policy.

Glendale Police Department General Order		
Computer Access – Police Central Records and Criminal Database Computer Systems		20.250
Date Issued 03-01-00	Revision Date 04-08-21	Page 1 of 6

20.250 ACJIS / NCIC Security

- A. Purpose: To ensure security and control for Glendale Police Department personnel with internal guidelines for completing transactions in the Arizona Criminal Justice Information System (ACJIS) Network and National Crime Information Center (NCIC) data bases.
- B. Definitions:
1. **Administration of the System** - The NCIC system operates under a shared management concept between the Federal Bureau of Investigation (FBI) and state users. A single agency in each state must assume responsibility as the control terminal agency (or main receiving point) for the state, through and by which users in that state access NCIC information (NCIC Operating Manual, Introduction, Section 4). The CJIS System Agency (CSA) for the state of Arizona is DPS.
 2. **CJIS System Officer (CSO)** - One person at the CSA accepts, and is charged with, the responsibility of ensuring that state's users are in compliance with all applicable laws, rules, and regulations governing the use of NCIC information. This individual is the CJIS System Officer (CSO).
 3. **Systems Security Officer (SSO)** – Each agency with direct terminal access to the ACJIS/NCIC network is required to appoint a liaison to the CSO referred to as the ACJIS System Security Officer (SSO). ACJIS SSOs are responsible for assuring that their agency personnel follow all ACJIS/NCIC policies and procedures.
 4. **Local Agency Security Officer (LASO)** – Each agency that accesses the ACJIS/NCIC network through an interface connection is required to appoint a technical liaison for the agency. This individual is called the Local Agency Security Officer (LASO). This individual will serve as the agency’s technical contact with the State Information Security Officer (ISO).
 5. **Arizona Criminal Justice Information System (ACJIS)** - A computer network that contains state-level databases of criminal justice information, for use by law enforcement, prosecutors, and judicial entities.
 6. **Code Manual** – A guide which provides information on proper coding formats and descriptor acronyms for persons, places, and things, entered in ACJIS and NCIC databases.

Glendale Police Department General Order		
Computer Access – Police Central Records and Criminal Database Computer Systems		20.250
Date Issued 03-01-00	Revision Date 04-08-21	Page 2 of 6

7. **National Crime Information Center (NCIC)** – A computerized system maintained by the Federal Bureau of Investigation, which contains information on persons and items of law enforcement interest.

 8. **International Justice & Public Safety Information Sharing Network (NLETS)** – A switching system that sends point-to-point administrative messages between criminal justice agencies. Formerly known as the Nation Law Enforcement Telecommunications System, it was renamed in 2018 and still hold the acronym NLETS (ACJIS Manual, Part 6; FBI CJIS Security Awareness Training Module).

 9. **Operating Manual** – A guide which provides policy and usage directives for using the ACJIS and NCIC systems.
- C. Access to any of the computerized systems is limited to those employees who have received authorization to the ACJIS/NCIC and who have a Terminal Operator Certificate.
- D. All personnel who use ACJIS/NCIC to perform their duties are required to receive training on the use of equipment and restrictions placed on the information it contains. This training will include:
1. Federal and state privacy and security laws, rules and regulations.
 2. Quality control requirements for ACIC/NCIC.
 3. NCIC Operating and Code Manual.
 4. ACJIS Operating Manual.
- E. All terminal operators must be certified relative to their positions within six months of date of hire and will be recertified every two years.
1. **Level A** – Operators authorized to enter, query, modify, clear, cancel and/or locate records
 2. **Level B** – Operators authorized to query into ACIC/NCIC network and interpret responses
 3. **Level C** – Operators querying the ACIC/NCIC network via Mobile Data Computers (MDCs) only.
 4. **Level D** – Technical personnel

Glendale Police Department General Order		
Computer Access – Police Central Records and Criminal Database Computer Systems		20.250
Date Issued 03-01-00	Revision Date 04-08-21	Page 3 of 6

5. Criminal Justice Practitioners – Personnel who view ACJIS/NCIC information and are required to view the privacy and security video.
- F. A user password is established by the employee to allow access to an employee’s file database and is restricted to the employee to whom the password is assigned.
1. Mobile Terminal Computers (MDCs)
 - a. An employee’s initial access to the Mobile Terminal is the responsibility of the System Security Officer (SSO) and is established through contact with the SSO or designee.
 - b. User passwords for access to MDCs are established by the SSO or designee.
 2. JWI Terminals
 - a. An employee’s initial access to the JWI Terminals is the responsibility of the System Security Officer (SSO) or designee.
 - b. Operators will use their TOC ID numbers when making entries, modifications, or inquiries into the ACJIS/NCIC system.
- G. Record Entry and Maintenance Process
- H. Request for records to be entered, modified, cleared, cancelled, or quashed must be from Police Department employee or appropriate City Court personnel. Upon receiving a request for record entry or maintenance the designated Certified Level A operator must
- I. Query the record to confirm a preexisting entry is not on file.
- J. Follow the ACJIS Manual, complete the appropriate transaction in ACJIS to enter and or update the record.
- K. Complete the proper documentation
- L. Persons obtaining criminal history data in any manner are accountable for its dissemination and disposition.
1. All criminal history queries will be logged to include the reason for the inquiry and the report number for the involved case, if available. If no case

Glendale Police Department General Order		
Computer Access – Police Central Records and Criminal Database Computer Systems		20.250
Date Issued 03-01-00	Revision Date 04-08-21	Page 4 of 6

number is available, then the Social Security Number of the person being queried shall be entered into this field on the log for audit purposes.

2. Access to a computerized criminal history file is available for the purpose of administration of criminal justice, only.
 3. The security levels assigned to each employee will be routinely reviewed by the department's System Security Officer to ensure security levels remain consistent with current job-related requirements.
- M. Terminals displaying criminal history information will be located in a secure area and protected from use or viewing by unauthorized personnel.
- N. Violations of rules, procedures, regulations and laws governing computer systems will be reported to the SSO. Computer systems will not be used for personal use or for obtaining information from non-authorized sources or disseminated to unauthorized personnel. Appropriate action will be taken following direction from the violations listed in both State and Federal laws, rules and regulation relating to the security and privacy of Criminal Justice Information as well as the following manuals:
1. ACJIS Operating Manual
 2. NCIC Operating Manual
 3. Glendale Police Department Policy / Procedure Manual

VIOLATION	PENALTY
A.R.S. 41-1750 Central State Repository; Department of Public Safety; Duties; Funds; Accounts; Definitions A.R.S. 41-1756 Unauthorized Access to Criminal History; Classification; Definitions	Class 6 Felony Crime (A.R.S. 41-1756 Subsection B.)
A.R.S. 41-2201 through A.R.S. 41-2206 Arizona Criminal Justice Information Systems (ACJIS)	Agency or individual removal from participation in the system (A.R.S. 412206)

Glendale Police Department General Order		
Computer Access – Police Central Records and Criminal Database Computer Systems		20.250
Date Issued 03-01-00	Revision Date 04-08-21	Page 5 of 6

A.R.S. 13-2316 Computer Tampering; Venue; Forfeiture; Classification	First Degree; Class 3 Felony Crime (Subsection E.)
A.R.S. 28-440 through A.R.S. 28-458 Department of Transportation Records	Class 2 Misdemeanor Crime (A.R.S. 28-121)
Title 28, Code of Federal Regulations, Part 20, Criminal Justice Information Systems	An individual can be transferred or removed from having direct access (Subsection B, 20.21.[4][ii]) An agency or individual shall be subject to a fine not to exceed \$10,000 (Subsection B.20.25) Services of Department of Justice criminal history record information systems subject to cancellation (Subsection C. 20.38)
Title 18, U.S. Code, Crimes and Criminal Procedure §1030, Fraud and Related Activity in Connection with Computers	Subject to a fine or 1-20 years imprisonment, or both (§1030 Subsection C)
Federal Bureau of Investigation, National Criminal Information Center Interstate Identification Index (III) Database	Discontinued criminal history service to an agency (NCIC Operating Manual 1.6 System Security)

O. Records Management System (RMS)

1. An employee's access to the RMS system is the responsibility of the Records Manager and/or Supervisors and is established through creating, managing, and administering User Accounts.
2. Employee must have received a network login through the city's Information Technology Department.
3. The Information Technology Department will be responsible for ensuring backups of the Records Management System are completed daily.
4. All backups will be stored off-site.

**Glendale Police Department
General Order**

Computer Access – Police Central Records and Criminal Database Computer Systems		20.250
Date Issued 03-01-00	Revision Date 04-08-21	Page 6 of 6

5. Periodic audits of passwords/access codes will be conducted, at least annually, to ensure the integrity of the system and security of records contained in the system.

Glendale Police Department General Order		
Recruitment and Selection		21.000
Date Issued 04-29-03	Revision Date 04-06-20	Page 1 of 10

21.000 Purpose

The purpose of this policy is to describe the recruitment and selection policies and procedures employed by the Glendale Police Department.

21.001 Policy

The employment of highly qualified personnel is a key activity in the operational effectiveness of our agency. The Recruitment and Selection policy is formulated to identify and employ the best candidates available. The Glendale Police Department is an equal opportunity employer and strives to employ a workforce representative of the available workforce in the City of Glendale through its recruitment plan.

21.002 Equal Employment Opportunity and Recruitment Plan

- A. It is the policy of the City of Glendale and the Glendale Police Department that no action shall be taken against any employee on account of the person’s sex, race, national origin, age, color, religion, disability, marital status, sexual orientation, or U.S. military veteran status.
- B. The Equal Employment Opportunity Plan is a comprehensive effort by the department:
 - 1. To identify any artificial barriers in personnel matters which may limit the ability of applicants or employees to reach their full employment potential without regard to sex, race, national origin, age, color, religion, disability, marital status, sexual orientation, or U.S. military veteran status or for any other non-job related reason.
 - 2. To eliminate any such barriers in a timely and professional manner.
 - 3. The selection process will be continuously evaluated to assure there is no adverse impact.
 - 4. All employment applications, recruitment materials and recruitment advertisements shall advertise that the Department is an Equal Opportunity Employer.
- C. The Administrative Services Manager will develop and implement a Recruitment Plan for the Police Department which will include:

Glendale Police Department General Order		
Recruitment and Selection		21.000
Date Issued 04-29-03	Revision Date 04-06-20	Page 2 of 10

1. A statement of objectives
2. A plan of action designed to achieve the objectives
3. Identify employees, inside or outside the agency, responsible for plan administration.

21.003 General Guidelines

The City of Glendale Human Resources Department and the Glendale Police Department share the responsibility for the administration of the selection process. That process evaluates applicants and ensures the selection of those applicants who meet entrance requirements. These directives list the procedures for applicant selection and processing and identify the responsibilities of those involved in the employment process.

21.004 Human Resources Department Responsibilities

- A. The Human Resources Department and Glendale Police Department will ensure that the selection process complies with the City's Equal Employment Opportunities policy.
 1. The validity of each step in the selection process will be determined either by content validation, construct validation, or criterion related validation.
 2. To ensure the effectiveness of the process and to identify any adverse impact, the selection process will be reviewed and revised as necessary.
 - a. If adverse impact is identified, the selection process will be analyzed and a revision to the process will be made.
 - b. Adverse impact is measured by comparing the selection rates for each race, sex and ethnic group with the group having the highest selection rate.
 - c. All portions of the selection process will be administered, scored, evaluated and interpreted in a uniform manner to prohibit discrimination based on age, sex, race or ethnic background.
 - d. The Human Resources Department and the Glendale Police Department will maintain records/data used to monitor adverse impact.

Glendale Police Department General Order		
Recruitment and Selection		21.000
Date Issued 04-29-03	Revision Date 04-06-20	Page 3 of 10

21.005 Police Department Responsibilities

- A. The Glendale Police Department will administer and coordinate the application process. They will be responsible for the following activities:
 - 1. The announcement of job vacancies
 - 2. Coordinating the acceptance and review of all applications
 - 3. Administering written examinations
 - 4. Establishing eligibility lists for positions in the Police Department
 - 5. Providing written notice to candidates regarding the status of their application and the agency's policy on reapplication

- B. Personnel Management will coordinate and administer the department's role in the selection process and will be responsible for the following activities:
 - 1. Coordinating the interviews
 - 2. Coordinating written examinations
 - 3. Coordinating physical fitness examinations
 - 4. Coordinating other performance examinations or assessments
 - 5. Conducting the background investigations
 - 6. Coordinating the polygraph examinations
 - 7. Coordinating the pre-employment psychological examinations
 - 8. Coordinating the pre-employment medical examinations
 - 9. Maintaining contact with the applicants throughout the selection process, including written notification of the steps of the selection process and the timeframes for the selection process

Glendale Police Department General Order		
Recruitment and Selection		21.000
Date Issued 04-29-03	Revision Date 04-06-20	Page 4 of 10

- C. The Personnel Management Sergeant, Administrative Services Manager, Administrative Services Commander and Chief of Police (or designee) will be responsible for approving applicants for hire.
- D. All elements of the selection process for all personnel will be administered, scored, evaluated, and interpreted in a uniform manner within the classification.

21.006 The Job Announcement

- A. When a vacancy occurs, Personnel Management will prepare the job announcement for each position. Specific testing dates for recruitments and the deadlines for submitting applications will be included on the job announcement and posted by Personnel Management.
- B. The notices of all city recruitments will be posted on the City’s website and any other sources identified by Personnel Management.
- C. All applications for employment will be made through the official process identified by the Human Resources Department. Applications will be accepted only during the posted recruitment period. A separate application must be completed for each position.

21.007 The Eligibility List

- A. After the application deadline, Personnel Management screens the applications for minimum qualifications. Applications containing minor errors will not be disregarded if they can be corrected before the application deadline.
- B. Depending on the size of the applicant pool, the position and the needs of the Department, Personnel Management may coordinate additional screening of the applicants based on job-related criteria.
- C. Personnel Management will coordinate the testing and selection process for all Police Department positions.

21.008 Written, Physical Fitness and Performance Examinations

- A. When a written examination is used in the selection process, Personnel Management will administer the written examination.
 - 1. The Human Resources Department and Personnel Management will ensure that any written examination has documented proof that it is valid and non-

Glendale Police Department General Order		
Recruitment and Selection		21.000
Date Issued 04-29-03	Revision Date 04-06-20	Page 5 of 10

discriminatory, as well as having validity, and minimum adverse impact. The scoring process for a written examination will be completed uniformly for all applicants.

2. Personnel Management will make every effort to ensure that personnel representative of race, sex, and ethnic groups of the department service area will be among those assisting in the administration of the written examination.
 3. Personnel Management will notify candidates of their written examination score. Applicants who fail the written exam will be advised of the time limitation for re-application, if applicable.
- B. When a physical fitness examination is used in the selection process, Personnel Management will coordinate the administration of the physical fitness examination. Personnel Management will review the physical fitness examination to ensure that it is valid and non-discriminatory.
1. The physical fitness examination will be scored.
 2. The criteria for successfully completing the physical fitness exam will be made available to the applicant prior to testing.
 3. Personnel Management will make every effort to ensure that personnel representative of race, sex, and ethnic groups of the department service area will be among those assisting in administering the physical fitness examination.
 4. Personnel Management will notify candidates of their physical fitness examination score. Applicants who fail the physical fitness exam will be advised of the time limitation for re-application, if applicable.
- C. When a specific job-related performance examination, other than a written exam or a physical fitness examination, is required Personnel Management will administer the performance exam.
1. The Human Resources Department and Personnel Management will review the performance examination and ensure it is valid and non-discriminatory as well as having validity and minimum adverse impact. The scoring process for a performance examination will be completed uniformly for all applicants.

Glendale Police Department General Order		
Recruitment and Selection		21.000
Date Issued 04-29-03	Revision Date 04-06-20	Page 6 of 10

2. Personnel Management will make every effort to ensure that personnel representatives of race, sex and ethnic groups of the department service area will be among those assisting in the administration of the performance examination.
3. Personnel Management will notify candidates of their performance results. Applicants who fail the performance examination will be advised of the time limitation for reapplication, if applicable.

21.009 The Oral Interview

- A. Personnel Management will schedule and coordinate the oral interview process.
- B. Personnel Management will provide a briefing to all interview panel members. This briefing will cover proper methods of conducting oral interviews.
- C. Personnel Management will develop and/or coordinate the development of all interview questions. The questions will be provided to the Administrative Services Manager for review prior to the interviews.

21.010 Background Investigation

- A. Personnel Management will schedule applicants for a background investigation. The background investigation is intended to verify the information provided by the candidate on the background questionnaire and disclosed by the candidate during the background interview. This information must be consistent and meet department and AZ POST requirements, if applicable, for employment.
 1. Persons conducting the background investigations will be trained in the procedures for collecting information, conducting criminal history checks, and methods of verifying personal information.
- B. The assigned background investigator shall document the results of the investigation and shall include in the report of the investigation:
 1. Biographical information
 2. Family information
 3. Education information
 4. Employment information
 5. Criminal history

Glendale Police Department General Order

Recruitment and Selection

21.000

Date Issued
04-29-03

Revision Date
04-06-20

Page
7 of 10

6. Driving history
 7. Credit history
 8. Personal references
 9. Social networking site review
 10. Rule 15.1 list review
 11. Verification of a military service background
 12. Background investigator statement
 13. A summary of the investigation's findings and conclusions
- C. Applicants who fail the background investigation will be notified of the failure in writing. Applicants who fail the background investigation will be advised of the time limitation for re-application.

21.011 The Polygraph Examination

- A. Personnel Management will coordinate the scheduling of applicants for polygraph examinations. The polygraph will be utilized to verify the information received on the background questionnaire and information learned during the background investigation.
- B. A certified polygraph examiner will conduct the polygraph examination.
- C. The polygraph results alone will not be the sole determinate of employment although an admission of wrong doing in the pre-test or post-test interview, or an indication of deception may influence decisions relevant to employment status.
- D. After the polygraph examination, the polygraph examiner will forward a report to Personnel Management.

21.012 Conditional Review or Final Review

- A. Upon completion of the background investigation and polygraph examination, all relevant information will be forwarded for review.
- B. The background investigator will compile all of the information gathered during the background investigation and will forward the applicant summary to the Personnel Management Sergeant for review.
- C. The Personnel Management Sergeant will present the applicant summary for evaluation.

Glendale Police Department General Order		
Recruitment and Selection		21.000
Date Issued 04-29-03	Revision Date 04-06-20	Page 8 of 10

- D. The Administrative Services Manager, Administrative Services Division Commander and Chief of Police (or designee) will review the applicant's qualifications and investigative findings of the background investigator and will make a recommendation as to the applicant's hiring status.
- E. Personnel Management will notify unsuccessful applicants in writing within 30 days of the decision.
- F. Psychological examinations and medical examinations are required for certain positions. For those positions where one or both of these examinations is required, applicants must receive a conditional offer of employment prior to being scheduled for a psychological examination and/or medical examination.
- G. After the completion of all requirements, applicants will be sent to the Police Chief (or designee) for final review prior to being offered employment.

21.013 Psychological Examination

- A. A qualified psychologist, in accordance with an established contract, will conduct an emotional stability and psychological fitness examination of each applicant for positions which require psychological examinations. The examination will be based upon valid and useful methods and shall employ non-discriminatory procedures.
- B. Any applicant who fails the psychological examination will be notified in writing by Personnel Management that they will not continue in the selection process and will be advised of the time limitation for reapplication, if applicable.
- C. A record of the results of the examination shall become a part of the applicant's background file and will be maintained throughout the selection process and consistent with the Department's records retention schedule.

21.014 Pre-Employment Medical Examination

- A. For those positions that require a pre-employment medical examination prior to hire, Personnel Management will schedule the examination. An authorized physician, per contractual agreement, will conduct the medical examination.
- B. An applicant who fails the medical examination, where the condition is non-correctable and/or cannot be reasonably accommodated, will be notified in

Glendale Police Department General Order		
Recruitment and Selection		21.000
Date Issued 04-29-03	Revision Date 04-06-20	Page 9 of 10

writing by Personnel Management that they will not continue in the selection process.

- C. A record of the results of the examination shall become a part of the applicant's medical file and will be maintained throughout the selection process and consistent with the Department's records retention schedule.
- D. Specific details of the medical examination are confidential and are maintained within Personnel Management. The Police Chief (or designee) is only notified that candidates have passed the medical examination when making final hiring decisions.

21.015 Records Retention

- A. Personnel Management will maintain testing materials used in the selection process. The materials will be secured to prevent their unauthorized disclosure.
- B. The applicant questionnaires and background investigation materials will be secured to prevent unauthorized disclosure.
- C. Information contained in the applicant's file is of a confidential nature and will only be discussed with that applicant or other agencies doing similar police backgrounds or as required by law.
- D. Personnel Management will maintain applicant records consistent with the Department's records retention schedule.

21.016 Probationary Period

- A. Police Officer Trainees shall be subject to a 12-month probationary period. Upon academy graduation and promotion to Police Officer, employees in this classification shall serve an additional 12-month probationary period.
- B. Lateral entry candidates shall be subject to a 12-month probationary period, if they are not required to attend a Police Training Academy. They will be hired as a Police Officer and not a Police Officer Trainee.
- C. Non-sworn employees, with the exception of Police Communication Specialists, shall be subject to a six-month probationary period. Police Communications Specialists shall be subject to a 12-month probationary period.

Glendale Police Department General Order

Recruitment and Selection

21.000

Date Issued
04-29-03

Revision Date
04-06-20

Page
10 of 10

- D. The work performance of each probationary employee is evaluated using valid, useful and non-discriminatory measures.

- E. The probationary period may be extended for many reasons including the following:
 - 1. Need of remedial or continued training
 - 2. Work performance issues where counseling or other means of correction are actively being pursued and resolution is anticipated
 - 3. Disciplinary problems that appear to be correctable
 - 4. Extended periods of leave
 - 5. Periods of modified duty or administrative reassignment

- F. Supervisors or Field Training Officers who feel that an extension of probation is necessary shall forward a written recommendation, containing full details and documentation needed to justify the extension, to the Police Department's Administrative Services Manager, through the chain of command. The recommendations shall be processed in accordance with Human Resources Policies and Procedures.

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 1 of 34

21.031 Purpose

- A. The Glendale Police Department shall, within the limits of appropriated funds, make available to its members all training determined by management as necessary for effective performance in present or proposed assignments and shall encourage and assist members in planning and following a program of self-development.
- B. The Training and Safety Unit is placed under the Administrative Services Division which is a part of the Support Bureau. This unit will coordinate all training to Department personnel on the philosophy and strategies of community policing including quality customer service and the problem-solving model.
- C. The Administrative Services Division Commander shall have overall responsibility for the training function. The Training Lieutenant shall have the direct responsibility for department training.

21.032 General Guidelines

- A. The Training and Safety Unit will provide training as required by major changes in statutes, regulations, court decisions or policies.
- B. The Bureau Commanders shall coordinate training to those employees placed in assignment areas that require specialized training. The Training and Safety Unit shall make available AZPOST and other police training calendars as well as other police training notifications to all members. This training can only be scheduled when the Training and Safety Unit receives an approved training request. Employees may be enrolled in specialty training upon recommendations of a supervisor, with final approval from the Bureau Commander.
- C. When appropriate, the Training and Safety Unit will utilize programs, personnel and facilities available within the Police Department or the City of Glendale. When training is not available within the Department, or cannot be provided by Department members, the Training and Safety Unit may apply for assistance from sources outside the Department to accomplish training.
- D. The Training and Safety Unit will encourage, whenever possible, other agency participation in scheduled training, and promote and participate in cooperative training efforts by multiple agencies. Departmental attendance at training seminars held by other agencies is encouraged.

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 2 of 34

- E. **No Cost Training** – Request for No Cost Training are subject to the approval of the requesting employee’s Commander. It is no longer necessary to forward those requests to your Assistant Chief/Assistant Director for final approval. You will need to maintain the documentation on these requests and your decisions regarding the requests in case questions are raised at some point in the future.
1. *No Cost Training* is defined as training that has no registration, travel/per diem and supply costs. The only impact to the Department is the officers’ absence from their assigned duties.
 2. The individual employee’s Commander will determine if staffing can accommodate an employee’s request for *No Cost Training*.
 3. The requesting employee’s Commander needs to consult with the Administrative Services Commander to ensure that the requested training is consistent with our policies, procedures, practices and established training guidelines.
 4. Copies of training certificates and/or documentation that outline the training must be maintained and submitted to the Training Division, as per GO 21.048.
 5. Employees interested in attending *No Cost* classes offered by AZPOST will work through the GPD Training Coordinator to secure a seat in an AZPOST sponsored class. AZPOST works through the GPD Training Division to fill seats that are made available to the Department.
- F. **Training at the Employee’s Own Expense** – If an employee wants to attend training at their own expense, and if the Commander after reviewing the training agenda, believes it will benefit the Department and the employee, the Commander may then approve the training. However, prior to giving this approval, the Commander needs to consult with the Administrative Services Commander to ensure that the requested training is consistent with our policies, procedures, practices and established training guidelines. If the training is consistent, then the employee’s Commander may approve the use of “duty time” so the employee may attend the training.

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 3 of 34

21.033 Orientation Training for New Members (Sworn & Non-Sworn)

- A. All new employees, sworn or non-sworn, will be provided orientation training, and an employee orientation checklist will be completed to reflect that training has been received. Training will include, but is not limited to the following subjects:
1. The Department's role, purpose, goals, and general and operations orders.
 2. Working conditions and regulations.
 3. Responsibilities and rights of the employees.
 4. CALEA and accreditation standards

21.034 Non-Sworn Training

In addition to orientation training, all non-sworn positions will complete initial and on-going training, as specified in this chapter. All initial on-the-job training will be provided within each unit and documented on a checklist. The completed checklist will be retained in the employee's training file, located in the Training and Safety Unit.

A. **Records Unit Personnel**

1. All new Records Unit Personnel will receive on the job training within the first 6 months of their employment. This training will include, but is not limited to:
 - In-box processing and handling
 - Public telephone and lobby window handling
 - Report processing in the Department's Records Management System
 - Report review in Coplogic Online Reporting System
 - ACIC/NCIC procedures
 - Release of information/records
 - Filing System
 - TOC certification
 - Use of section equipment and machines
2. Records Personnel will receive Terminal Operator Certification update and testing, at the appropriate level of certification, every two years.

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 4 of 34

Additional in-service training will be conducted when procedures, equipment, or policies change, or when a training need is identified.

B. Forensic Services Unit Personnel

1. All new Forensic Services Unit (FSU) personnel will receive training to establish competency prior to independently performing casework. If the new employee has previously established competency, the employee's work shall be reviewed respective to each service performed before releasing them to perform casework. These areas of training will include, but are not limited to:

- Friction ridge analysis
- Latent print comparative analysis
- Evidence processing for latent prints and other biological evidence
- Chemical Processing and Safety
- Forensic Light Source uses, operation and examinations
- Digital Photography, Imaging and Processing
- AZAFIS/NGI Processing
- Crime Scene Investigation
- Courtroom testimony

This training will be provided by a designated trainer coupled with formal training provided by various forensic training vendors and associations. Peer reviewed articles will accompany each training module. Completion of each module will be completed as determined by the FSU training manual. Successful demonstration of competency for each module will be established through either/or written or demonstrative testing.

2. Continuing education (CE) is paramount in the ever-changing technologies within Forensic Science. CE is received through seminars, professional meetings, peer reviewed articles, webinars, and on-the-job training. Annual proficiency testing in each forensic discipline will be conducted utilizing ANSI-ASQ National Accreditation Board approved proficiency tests or through observation for appropriate services. The proficiency testing establishes the continuation of competency for each employee in each discipline.

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 5 of 34

C. Detention Unit Personnel

1. All Detention personnel will receive on-the-job training within the first month of assignment. This training will include, but is not limited to:
 - Security procedures
 - Supervision of prisoners
 - Report writing and computer use
 - Legal and liability issues
 - Rights and privileges of detainees
 - Emergency procedures, including fire evacuation and suppression
 - Detention procedures for adults and juveniles
 - Special needs of the mentally or physically challenged detainee
 - Use of force policy
 - Use of physical restraints
 - Operation of facility equipment.
 - Victim's rights notification procedures
 - Court initial appearances
 - Bloodborne pathogens
 - Acceptance of bonds

2. Additional training will be scheduled as necessary to achieve or maintain certification or proficiency in the following areas:
 - Terminal Operator Certification (TOC)
 - ACJIS procedures
 - Prisoner transport procedures

3. In-service training will be conducted when there is a change in policy, procedures, or equipment or when a training need is discovered.

D. Property and Evidence Division Personnel

1. All new personnel to the Property and Evidence Division will receive on the job training. Such training will include, but is not limited to:
 - Property and evidence impound storage areas
 - Identification of properly packaged and labeled property impounds
 - Property Tracking System
 - Security and safety issues including handling of hazardous materials
 - Use of Unit equipment and machines

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 6 of 34

2. Property personnel will receive the necessary training to achieve or maintain Terminal Operator Certification at the appropriate level. Additional in-service training will be conducted when procedures, equipment or policies change or when a training need is discovered.

E. Communications

1. Communication Specialists - The majority of new employee training takes place in a live telecommunications environment, supplemented by intermittent classroom instruction. Training has been divided into three distinct portions, totaling approximately 800 total training hours.
 - a. Phones/Printer (280 hours):
 - Computer Aided Dispatch (CAD) functions and stored available resource information
 - Telephone system (Positron/Powermap) for 911 and non-emergency calls (formerly 911 system and related paperwork)
 - Cell phone subscriber information requests
 - Arizona Criminal Justice Information System (ACJIS), accessed through the Justice Web-based Interface (JWI)
 - Emergency and non-emergency call-taking techniques (6W's, caller control)
 - Telephone Device for the Deaf (TDD) Text-to-911, RapidSOS, any and all additional emerging technologies/software
 - b. Main Channel Radio (408 hours):
 - Gold Elite Radio Console operation
 - Dispatching techniques and call prioritization
 - Tracking and Notification software (Shot Spotter, ETS/Pronet, 3SI, etc.)
 - Officer safety and unit location tracking
 - c. Information Channel (96 hours):
 - Phone details and information requests
 - Warrant confirmations and other database exchanges
 - Log-keeping

Glendale Police Department General Order

Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 7 of 34

- d. Training will be documented through the use of separate checklists and Daily Observation Reports completed by the new employee's assigned trainer/s. The Communications training division will retain this material in accordance with standard records retention.
- e. ACJIS/NCIC Terminal Operation Certification (TOC) will be acquired within 6 months of hire and renewed every two years.
- f. In addition, NIMS training and certification for the required ICS-100 and ICS-700 for all general staff (as required by FEMA) will be completed prior to trainee sign-off.
- g. Other in-service training will be provided when a training need is identified or when new policies, equipment or procedures are introduced.

2. Communication Supervisors

- All Communication Supervisors will receive training on items outlined in Section E.1 for Communication Specialists
- Training in contacting proper agencies or personnel for equipment failures including Maricopa Region 911, City of Glendale Information Technology, radio technicians and/or Motorola, APS
- Troubleshooting software and hardware in the communications center for any of the above failures
- Procedures in setting up emergency dispatch center (back-up center located at 6835 N. 57th Drive) in event of equipment failure or disaster situations
- Training on Reverse 911 (CENS)
- Usage of the 9-1-1net Intrado database to update, insert, and correct 911 ali records per MSAG listings
- Training on monitoring and acknowledging alarm systems to include fire and Velocity monitoring equipment

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 8 of 34

- Training in how to utilize the Audiolog Multi Channel recorder and backroom log recorder to locate calls and/or radio traffic and to create digital or physical audio copies
- Training on how to write and conduct City yearly performance evaluations from the HR liaison
- Training on how to run reports in the Positron Power MIS report generator
- Training on specialized supervisor functions of CAD to include maintenance of reports, records, and addresses as needed
- Access to and training on how to properly process incoming email requests for mental health petitions and transports
- Access to scheduling software; training on minimum staffing requirements and how to post short-notice overtime for shift coverage
- In addition to the NIMS training and certification for the required ICS-100 and ICS-700 for all general staff (as required by FEMA and indicated in Section E1 for Communication Specialists); Supervisors are required to obtain additional certification for ICS-200, ICS-300 & ICS-800 (Certification is required for Communication Supervisor become COML certified)

F. Crime Analysts

1. All crime analysts will receive on-the-job training as required by their supervisor and the specific duties they are required to complete as part of their assignment. Some specific training topics could include:
 - Geographic Information System (GIS) training with ESRI's ArcGIS product
 - Effective use of Microsoft Office Products (Word, Excel, PowerPoint, and Access)
 - Crime View by the Omega Group which is used to maintain GIS data and query it for automatic reporting
 - Using Crime Stat III spatial statistics software
 - Statistics or related math courses
 - Effective oral and written presentation skills

Glendale Police Department General Order

Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 9 of 34

2. All crime analysts should attend local and regional association meetings and seminars as necessary to remain current in legal issues and technical advances. A short list of acceptable regional associations are as follows:
 - Arizona Association of Crime Analysts (AACAA) www.aacaonline.org
 - International Association of Crime Analysts (IACA) www.iaca.net
 - International Association of Law Enforcement Intelligence Analysts (IALEIA) www.ialeia.org
 - International Association of Law Enforcement Planners (IALEP) www.ialep.org

3. New employees will attend a crime analysis seminar during their first two years of employment. Acceptable conferences or seminars are as follows:
 - IACA Annual conference
 - AACAA annual conference and quarterly training meetings
 - IALEP annual meetings and training

 - National Institute of Justice Mapping and Analysis for Public Safety Conference

 - Other local training by law enforcement agencies or government agencies that sponsor training related to crime analysis, intelligence analysis, investigative analysis, GIS, organizational analysis (staffing and deployment), statistics courses, or investigative support

 - Authorized Alpha Group Center and other private vendor crime analysis courses as authorized by a supervisor

4. All crime analysts should submit to present on a crime analysis topic at a training conference within the first 3 years of employment and every third year after.

5. Appropriate training can be received from applicable professional associations through membership in the organizations as approved by a supervisor. Active participation in these associations is strongly encouraged.

6. All analysts should be active in soliciting opportunities for public speaking while employed with the police department.

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 10 of 34

7. All analysts should work with other city departments to gain on the job insight about data sources for analysis and to build training and practical relationships for the future.

G. Traffic Services Specialist (Non-Sworn)

1. All new Community Services Officers will receive on-the-job training during their first six months of employment. This training will include, but is not limited to:
 - Manual operation procedures
 - Criminal and civil statutes
 - Evidence handling and use of property system
 - Report writing
 - Collision investigation
 - Parking enforcement
2. In addition, certification will be obtained, and necessary re-testing done every two years, to achieve and maintain the appropriate level of Terminal Operators Certification. Additional in-service training will be provided when a training need is discovered or when new equipment, policies, or procedures are introduced.

H. Non-Sworn First Line Supervisors

1. Within the first sixty-days of appointment all non-sworn supervisors shall undergo on-the-job training. This training shall include, but is not limited to, performance appraisal training, EEO and ADA concerns, supervisory forms, liability issues and management philosophy.
2. Newly promoted non-sworn supervisors will participate in the applicable portions of the Sergeant Development Training held annually.
3. As soon as practical after appointment, and as funding permits, all non-sworn supervisors will attend a basic supervisory skills course.

21.035 Basic Training (Sworn)

- A. In accordance with Arizona Peace Officers Standards and Training Board (AZPOST) requirements, City policy, and Department practice, all sworn officers shall be currently certified peace officers of the State of Arizona. All

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 11 of 34

sworn officers shall have completed the prescribed course of training at an AZPOST certified Basic Training Academy, or successfully passed the AZPOST waiver test(s), before assuming the duties of a police officer.

B. Prior to graduation from a certified academy, police recruits and limited reserve officers, although not considered peace officers, will be governed by all applicable Department and Academy rules and regulations. In addition, police recruits will not be allowed to carry a firearm or impact weapon in a police capacity prior to the completion of the Basic Training Academy. Limited Reserve Officers may carry a police baton or other weapon upon receiving Limited Reserve Certification.

C. The Basic Training Academy program includes:

1. A curriculum based on a job-task analysis of the most frequent assignments of police officers. Each basic training academy shall meet or exceed the minimum hours as prescribed by AZPOST for Peace Officer certification and follow a State mandated curriculum.
2. The basic academy shall use evaluation techniques designed to measure competency in the required skills, knowledge, and abilities.
3. While attending the basic academy, recruit officers will be required to complete written assignments that reflect a knowledge and understanding of Glendale Police Department policies and procedures.

D. The Personnel Management Unit shall act as liaison between the Academy and the Department. The Glendale Police Department may provide instructors, evaluators, recruit training officers, supervisory personnel, and other assistance when requested by the Academy. In addition, the Training Lieutenant, the Personnel Management Manager, or designee, will attend the Users Committee meetings held by the Academy and provide input on behalf of the Glendale Police Department.

E. The Police Academy (Arizona Law Enforcement Academy or Maricopa County Sheriff’s Office Training Academy) and the Glendale Police Department shall have and retain all legal duties and obligations, as well as all benefits and immunities that each would be entitled to, as if each were assisting the other in any joint police operation.

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 12 of 34

21.036 Lateral Police Officer Training

Any AZPOST certified Peace Officer, who obtains a lateral transfer, will attend an orientation presented by the Glendale Police Department Personnel Management Unit. The curriculum should contain, but is not limited to, the following:

- Department structure and orientation
- Physical conditioning
- Public contact and community relations
- Liability issues
- Internal affairs
- Report writing
- Stress management
- Ethics

21.037 Field Training Program

- A. Officers who are hired with previous experience, or officers that have successfully completed the basic academy, are required to complete a structured Field Training Program prior to being solo-qualified.
- B. During the Field Training Program, the new officer shall receive additional training and evaluation in such areas as Department policy, procedures, rules and regulations, patrol procedures, accreditation, OSHA, report taking, criminal and traffic law, communications and MDC training.
 - The Field Training Program shall identify the tasks most frequently performed by certified officers and evaluate the new officer's job performance in those areas.
 - Standardized evaluation guidelines designed to measure the new officer's competency in the required skills, knowledge, and abilities shall be used.
- C. The Field Training Program shall consist of at least 17 weeks of progressively intense training and evaluation. A 10-week program is available for previous experienced officers if they meet the fast-track criteria.
- D. The Field Training Program shall be divided into 4 phases, with training conducted within all patrol divisions and on all shifts whenever possible. All Phases will be under the direction of a different Field Training Officer [FTO].

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 13 of 34

Reserve Officers are required to participate, and successfully complete the Field Training Officer program.

- E. The field training period may be extended when FTO evaluations of the officer-in-training [OIT] performance indicate additional training is needed at the discretion of the Field Training Lieutenant. If additional training is needed the Field Training Lieutenant will develop a training matrix and time table. The FTO will complete an un-plugged daily summary in ADORE on the OIT's Progress for the duration of the assigned additional training.
- F. Upon completion of the Field Training Program the Training Bureau will retain the completed officer-in-training manual. The Field Training Sergeant assigned as the ADORE administrator will maintain the ADORE program with all OIT evaluations.

21.038 Phase Testing and Reviews

- A. During each phase of training the OIT will be given a written test that reflects the material taught in each phase of training.
- B. At the end of each phase of training the FTO will complete a rotational summary on the OIT. The rotational summary will be reviewed by the Field Training Sergeant to determine training needs. The next phase FTO will review the rotational summary to address training trends. A final rotational summary will be completed after phase four by the FTO. The final rotational summary will be reviewed by the Field Training Sergeant to determine if the OIT is solo-qualified.

21.039 Reports

All OIT summaries and evaluations will be monitored and maintained by the Field Training Lieutenant. The Field Training Lieutenant will make recommendations of additional training or termination from the program based on the OITs evaluations, rotational summaries, and un-plugged daily summaries.

21.040 Selection of Field Training Officer

- A. Field Training Officers [FTO's] are selected on the basis of memos of interest. Any further selection process will be developed and administered by the Field Training Lieutenant. This process will include, but is not necessarily limited to, supervisor recommendation, Professional Standards Unit file review, and oral board.

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 14 of 34

- B. The Field Training Officer will receive a minimum of 16 hours of classroom instruction, as well as periodic in-service training. This instruction will contain, but is not limited to the history of the FTO Program, documentation and evaluation, current patrol practices, officer safety drills, adult learning techniques, and discussions of the philosophy of the FTO Program.
- C. The Field Training Officer will be considered a first-line supervisor when responsible for the training of any OITs during any portion of the Field Training Program. This designation subjects the FTO to all of the responsibilities for performance that any first-line supervisor would experience.

21.041 Supervision and Evaluation of Field Training Officer

- A. The Field Training Lieutenant shall be charged with the responsibility of developing and upgrading the Field Training Officer Program. The Field Training Lieutenant will determine assignments of new FTO(s) to the Field Training Officers Program.
- B. The Field Training Lieutenant will facilitate the appointment of FTO Sergeants. When appointing new FTO Sergeants, consideration will be given to the Sergeant’s current assignment, seniority, previous experience as a Field Training Officer, and expressed interest in the position.
- C. Each Field Training Officer will be assigned to a specific FTO Sergeant. The FTO Sergeant is responsible for monitoring the quality of training their FTO(s) are providing including paperwork, training techniques and OIT problems.
- D. In addition, his or her OIT will evaluate each Field Training Officer. These evaluations are made available to the FTO Sergeants and Field Training Sergeant at the completion of all phases of training. The Field Training Sergeant will provide feedback to the FTO, based on the OIT’s evaluation.

21.042 Certification Maintenance and Training

- A. It will be the Training and Safety Unit's responsibility to maintain officer certification by providing at least eight hours of AZPOST state mandated continuing officer education (COE) and at least eight hours of AZPOST state mandated proficiency training to all sworn members of the Department, every three years.

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 15 of 34

B. This training will contain, but is not limited to the following subjects:

- Review of agency policy and procedure
- Review of statutory or case law, with emphasis on recent changes
- Use of force
- Problem oriented and community-based policing
- Sexual Harassment
- Cultural Diversity
- Ethics
- Proficiency training as mandated by AZPOST and/or department needs
- Blood borne pathogens

21.043 Managerial Training

- A. Advanced training may be provided to managerial positions aimed at improving the professional competence of members who have demonstrated leadership capabilities.
- B. Advanced training will be provided through approved academies or courses (i.e., FBI Academy, Northwestern University, etc).
- C. Employees who are selected for advanced training must successfully complete the prescribed courses of instruction to receive credit for the instruction.

21.044 Specialty Assignment Training

- A. Employees, both sworn and non-sworn, shall receive supplemental training when they transfer assignments or when their assignment is materially affected by major procedural or organizational needs. The affected Bureau Commander shall ensure such training takes place.
- B. Such specialty training will include courses related to the following:
1. Development or enhancement of the skills, knowledge, or abilities particular to the assignment.
 2. Management philosophies, administrative policies, personnel policies, support services, and supervisor orientation for the function.
 3. Performance standards for the function.

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 16 of 34

4. Department policies, procedures, rules and regulations specifically related to the function or component.
- C. Specific training that is designed to develop and/or enhance the skills, knowledge, and abilities particular to the special assignment will be provided as outlined in this chapter. All on-the-job training will be documented on a checklist. This checklist, when completed, will be maintained in the employee's training file, located in the Training and Safety Unit.
- D. **Professional Standards Unit**
1. Professional Standards Unit personnel will attend the following training as soon as possible after assignment, provided they have not already received listed training:
 - Basic Internal Affairs Investigations
 - Basic Interview and Interrogation
 - Investigation of Use of Deadly Force
 2. The following topics will be covered in on-the-job training:
 - Complaint classifications
 - Complaint forms including complaint form and response letter
 - External complaints
 - Internal complaints
 - Jurisdiction of administrative investigations
 - Notice of investigation
 - Criminal investigations
 - Garrity Warnings
 - Use of polygraph
 - File maintenance and security
 - ARS 38-1101 – 38-1116 (Officers Bill of Rights)
 - Current MOU between the City of Glendale and the Glendale Police Officer's Coalition
- E. **Community Action Team**
1. Community Action Team Members (C.A.T. Civilian and Sworn)

Glendale Police Department General Order

Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 17 of 34

a. Initial on-the-job training will be provided new employees in the first year of their employment. This training will include, but is not limited to:

- Manager's against crime
- Coordination of Neighborhood Watch Programs
- Security systems and security surveys (residential and business)
- Coordination of other departmental public safety and crime prevention programs

2. Within the first year of employment C.A.T. members will also receive the following additional training:

- Crime Prevention Through Environmental Design
- Crime-free Multi-Housing Programs

F. Accreditation

1. Personnel assigned to the Accreditation Unit will receive the following initial on-the-job training in the first month of assignment:

- Reviewing and updating policies and procedures
- Familiarization and maintenance of the CALEA files and essential components of the process.
- Use of the CALEA computer software

2. Accreditation personnel will retain their proficiency by attending both CALEA national conferences and Arizona Police Accreditation Coalition (AZPAC) meetings, whenever possible.

3. Individuals assigned to the position of Accreditation Manager shall receive specialized training within one year of being appointed to the assignment. This may be accomplished by attending specialized Accreditation Manager training at a CALEA national conference or Arizona Police Accreditation Coalition (AZPAC) meeting.

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 18 of 34

G. Training and Safety Unit

1. Within the first 6-months of assignment to the Training and Safety Unit the Training Officer will receive on-the-job training. This training will include, but is not limited to:
 - Update and revision of class outlines
 - Coordination of intra- departmental training (AOT, roll call, weekly training, etc.)
 - Arizona POST rules and regulations
 - People Soft system
 - Maintenance of intranet training site
 - Employee training files
 - Responsibilities regarding participation in various committees and boards

2. After being assigned to the Training and Safety Unit, the Health and Safety Officer will attend training to obtain the competency and qualifications to oversee the Department's health and safety related program. The following is a recommended list of the training classes that the Health and Safety Officer should attend, but is not limited to:
 - General Industry Trainer Course (OSHA 501)
 - Industrial Hygiene (OSHA 521)
 - Incident Command System (ICS) Train-the-Trainer (EMI L449)
 - Law Enforcement Phlebotomy (AZPOST Approved)
 - Respiratory Protection Program/ Fit Testing (OSHA)
 - Hearing Conversation Program (ADOSH/OSHA)
 - Infectious Disease/ Blood Borne Pathogen (ADOSH/OSHA)
 - Disaster Site Worker Train-the Trainer (OSHA 5600/7600)
 - Incident Safety Officer (ISO) class (OSHA/NFPA)
 - FRA/FRO Hazmat Train-the Trainer Course (IAFF/ADEM)
 - Law Enforcement Response to WMD/CBRN (AWR120/121)
 - Hazardous Materials (HAZWOPER) 40 hours OSHA
 - ER to Terrorism: Operations (IAFF)
 - ER to Biological Incident: Operations Level (ODP/LSU)
 - Construction Trainer (OSHA)

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 19 of 34

H. Range Master

1. A Sergeant assigned as the Range Master will receive training in the following areas, prior to, or as soon as practical after assignment:
 - Arizona P.O.S.T. Firearms Instructor certification
 - Glock Armorer certification
 - Rifle Instructor Course
 - Colt Armorer's course
 - Judgmental Simulator trainer class
 - Judgmental Simulator manufacturer maintenance class

2. A Sergeant assigned as the Range Master will receive on-the-job training during the first month of assignment. This training will include, but is not limited to:
 - Range and armory key assignment and usage
 - Range target system operation and maintenance
 - Range equipment
 - Range scheduling and restrictions
 - Judgmental Simulator system operations and maintenance
 - Weapons inventories and storage
 - Weapons parts inventories
 - Ammunition inventories and storage
 - Gun safe combination and operation
 - Purchasing procedures
 - OSHA requirements
 - Documenting training

I. Criminal Investigations Unit

1. Detectives assigned to the Criminal Investigations Unit will receive on-the-job training within the first month of assignment. This training will include, but is not limited to:
 - Criminal Investigations Training Manual
 - Search Warrant Creation Instructions
 - Interview Room Recording Instructions
 - Repeat-Offender Program (ROP)

Glendale Police Department General Order

Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 20 of 34

- IWS Software /MPI/Photo-Lineup Guidelines for Search and Seizure (4th Amendment)
- Crime Scene Training/Evidence Collection for Detectives (Photography/DNA Collection)
- Electronic Evidence Analysis Methods
- Page II Booking Process
- Certified Records Retrieval Process from Courts/Medical Providers/Outside Agencies
- Range Training with Detective Attire including Paddle Magazine and Gun Holsters
- DNA Analysis Methods
- Investigations Status and Clearance Types in RMS
- Internet Resources
- Important Phone Numbers
- Guidelines for Interrogation (5th and 6th Amendment)
- Guide to Motor Vehicle Searches
- Social Media and Online Marketplace (Craigslist, Offerup, etc.) Law Enforcement Guide
- Silent Witness Media Information
- Schools within the City of Glendale
- HIPPA Laws for Law Enforcement
- Use of Evidence.com for storing, sharing and retrieving evidence

2. Detectives will receive additional training in the following area within two years of their assignment:

- Basic Interview and Interrogation School
- Training conducive to the individual detective's assignment within the bureau

J. Special Investigations Unit

1. Detectives assigned to the Special Investigations Unit will receive on the job training within the first six months of assignment. This training will include, but is not limited to:

- Surveillance techniques (mobile and stationary)
- Information sources
- Specialized arrest procedures (i.e. street jumps, search warrant entries)

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 21 of 34

- Undercover regulations and procedures
- Vice operations and procedures
- Qualify on UC mini-Glock within 30 days

2. Detectives assigned to these units will attend a basic, 40-hour block of instruction (i.e. DEA Basic Narcotics School or Similar APOST Approved School) that addresses covert operations. This instruction will be received as soon as practical after assignment.

K. Bicycle Unit

1. All Bike Unit Officers are required to attend and successfully complete a 40-hour, Arizona P.O.S.T. certified, Police Tactical Bicycle Training Course.
2. All Bike Certified Officers will attend and successfully complete a semi-annual skills refresher training course. This course will include completing the qualification course.
3. Failure to attend and complete the semi-annual qualification course will result in the officer being removed from the certified list.

L. Special Weapons and Tactics (SWAT)

1. New members assigned to SWAT team will receive initial training through Basic SWAT School or equivalent. This training should be completed within the first 18 months of assignment depending on class availability. The new member should be qualified with their assigned rifle and handgun prior to attending the training.
2. All SWAT team members will participate in monthly in-service training to assure proficiency in operational standards and individual fundamental capabilities, Members will also attend a week of team training. The training may include:
 - a. Fundamentals - Firearms, Building Clearing, Less Lethal, Negotiations, Vehicle Operations
 - b. Cooperative - Team movement, Interoperability (K9, EOD, Medic)
 - c. Operations - Scenarios, Mission Planning, Debriefs

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 22 of 34

3. SWAT team members assigned to perform special tasks (Entry, Breaching, Less Lethal, Negotiations, Snipers, etc) will need to attend and/or receive the specific training course prior to being operational in that specific role.

M. Bomb Squad

1. All officers assigned to the Bomb Squad will attend the, FBI Hazardous Devices School Certification Course.
2. All certified Bomb Technicians will attend a one-week FBI Hazardous Devices School re-certification course every three years, as necessary to maintain certification.
3. All Bomb Squad members will participate in the training hours requirement set forth in the National Guidelines for National Bomb Technicians, in order to assure proficiency.

N. Motors

1. All Motor Unit Officers are required to attend, and successfully complete an approved Basic Solo Motor Officer Training Course.
2. Newly assigned Motor Officers will undergo 40 hours of on-the-job training designed to expose them to actual road enforcement conditions and technique applications.
3. Motor officers must attend and successfully complete quarterly skills training (in- service) throughout the year and at least two of the quarterly in-services will include a re-qualification.

O. Collision Investigation Unit

- a. All newly assigned Vehicular Crimes Investigators will receive on-the-job training within the first 6 months of assignment. This training will include, but is not limited to:
 - Vehicular Crimes Investigative procedures
 - Search warrant procedures
 - Interview and interrogation involving collision investigation
 - Basic speed calculations
 - ARS collision related laws and policies

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 23 of 34

- Photographic lineup procedures
- Surveying/mapping equipment and software training

P. Canine Unit

Refer to G.O. 51.155, which covers Canine Unit Training

Q. Warrants Detail

1. Officers assigned to the Warrants Detail will receive on-the-job training within the first months of assignment. This training will include, but is not limited to:

- Warrant process and arrest procedures
- Different types of warrants
- Initial appearances and city court procedures
- Familiarization with appropriate county facilities and procedures
- Mental Health Court Orders (14 day and Emergency Petitions)
- Orders of Protection processes and service procedures

R. Public Information Officer

As soon as practical, those assigned to the Public Information Office will attend a one-day prerequisite Public Information Officer Awareness course as well as a 40-hour Basic Public Information Officer course addressing media relations.

S. Personnel Management Unit

1. Within the first 6 months of assignment to the Personnel Management Unit the Background Investigator will receive on-the-job training. This training may include, but is not limited to:

- Use of polygraph for backgrounds
- Credit Checks
- EEO and ADA concerns
- Compiling applicant background investigations packets
- AZPOST rules and regulations
- Munis System Maintenance of recruitment and testing web pages
- Current sworn and non-sworn testing processes

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 24 of 34

- Responsibilities regarding participation in various committees and boards to include liaison responsibilities with external partners
2. As soon as practical, after assignment, the personnel assigned as Hiring Coordinator or Background Investigator will attend *Arizona POST Background Investigations* training.

21.045 Sworn Supervisor Training

- A. The Personnel Management Unit shall coordinate specialized supervisory training for those sworn employees promoted to sergeant. This training shall commence when a sergeant's promotion list is established. The Field Training Supervisor shall coordinate the training program and notify eligible sergeant candidates of the supervisory training in which they shall participate.
- B. Sergeant candidates shall participate in a 40-hour Supervisor Development Program. This program shall include, but is not limited to:
 - Sexual Harassment for Supervisors
 - Risk management and supervisory liability
 - Performance Appraisal training
 - Courses related to supervision of field personnel and procedural problems
- C. Sergeant's Field Training Program
 1. All newly promoted Sergeants will complete a 4-week Field Training Program.
 2. This training will be completed just prior to, or upon promotion and assignment to the Patrol Division.
 3. The Sergeant Field Training Program will consist of two phases, each lasting two weeks. During each phase the Sergeant Candidate will be assigned to Field Training Sergeant.
 4. The Sergeant Trainers will provide on-the-job training to the Sergeant Candidate. In order to assure that particular areas are covered, the Sergeant Trainer will complete a checklist of skills, knowledge and ability related to the performance of a Sergeant's duties. These areas to be

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 25 of 34

covered and the corresponding checklist will be contained in the Sergeants Training Manual.

- a. The Sergeant Trainer and Sergeant Candidate will sign this checklist.
- b. The original completed checklist will be forwarded to the Training and Safety Unit and retained in the Sergeant Candidate’s training file.
- c. A copy of the checklist will be placed in the candidate's personnel file.

21.046 Intra-Departmental Training

A. The primary purpose of intra-departmental training is to provide a means whereby employees become well informed on various topics of interest. These can include but will not be limited to the following areas; policy, procedural changes, State and Federal mandates, emerging trends and consensus standards occurring within the department. Intra-Departmental training may also be used to address ongoing problems or to provide instruction specific to the common interest of sector or division members.

1. Intra-Departmental training will include but not be limited to the following forms of training:

- Advanced Officer Training (AOT): Annual proficiency and continuous training for all sworn personnel that meets Arizona POST standards. Mandatory training will include departmental use of force (response to resistance) policies, de-escalation techniques, and required AZPOST proficiency training. Additional training topics may include, but will not be limited to firearms, driving, defensive tactics, law and legal updates, first responder training, etc.
- Roll-call Training: Comprehensive training that is disseminated department wide covering a variety of topics that cover current concerns, events or procedural changes. This training can meet AZPOST continuous training standards.
- Weekly Training: Scenario based training that covers a wide variety of topics or issues. This training is intended to deal with a single topic or recent concern and define or explain the correct way to handle that topic. This training will usually cover how policy directs the employee (sworn and non-sworn) should handle the subject.

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 26 of 34

- B. Each division has a responsibility to determine subject/topic matter appropriate to be taught to the division or department as a whole. Supervisors are responsible for scheduling an appropriate amount of time to cover the determined training. Planning and submittal of intra-departmental training should include identification of the topical areas in which intra-departmental instruction is desired. Training objectives that shall be accomplished shall be outlined; preferably all training topics be submitted on AZPOST standard forms disseminated by the Training and Safety Unit.

- C. Roll-call training can either be of a topic a squad, unit, division or bureau chooses to use to address a need or observed deficiency. It can also be disseminated by the Training Unit, to the department as a whole, when a determination has been made that a particular subject/topic must be addressed and disseminated to the department. Roll-call training can be a way either a supervisor or the department address particular training needs.

- D. Roll-call/weekly training may be presented in the form of, but not limited to, PowerPoint, e-mails, lectures, practical exercises, etc.

- E. The unit supervisor will select the instructors for roll-call training. The instructor should either have general instructor certification, intimate knowledge of the topic taught, or will be a supervisor. The supervisor, through direct observation, will evaluate the training. Supervisors shall have the final determination as to the choice of instructors and choice of subject matter to be taught; this does not include department mandated material. Officers within the squad shall be responsible for the material that is given during the roll-call training.

- F. A roster shall be kept of members in attendance of all roll-call training. Original rosters will be sent to the Training and Safety Unit.

- G. Weekly Training - A spread sheet will be maintained to include the weekly topics that are trained on. Supervisors will be required to document weekly training received by the officers on the spread sheet. Weekly training is required to be completed by all members of the Glendale Police Department.

21.047 Travel Arrangements and Reimbursement

- A. Upon approval, Fiscal Management will be responsible for making arrangements for the employee's accommodations, transportation and their related expenses. Prior to the Fiscal Management making arrangements, the

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 27 of 34

employee is responsible for obtaining all the applicable information from the *Training Request Checklist*.

B. Training Request Checklist

1. Always Include with Your Training Request:
 - Completed TRF with Signatures
 - Course Announcement or Brochure
 - Completed Registration Form
 - Airline Estimate (if out of town)
 - Hotel Estimate (if out of town)
 - Rental Car Estimate – with explanation for Rental (if out of town)
 - Meal Worksheet – Per Diem

2. If requesting per diem:
 - [GSA.gov](http://www.gsa.gov) per diem and M&IE print outs (found at www.gsa.gov) – *Special Note: if your trip is grant funded, different rates for meals could apply. Contact Fiscal Management for Information.*
 - Travel Request & Reimbursement Form Report Form (found at: <https://gnn.glendaleaz.com/Finance/TravelExpenseandReimbursementForms.cfm>)
 - Meal Worksheet (found at: <https://gnn.glendaleaz.com/Finance/TravelExpenseandReimbursementForms.cfm>)

3. For All Non-AZPOST Training - If you want to be reimbursed for out of pocket expenses, when you return from training:
 - Submit a Travel Request & Reimbursement Form Report with original receipts, your signature, and your supervisor’s signature directly to Fiscal Management for reimbursement.
 - If you used your pro card for expenses please keep original receipts and submit into Munis for your pro card statement, and copies with your Travel Request & Reimbursement Form Report.

4. For Non-AZPOST Training:

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 28 of 34

- For any out of town travel, a Travel Request & Reimbursement Form Report must be completed, signed by you and your supervisor and submitted to the Fiscal Management.
 - If you used your pro card for expenses please keep original receipts and submit with pro card statement, and copies with your Travel Request & Reimbursement Form Report.
 - Send a copy of your training certificate to the Training Unit for filing.
5. For AZPOST Training - If you want to be reimbursed for out of pocket expenses, when you return from training: Verify with Training Coordinator on Reimbursement.
- Keep All Original Receipts
 - Copy the original receipts and submit them with a Travel Request & Reimbursement Form Report, signed by you and your supervisor, directly to Fiscal Management.
 - Please forward Original receipts, AZPOST Approval Form, and proof of payment to employee, to the Training Coordinator.

21.048 Training Records

- A. It shall be the responsibility of the Training and Safety Unit to maintain all training records received from Department members. In addition, the Training and Safety Unit will maintain records to include lesson plans, names of agency attendees, and performance of attendees as measured by tests, if administered. These records shall include all training sponsored by the Glendale Police Department.
- B. In-service training records will be made for, but are not limited to:
- Video training
 - Special training presented at briefing
 - In-service training
 - Other agency training

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 29 of 34

- C. It shall be the responsibility of each employee receiving training to deliver proof of completed training to the Training and Safety Unit within five (5) working days of the program's completion.
- D. When the Training and Safety Unit receives a proof of completed training, it will be entered into the member's training file on a monthly basis, so that the members training record can be kept current.
- E. Training received shall be evaluated on how well it meets the employee(s) and the Department's training needs on the basis of the information received from the officers when they complete the training evaluation forms.
- F. Mandatory training areas such as, but not limited to, SWAT, K-9, EOD, and Motors shall provide lesson plans of training received and rosters of those officers attending such training conducted by these special units.
- G. Training records shall be maintained so that they can be retrieved immediately upon request of the Chief of Police, Bureau Commander or Division Commander.
- H. Each employee has the right to review their own training file, upon written request to the Training Unit. These records will become available as soon as practical during regular work week.
- I. Training records will be released to outside agencies upon receipt of a signed release by the employee in question, and a letter from the requesting agency, after review by the Chief of Police and the Legal Advisor, or designee.

21.049 Lesson Plans

- A. The Training and Safety Unit shall maintain all lesson plans for all classes taught in the Department. These lesson plans shall be reviewed on an annual basis for the following information:
 - 1. The lesson plan must be properly formatted on standardized forms.
 - 2. The lesson plan will contain performance objectives that must be measurable by either a practical or written test.
 - 3. Tests will be based on the performance objectives of the class taught.

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 30 of 34

- B. The lesson plan will contain direction for presentation of the lesson, as well as the materials needed for presentation and the sources used. The length of the block of instruction is to be included as well as handouts, and any audio-visual material needed.
- C. It will be the responsibility of the Training and Safety Unit Lieutenant, or their designee, to approve all lesson plans and to evaluate them to see if they are consistent with agency lesson plan guidelines on lesson plan development, existing state requirements, and other agency policies.

21.050 Review of Training Programs

The Training and Safety Unit will annually review training provided to the officers of the Glendale Police Department to ensure that APOST Standards have been met and that all training is recorded.

21.051 Attendance

- A. All members are responsible for attending and participating in Departmental, City sponsored, advanced officers training (AOT), continuing officer education, firearms, or on the job/other training, as directed. Attendance at all training functions, when scheduled, is mandatory.
 - 1. Reserve officers shall receive training equal to that of full-time officers, both in hours and subject matter. The hours and schedules may vary to accommodate the reserve officer schedule.
 - 2. Attendance exceptions may be granted, with supervisory approval, in cases of conflict with court, scheduled vacation, or a reason deemed reasonable by a supervisor.
- B. When a police employee has been scheduled for training, it shall be their responsibility to attempt to work with the court system to minimize impact upon their scheduled training. The employee will notify the Training representative of conflicts in his/her schedule.

21.052 Excused Absences

- A. The employee shall give a written memo explaining the reason for the absence to his/her supervisor. The Training and Safety Unit will provide a list of additional training dates for makeup. Those employees, who missed

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 31 of 34

scheduled training, will be required to attend training in that subject as soon as possible, without unduly impacting the work performed by the individual.

- B. Those employees who have unexcused absences will be disciplined according to Department policies.

21.053 Training Reports

It shall be the Training and Safety Unit's responsibility to provide a yearly Training Report each February to the Chief of Police. A copy of this report will also be sent to the Accreditation Unit. The report shall consist of training received during the previous year, including range training. The training report shall include all members, including reserve officers.

21.054 Needs Assessment

The Training and Safety Unit will be responsible for generating an annual "Department Needs Questionnaire." This questionnaire will be used to determine training needs for the department.

21.055 Training Committee Selection

- A. The Training and Safety Unit Lieutenant will chair the Training Committee and will oversee appointment of Committee Representatives.
- B. Committee composition will be as follows:
 - 1. Training Unit - Supervisors
 - 2. Accreditation Officer
 - 3. PSU Sergeant
 - 4. Training Unit – Health and Safety Officer
 - 5. Training Unit – Lead DT Instructor
 - 6. Training Unit – Firearms Rangemaster
 - 7. Investigations – CID Sergeant
 - 8. Patrol – Patrol Sergeant
 - 9. GPD Legal Advisor
 - 10. GPOC Representative
- C. Those persons selected will serve as the Training Committee in the Department, on an annual basis, at the discretion of the Training and Safety Unit Supervisor and Administration Commander.

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 32 of 34

- D. The Training and Safety Unit Sergeant will make the selection and replacement of the training representatives.
- E. For the conduct of business, a minimum quorum of five (5) committee members must be present. The Training and Safety Unit Supervisor and listed Training and Safety Unit personnel (Scheduling, Safety, and Rangemaster) must be present, if staffed. In the interests of the department, if other committee members are unable to attend a meeting, an alternate acceptable to the individual member, and subject to approval of the Training and Safety Unit Supervisor and Administration Commander, may attend and act with full powers of the position.

21.056 Training Committee Responsibilities

- A. The Training Committee will assist in developing and evaluating training needs and serve as a focal point for input from those representing agency components. The committee members will report their findings to the Training and Safety Sergeant, or designee.
- B. The Training Committee members will identify those areas in which training is needed, or should be updated.

21.057 Certified Police Instructors

- A. Only AZPOST certified police instructors, or recognized expert instructors, will instruct AZPOST mandated or sanctioned departmental training.
- B. Whenever possible, an AZPOST Certified Instructor who has been trained at the AZPOST Instructor School, or a specialty instructor whose certification has been waived by AZPOST, is to be used in the presentation of Department, as well as outside agency training modules. Instructor supervision is the responsibility of the host agency. Glendale Police Department supervision is provided by the use of evaluation forms, which are returned to Training.
- C. In areas of liability AZPOST Instructor Certification, along with Certification in the specialty area, is required. These areas include, but are not limited to:
 - Firearms
 - Driving
 - Defensive Tactics
 - Semi-Automatic Weapon

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 33 of 34

- Impact weapon Training
- First Aid/CPR
- Physical Fitness
- High Risk Stops

- D. Firearms training shall be conducted by those officers who have successfully completed an Arizona POST recognized police firearm instructors' course and whom the Proficiency Training Sergeant has approved.
- E. Physical Fitness training shall be conducted only by members who have successfully completed the AZPOST Certified Physical Fitness Instructors course and whom Proficiency Training Sergeant has approved.
- F. Defensive Driving training shall be conducted by members who have successfully completed the AZPOST Certified Drivers Instructors Course and who have been approved by the Proficiency Training Sergeant.
- G. Defensive Tactics training shall be conducted only by members who have successfully completed the AZPOST Certified Defensive Tactics Instructor's Course and whom the Proficiency Training Sergeant has approved.
- H. Instructors shall be selected on the basis of having acquired AZPOST Instructor Certification, their expertise in the chosen field of instruction, and a review of their training file.

21.058 Instructor Responsibilities

- A. Instructors shall submit a written lesson plan to the Training and Safety Lieutenant or designee for approval, prior to instructing any class.
- B. Instructors will instruct as requested, upon supervisor approval, or shall be removed from the current list of instructors.
- C. Instructors will ensure that a course roster is completed and sent to the Training and Safety Unit.

21.059 Tests and Remediation

- A. In order to achieve a passing grade on a written test, a score of at least 75% must be achieved. A competency-based test or practical examination will be

Glendale Police Department		
General Order		
Training		21.030
Date Issued 10-24-02	Revision Date 01-24-24	Page 34 of 34

graded on a pass/fail basis. A scoring sheet will be used which will contain criteria required by the performance objectives.

- B. Those employees who fail to receive a passing grade on a written or practical test will receive remedial training at the time of the grading, or as soon as possible thereafter.

- C. Remedial Training may be provided when an employee’s performance has been evaluated as “requires improvement” or “unsatisfactory” in any work performance category, or when performance is rated as “requires improvement” overall on regular or special evaluations by a supervisor.
 - 1. Remedial training will be coordinated between the employee’s supervisor and the Training and Safety Unit.

 - 2. The supervisor will be responsible for providing any available instruction during briefing training to correct the deficiency. The formalized training function should not be the only avenue employed to correct or improve performance. The employee’s supervisor will document all methods of improving performance. Any refusal to attend or participate in training or instruction will result in disciplinary action.

 - 3. All remedial training will be documented on the employee’s training record.

- D. In areas where liability is a factor or officer safety is at risk, in the opinion of the training staff, the employee’s supervisor will be notified at once and the employee may be removed from active duty until he/she has completed a course of re-mediation and successful re-testing.

Glendale Police Department General Order			
Field Training Reintegration Program			21.065
Date Issued 10-14-11	Revision Date 06-22-15	Review Date 02-08-21	Page 1 of 3

21.065 Patrol Reintegration Program

- A. The Glendale Police Department Field Training Reintegration (FTR) program is to reintegrate officers back to patrol-based assignments in situations where officers have been absent for a period of approximately one consecutive year, or more (9-months military). This program is a mandatory, non-disciplinary program to ensure safe and successful reintegration to patrol by enhancing the welfare of our employees returning from long term medical leave, rehire, movement to patrol from a specialty position, lateral transfers and/or employees returning from active military or paramilitary deployment.
1. Officers and first line supervisors who have not worked in patrol for a period of one year or more, or for any period of time the Chief or designee believes reintegration is necessary for the officer, shall complete a two-week reintegration (FTR) program prior to reinstatement into patrol.
 2. The reintegration period may be extended depending upon the officer's proficiency, at the discretion of the FTO Coordinator.
 - a. An officer's timeframe working within this capacity can be extended if the officer fails to complete the mandatory *Reintegration Checklist* with a minimum score of meets standard.
 - b. The FTO is required to submit the Reintegration Checklist, via the Field Training Staff chain of command, up to the FTO Coordinator, to determine the final steps.
 - c. If it is determined that additional training is needed, an action plan (memorandum) will be drafted to implement the steps needed to transition the officer into Patrol.
 - d. The FTO Coordinator will, in turn, meet and confer with the designated FTO and any additional training recommendations will be forwarded to the affected Division Commander for the final disposition.
 - e. The Division Commander will take the necessary steps to assign the officer to a squad or request additional training if needed.

Glendale Police Department General Order			
Field Training Reintegration Program			21.065
Date Issued 10-14-11	Revision Date 06-22-15	Review Date 02-08-21	Page 2 of 3

21.066 Active Military or Paramilitary Deployment

- A. **An active duty** deployment consists of an Armed Forces employee who has received military orders for deployment.

- B. In the event that a departmental employee receives notification of a military deployment, the following procedures will be followed:
 - 1. The employee shall notify their supervisor of a pending deployment, as soon as possible. Copies of the pending orders must be obtained, provided to the employee's supervisor, and forwarded to the Personnel Management Unit.
 - 2. The Personnel Management Unit will complete all of the required personnel action forms/records that are required for military deployment, and will forward the necessary forms to Human Resources.
 - 3. The Personnel Management Unit will act as a liaison to maintain contact with the deployed employee, as well as Human Resources, during the course of the deployment. Personnel Management will ensure that the proper process for communication with the deployed employee is established and maintained.
 - 4. Prior to deployment, the Personnel Management Unit will discuss storage options for agency owned equipment to ensure for proper safety precautions and overall accountability.
 - 5. Prior to deployment, an affected employee will have the opportunity to meet with the Chief or designee to discuss the pending military activation. Employees will have the same opportunity once they return from deployment so a determination can be made if there are any special needs and/or available resources that need to be considered. The Personnel Management Unit will help facilitate additional external resources that are available to individuals returning from military service, with the assistance of the Veteran's Administration.

- C. Post Deployment Refresher Training
 - 1. An active duty employee returning to patrol will report to the Glendale Police Department Training Unit to meet with the FTO Coordinator to be assigned an FTO.

Glendale Police Department General Order

Field Training Reintegration Program

21.065

Date Issued
10-14-11

Revision Date
06-22-15

Review Date
02-08-21

Page
3 of 3

2. During the officer's timeframe with the Training Unit, the officer will be required to read and sign off on all updated policies and Chief Directives issued during the timeframe the officer was on active duty.
3. An overview of the Advance Officer Training given to officers during his/her absence will be provided to the officer.
4. The returning officer will complete all necessary range qualifications prior to FTR.
5. The returning officer will receive the Reintegration Checklist which will be used during FTR.
6. The Reintegration Checklist will be returned to the FTO Coordinator at the completion of FTR.
7. The Reintegration Checklist will serve as the documentation needed to determine any additional training needed.

Glendale Police Department General Order		
Employee Assignment Guidelines		21.070
Date Issued 10-01-01	Revision Date 06-26-23	Page 1 of 11

21.070 Purpose

The purpose of the Employee Assignment Guidelines is to provide Glendale Police Officers, Sergeants and Lieutenants with current and accurate information on the process by which assignments to Patrol and other areas within the Glendale Police Department are made.

21.071 Definitions

- A. **Bid Date** – The specific date for the bid process, which is based on seniority for patrol positions, as determined by the Assistant Chief responsible for the Operations Bureau. The date will be as close as possible to July 1st of each year, while allowing for completion of the logistical considerations prior to shift change.
- B. **Certified Eligibility List** – A final list of officer candidates, who have tested for a position, that has been reviewed by and approved by the Chief of Police. Sergeant and Lieutenant processes will identify a selection for a specific position (unless otherwise noted in the announcement). For these positions, there will not be an eligibility list.
- C. **Completion of the Test** – Occurring on the final day of the testing process.
- D. **Chief’s Discretionary Assignments** – At will assignments that are selected by and serve at the discretion of the Police Chief.
- E. **Duration of Assignment / Officer** –Duration of assignments for Officers/Detectives will be no more than five (5) years for Rotational Assignments, or as otherwise indicated at the time of the assignment announcement. Chief’s Discretionary and Stand-By Assignments are not forced rotational.
- F. **Duration of Assignment / Sergeant** – Duration of assignments for Sergeants will generally be no more than five (5) years for all assignments.
- G. **Duration of Assignment / Lieutenant** – Duration of assignments for Lieutenants will be no more than four (4) years for all assignments.
- H. **Stand-By Assignments** – Assignments that require employees to be on a rotational/on-call stand by list.

Glendale Police Department General Order

Employee Assignment Guidelines

21.070

Date Issued
10-01-01

Revision Date
06-26-23

Page
2 of 11

- I. **Patrol Bid** – An annual activity wherein Officers/Sergeants/Lieutenants assigned to the Patrol Division request a specific patrol beat, for the next shift change, utilizing seniority to determine order of selection.

- J. **Performance Based Assignments** – All positions other than the positions designated within the patrol bid.

- K. **Rotational Assignments** – Assignments that do not meet the criteria of Discretionary/Stand-By Assignments and are subject to departmental rotational guidelines.

- L. **Seniority** – The length of continuous service accrued by the Officer/Sergeant/Lieutenant from his or her date of hire for a Police Officer or a promotion to a Sergeant or Lieutenant position.

- M. **Seniority Bid** – An annual activity wherein Officers/Sergeants/Lieutenants assigned to a Patrol Division request a specific shift assignment utilizing seniority to determine order of selection.

- N. **Temporary Duty Assignments** – Assignments of indefinite and varying duration, effected for the good of the Department, to fulfill specific requirements or needs.

- O. **Ancillary Assignments** – Assignments designated as part-time and voluntary and are completed in addition to the employee’s full-time assignment.

21.072 Overview of Performance Based Assignments

- A. Performance Based Assignments are positions that require an employee to possess knowledge, skills, and abilities specific to the assignment, which have been designated by the Chief of Police. Due to the fact that all assignments are performance based, anyone can be moved based on performance at any time. A list of Performance Based Assignments, respective certified eligibility lists, and applicable silos will be maintained by Personnel Management.

- B. Performance Based Assignments will be broken up into three categories:
 - 1. Chief’s Discretionary Assignments
 - 2. Stand-By Assignments
 - 3. Rotational Assignments

Glendale Police Department General Order

Employee Assignment Guidelines

21.070

Date Issued
10-01-01

Revision Date
06-26-23

Page
3 of 11

- C. Officers assigned to Discretionary and Stand-By Assignments are not subject to forced rotation, so long as performance requirements are met. Officers previously assigned to Rotational Assignments will be authorized to remain in the assignment for a period of five (5) additional years, effective July 1, 2022, so long as performance requirements are met. Sergeants are authorized to remain in a Performance Based Assignment for a total of five (5) consecutive years, so long as performance requirements are met. The five year period will begin at the time that a Sergeant entered into the assignment. Sergeant assignments will not extend past a duration of five consecutive years unless the criteria in section 21.075.D.1 is met, or as otherwise outlined below.
1. Officers who reach the specified duration of their Rotational Assignment, or Sergeants who reach the specified duration of any Performance Based Assignment, will be required to rotate to patrol or a different Performance Based Assignment. Once this rotation occurs these affected employees become eligible to test for, and be assigned to, any Performance Based assignment that becomes available, which includes their previous assignment.
 2. Officers who are nearing the end of their current Rotational Assignment, or Sergeants who are nearing the end of their current Performance Based Assignment, may opt to re-test for their current Performance Based Assignment if the job is posted while they are still in the assignment. In these circumstances the affected employee will be initially by-passed (depending on their individual ranking in the list, if applicable). If an opening becomes available during the duration of the list, the employee would then be eligible for the assignment opening.
 3. Officers/Sergeants that test for their previously held assignment may be immediately placed in the assignment if there are not enough qualified individuals that test for the open Performance Based positions.

21.073 Testing Guidelines for Performance Based Assignments

- A. The selection process and the time limits for Performance Based Assignments will be governed by the guidelines enumerated in this plan. This will be the sole guiding policy related to the selection processes for these assignments. The determination of what the testing process will consist of will be made at the discretion of the Division Commander, in accordance with Human Resources and Personnel Management guidelines.
- B. Officers may not test for a Performance Based Assignment unless they are off

Glendale Police Department General Order

Employee Assignment Guidelines

21.070

Date Issued
10-01-01

Revision Date
06-26-23

Page
4 of 11

probation status and have two years seniority as a Glendale Police Officer at the closing of the application deadline. Prior law enforcement experience will count towards the two years of seniority if the applicant is off probation at the close of the application deadline. Sergeants may not test for a Performance Based Assignment unless they have two years seniority as a Police Sergeant at the closing of the application deadline. Prior law enforcement experience as a Sergeant will count towards the two years of seniority at the close of the application deadline. In the event there are an insufficient number of qualified candidates to meet the department's needs, the minimum qualifications may be reduced, and the position re-posted.

1. Due to the scheduling of the bid process, it may be necessary to run processes in advance to fill vacancies at shift bid. In those cases, the deadline for meeting the experience deadline will be the shift bid date instead of the application deadline.
- C. Lieutenants may not test for a Performance Based Assignment unless they have six months seniority as a Lieutenant. In the event there are an insufficient number of qualified candidates to meet the Department's needs, the minimum qualifications may be reduced, and the position re-posted.
- D. Newly hired sworn personnel will begin to accrue Police Officer experience on their date-of-hire if they are hired as a Police Officer, or on their promotion date from Police Officer Trainee to Police Officer, if they were originally hired as a Police Officer Trainee.
- E. The notice of a scheduled testing process for a Performance Based Assignment will be posted electronically for a minimum of two weeks prior to the closing date for applicants to submit memos of interest. If the needs of the department require for the position to be posted for less than two weeks, the announcement will be emailed out to all eligible employees and their supervisors.
- F. Each Officer/Sergeant/Lieutenant applying for a Performance Based Assignment must have achieved a minimum of a "meets standards" score on their previous annual performance appraisal. This performance level must also be maintained throughout the term of the Performance Based Assignment.
- G. Each Officer/Sergeant/Lieutenant applying for a Performance Based Assignment must not have sustained major discipline for a period of one year

Glendale Police Department General Order

Employee Assignment Guidelines

21.070

Date Issued
10-01-01

Revision Date
06-26-23

Page
5 of 11

from the date of the Notice of Investigation to the application deadline.

1. Major discipline is defined as “suspensions or greater” per Human Resources Policies and Procedures.
 2. Officers/Sergeants/Lieutenants awaiting assignment will not be considered if they have a sustained violation for which major discipline is expected to be received.
- H. In order to be considered for a Performance Based Assignment, Officers/Sergeants/Lieutenants must participate in a selection process, as indicated in the assignment testing announcement distributed by Personnel Management.
- I. All lists established for promotion of Sergeant or Performance Based Assignments for Officers will be in effect for one year from the date the list is certified.
1. The list will rank the candidates and selection from the list will follow the Employee Assignment Guidelines set forth in this policy.

21.074 Patrol Bid

- A. All Officers/Sergeants/Lieutenants who have been designated to be working a shift in Patrol will have the ability to bid for the shift and station of their choice prior to the actual shift change. Bidding will be based upon seniority.
- B. The patrol scheduler will record and maintain the seniority of all Officers, Sergeants and Lieutenants who have been designated to be in the patrol bid.
- C. Bidding for patrol personnel will be annual.
- D. The last slot for each squad can be moved at the Division Commander’s discretion.
- E. A complete re-bid is permissible if the pattern of calls for service change to the extent where it requires a shift of Officer/Sergeant staffing or a departmental re-organization.
- F. Should an Officer/Sergeant/Lieutenant return to patrol from a performance-based assignment after the bid rotation has occurred the Officer/Sergeant/Lieutenant would select from available patrol slots, based

Glendale Police Department General Order		
Employee Assignment Guidelines		21.070
Date Issued 10-01-01	Revision Date 06-26-23	Page 6 of 11

on seniority.

- G. The Assistant Police Chief over the Operations Bureau and the Patrol Division Commanders reserve the right to transfer personnel from one station to another based on need and cause. If a transfer is due to a disciplinary reason, both Patrol Commanders must approve the transfer.

21.075 Performance Based Assignments

- A. Chief’s Discretionary and Stand-By Assignments for Officers and Detectives will have no maximum duration specified in the assignment. Rotational Assignments shall be for the duration that is specified in the assignment testing announcement.
 - 1. Temporary Duty Assignments (TDY) durations will be specified on the testing announcement.
- B. Sergeant assignment positions will be five (5) years in duration.
- C. Lieutenant assignment positions will be four (4) years in duration.
- D. Chief’s Discretionary Assignments - Given their unique role in the organization, Professional Standards Unit (PSU), Personnel Management (PMU), Health and Safety, Public Information Office (PIO), Training (GRPSTC and Training Academy), Accreditation, and Audits and Inspections positions will be chosen and serve at the discretion of the Police Chief.
 - 1. Police Officers in these assignments will be required to serve a minimum two (2) years. Police Sergeants in these assignments will serve a minimum of two (2) years and a maximum of five (5) years. The terms of these assignments may be altered at the discretion of the Police Chief, or designee.
- E. An Employee Assistance Unit (EAU) position will be chosen, based on a joint agreement by the Police Chief and GPOC. Selected members must serve a minimum of two (2) years in the assignment.

21.076 Criteria to Remain in a Performance Based Assignment

- A. Employees desiring to remain in a Performance Based Assignment must submit the *Performance Based Assignment Memorandum* through their chain-of-command up to the Division Commander, every year. Employees will not be required to submit the

Glendale Police Department General Order		
Employee Assignment Guidelines		21.070
Date Issued 10-01-01	Revision Date 06-26-23	Page 7 of 11

memorandum until they have completed their first three (3) consecutive years in a new assignment.

B. Performance Philosophy:

It is the philosophy of the Glendale Police Department to maintain high standards that fully encourage excellence, collaboration and teamwork. These high standards are intended to evoke performance expectations, which will be evaluated regularly. Regardless of job performance, an employee's daily behavior, working relationships, and overall interaction with others can be grounds for an employee to be removed from an assignment.

C. Criteria to Remain in a Performance Based Assignment:

To remain in a specialty assignment, each level of the chain-of-command must agree that the employee's performance is at an expected level of satisfaction, based on the employee's tenure within the assignment.

1. Performance will be based on the *Goal Setting* criteria provided to each employee and will be based on subjective and objectively designed goal measurements within the employee performance plan.
2. To remain in a specialty assignment, each level of the chain-of-command must agree that the employee's performance is at an expected level of satisfaction, based upon the employee's ability to meet expectations set forth for their assignment.
3. Supervisors of employees that are not meeting job/assignment expectations, as set forth in the individual performance evaluations, will have informed the employee throughout the year of the areas in need of improvement. These areas will be documented electronically, as specified in the *Performance Management* General Order (Supervisor Log Notations 22.069).
4. Consistent with General Order 20.050 Division Commanders have the authority to transfer personnel within the Division but will generally provide the latitude for these decisions to be made by the Unit Lieutenant.
5. The Chief will approve transfers between Divisions.

D. Performance Based Memorandum:

1. Annually, during the mid-point evaluation and before February 1st each year, employees will use the *Performance Based Assignment Memorandum* to request

Glendale Police Department General Order		
Employee Assignment Guidelines		21.070
Date Issued 10-01-01	Revision Date 06-26-23	Page 8 of 11

permission to remain in the assignment. Supervisors will use the memo to gauge performance, as well as to assist in determining an employee's eligibility to remain in an assignment. The completed memorandum will be disseminated through the employee's chain-of-command, up to the Division Commander.

2. As part of the department's CALEA standards to evaluate Performance Based Assignments, and the department's stance on evaluating performance to ensure there is adequate accountability, the *Performance Based Assignment Memorandum* will be used to evaluate performance.

E. Performance Based Assignment Reviews:

1. Commanders shall complete an annual review of all departmental Performance Based Assignments to help determine whether each position should be continued into the upcoming fiscal year. A listing of the positions that apply to the review criteria will be maintained by Personnel Management. The annual reviews that are completed will include the following:
 - A statement of purpose for each assignment
 - An assessment of the initial problem or condition that required the implementation of the Performance Based Assignment
 - A recommendation, if applicable, to maintain the assignment into the following fiscal year
2. The Performance Based Assignment Reviews are not designed to provide a performance evaluation of individuals in a designated work assignment, but the work function as a whole.

21.077 Performance Based Assignments for Sergeants

- A. The Glendale Police Department considers assignment to the Patrol Division as the primary assignment for the person who has initially achieved the rank of Sergeant.
- B. Assignments that are available to Sergeants other than Patrol are for a duration of no more than five (5) years. Selections to these assignments are accomplished through a selection process.
- C. The performance of Sergeants that are assigned to a Performance Based Assignment will be tracked and documented in the same manner outlined in

Glendale Police Department General Order		
Employee Assignment Guidelines		21.070
Date Issued 10-01-01	Revision Date 06-26-23	Page 9 of 11

section 21.076.C.

21.078 Temporary Duty Assignments

- A. Purpose: The purpose of this policy is to standardize and describe the procedures for selecting employees to serve in temporary or “acting” assignments.
- B. The preferred method of promotion and/or personnel assignment is through formal promotional or Performance Based testing processes. However, circumstances sometimes call for the temporary assignment of personnel, either to supervisory positions, or other lateral positions. The following guidelines will be used for the temporary assignment of personnel. These guidelines apply to both sworn and non-sworn personnel, depending upon the category of the vacant position.
- C. Any position may be eligible for temporary assignment. The authority to temporarily assign personnel to vacant positions is described below:
 - 1. Line level Performance Based Assignments, as well as first and second line supervisors may be selected by Division Commanders, within the parameters described below.
 - 2. Commanders and their civilian equivalents may be selected by Assistant Chiefs within the parameters described below.
 - 3. Temporary assignments above the rank of Commander will be entirely at the discretion of the Chief of Police.
- D. The knowledge, experience, and leadership capabilities of employees, as well as the specific needs of the vacant position, should be considered while making this selection. Temporary assignment pay will not be granted to temporary assignments of two weeks or less.
- E. The procedures for selection of temporarily assigned personnel depend on the rank and expected duration of the temporary assignment.
 - 1. In cases expected to last two weeks or less, the Commander or Assistant Chief making the selection may make temporary assignments as follows:
 - a. First line supervisors may be selected from the squad/work unit where the

Glendale Police Department General Order

Employee Assignment Guidelines

21.070

Date Issued
10-01-01

Revision Date
06-26-23

Page
10 of 11

vacancy exists. If, in the judgment of the Commander making the selection, there is no qualified individual within the squad/work unit, they may select a candidate from another squad/work unit within the Division.

- b. Second line supervisors may be selected, at the sole discretion of the affected Division Commander, from any position within the Division.
 - c. Temporary assignments of a higher classification lasting less than 30 days are not eligible for temporary assignment pay, per HR policy 301.
2. In cases expected to last more than two weeks, the Commander or Assistant Chief making the selection will fill the position using existing promotional eligibility lists, as outlined below:
- a. The candidates on the relevant promotional list will be offered the temporary position, in numerical order, until one of the candidates accepts the temporary assignment.
 - b. In the event there is no current promotional list, or none of the candidates are willing or able to accept the temporary assignment, the Commander or Assistant Chief may then make a long-term temporary assignment from within the affected Division, in the same manner as a vacancy of less than two weeks.
 - c. Whosoever is selected for the temporary assignment will receive temporary assignment pay in accordance with Human Resources policies.
- F. Temporarily assigned personnel will, for the period of assignment, be invested with the authority commensurate with the rank or position to which they are temporarily assigned, except in matters of disciplinary investigation. Employees serving in a temporary position may only conduct administrative investigations in matters involving employees below their permanent rank.
- G. Temporarily assigned personnel will continue to wear the uniform and rank insignia of their permanent rank, not the temporary one.
- H. Employees may remain in temporary assignments for up to 90 days. In the event an assignment extends beyond 90 days, the Commander or Assistant Chief will again confer with the Administrative Services Commander to offer the assignment to the

Glendale Police Department General Order

Employee Assignment Guidelines

21.070

Date Issued
10-01-01

Revision Date
06-26-23

Page
11 of 11

remaining candidates on the eligibility list, in order, until a candidate accepts the assignment. The new employee will assume the temporary assignment at the conclusion of the original 90-day period.

- I. It is possible that a situation may arise wherein it is necessary to extend a temporary assignment beyond the 90-day limit. Extensions of this type will be done sparingly, and only at the discretion of the Chief of Police.

Glendale Police Department General Order			
Sergeant Training Program			21.120
Date Issued 06-02-06		Revision Date 01-23-20	Page 1 of 2

21.120 Philosophy

The Department recognizes the critical role of first-line supervisors. It is the intent of the Department to offer a training program to enable Sergeants to provide effective supervision, successfully meet the expectations of the position, and to reduce potential liability.

21.121 Purpose

- A. This policy is to provide guidelines for the training and development of those officers who have successfully completed the competitive testing process and are on a current promotional list for the position of Police Sergeant. The two phases of this training are:
1. Developmental training of all promotional candidates after the list has been established, prior to promotion to the rank of Sergeant.
 2. Field Training immediately before or following promotion to the rank of Sergeant.

21.122 Training Procedures

- A. Developmental Training - Once a Sergeant's promotional list has been established and approved by Human Resources and the Chief of Police, a 30-hour Sergeant's Developmental Training class may be facilitated by the Training Unit. All promotional candidates for the rank of Sergeant and newly promoted Sergeants who had not been able to attend a prior session, are strongly encouraged to attend this class. If a Developmental Training class is not available, newly promoted Sergeants will receive this necessary training during the course of the Sergeant Field Training Program.
- B. Field Training - After the Chief of Police or his/her designee has determined a promotion date, a mandatory 4-week Sergeant Training Program will be scheduled for the Sergeant candidate/newly promoted Sergeant. The Field Training shall be broken into 2 - two-week phases, with preference given to different shifts and geographical areas.
1. For each of the two phases, the Sergeant candidate/newly promoted Sergeant will be assigned to a Field Training Sergeant. Each phase will consist of on-the-job training in the field. The Sergeant candidate/newly promoted Sergeant will be given limited responsibility for the day-to-day

Glendale Police Department General Order

Sergeant Training Program

21.120

Date Issued
06-02-06

Revision Date
01-23-20

Page
2 of 2

operation of the Field Training Sergeant's patrol squad and will be directly assisted by the assigned Field Training Sergeant.

2. Field Training Sergeants will review the Sergeant Field Training Manual on a daily basis with the Sergeant candidate/newly promoted Sergeant and both parties are required to initial the listed subject matter after they have been discussed and/or demonstrated.
- C. When a new Sergeant has been formally promoted and successfully completed the Sergeant Training Program, he/she will be immediately assigned to a patrol squad or a temporary assignment based on need. The Chief of Police may make an exception and assign the newly promoted Sergeant to a position other than patrol.

21.123 Field Training Sergeant Duties

- A. The Field Training Sergeant is to be responsible for exposing the Sergeant candidate/newly promoted Sergeant to as many situations and incidents as possible in the field, as well as the myriad of administrative duties that are required of a Sergeant.
- B. The Field Training Sergeant will also be responsible for ensuring that the Sergeant candidate/newly promoted Sergeant is familiar with Departmental Policies and Procedures, safety, and the inherent liabilities of various situations.
- C. The Field Training Sergeant will be responsible for providing remedial training and for notifying the Field Training Lieutenant of any significant or continuing deficiencies.
- D. Upon completion of the Sergeant Training Program, the Sergeants Field Training check off sheets will be forwarded to the Field Training Lieutenant, and it will be maintained by the Field Training Staff.

Glendale Police Department General Order		
Modified Duty		21.200
Date Issued 07-10-2002	Revision Date 04-24-07	Page 1 of 8

21.201 Modified Duty

A. Purpose

1. It is the policy of the Glendale Police Department, in conjunction with the Human Resources Department, to whenever possible, provide modified duty assignments due to temporary injuries or medical conditions that have occurred on or off-duty. Priority of modified duty assignments shall be give to those employees whose injuries occurred while in an on-duty status.

B. Definitions

1. **Industrial Injuries** – Any injury arising out of, and in the course of, employment. Sworn Glendale Police Department personnel taking police actions while off duty are covered if they are injured. In addition, sworn personnel are covered while traveling to and from work so long as they are not involved in committing a crime. (ARS 23-1021.01)
2. **Industrial Leave** – Leave required for treatment and/or recuperation as determined by the authorized treating physician for an injury or illness arising out of and in the course of employment.
3. **Modified Duty Assignment** – Temporary duty assignments for employees unable to perform their normal duty assignment due to either an industrial injury or non-industrial injury or medical condition. Modified duty assignments shall be provided within the scope of the employee’s ability.
4. **Modified Duty Request and Information Form for Non-Industrial Injuries / Conditions** - Form that must be completed by the employees physician which describes date of injury, diagnosis, injured body part, physician’s name, physician’s phone number, estimated time on modified duty and a listing of possible restricted activities. This form can be located in Microsoft Word under “New Forms” or from any supervisor.
5. **Non-industrial Injuries** – Injuries occurring off duty and are not job related.
6. **Temporary Medical Condition** – A condition that continues for no more than 180 days and may include, but are not limited to:

Glendale Police Department General Order		
Modified Duty		21.200
Date Issued 07-10-2002	Revision Date 04-24-07	Page 2 of 8

- a. A recovery period for surgical procedures.
- b. Any other condition that in the opinion of the employee's attending physician or the City Doctor requires modified duty.

C. Industrial Leave Reporting Process (Per Human Resources Policy 401)

1. For Public Safety employees going on industrial leave, retirement contributions cease unless the injured employee fills out a Form 19 provided by their timekeeper.
2. The modified duty program is designed to temporarily require all regular full-time or part-time employees, who are recovering from work-related injuries or illnesses, to accept modified work that they are medically capable of performing, until they are able to return to their regular positions or up to a maximum of 12 months from the date of the onset of the original illness or injury. This is for the best interests of the city and the employee.
3. It is the employee's responsibility to make sure the required medical documentation from the employee's medical doctor is provided to the claims analyst. The failure of an employee to accept modified duty status and willingly accept modified duty assignments they are medically capable of performing will result in a reduction of the employee's compensation benefits by the carrier.
4. See City of Glendale Human Resources Policy & Procedure Manual http://gmn.glendaleaz.com/HumanResources/Policies_Procedures.cfm

D. Non-Industrial Injury Reporting Process

1. Modified duty assignments for non-industrial injuries are available as a principle of sound personnel management and not an inherent right of employment.
2. Police Department employees who are unable to report for duty due to a non-industrial injury will notify their supervisor immediately upon learning of such. In the event the employee's immediate supervisor is not available, the next level of supervision in the chain of command will be contacted.

Glendale Police Department General Order

Modified Duty		21.200
Date Issued 07-10-2002	Revision Date 04-24-07	Page 3 of 8

3. Employees requesting a modified duty assignment due to a non-industrial injury shall make a request for such in writing to their respective Assistant Chief or Assistant Director. The request will be sent via chain of command and will include the following information:
 - a. How and when the illness or injury was sustained, or the nature of the condition that limits the employee's ability to perform his/her normal duties.
 - b. Documentation in the form of a *Modified Duty Request and Information Form for Non-Industrial Injuries/Conditions* signed by the employee's attending physician.
4. Each request is evaluated on a case-by-case basis and is subject to approval by an Assistant Chief or Assistant Director.
5. Upon approval by the Assistant Chief or Assistant Director, the Division Commander will:
 - a. Assign the employee to an appropriate modified duty assignment.
 - b. Forward all relevant documentation to the Modified Duty Coordinator.
 - c. Forward all relevant documentation to the Police Human Resources Liaison.
6. In an effort to ensure maximum staffing utilization in achieving departmental goals, the department reserves the right to reassign employees during any modified duty assignment. Reassignment may include a change of work hours and/or days off. Personnel in an administrative assignment may be allowed to continue to work in their current assignment, however, restrictions from the employee's physician will still be adhered to.
7. Employees on modified duty may be assigned to any position at the discretion of their respective Division Commander.
8. Division Commanders will periodically review all modified duty assignments and may recommend medical review.

Glendale Police Department General Order		
Modified Duty		21.200
Date Issued 07-10-2002	Revision Date 04-24-07	Page 4 of 8

9. If the employee does not accept modified duty, the employee will be placed on the appropriate leave status.

10. Employees who are on modified duty will not be permitted to work off-duty in their capacity as a law enforcement officer.

11. Employees assigned to modified duty status will wear either professional business attire or more casual business attire. Casual business attire is defined as a more casual look, but still very professional in appearance. Unless otherwise approved by the employee's supervisor, jeans, shorts, and sweatpants is not acceptable attire for on-duty personnel. Flip-flop/shower shoes are prohibited.

12. Employees on modified duty will be allowed to carry an authorized duty weapon while on duty, with approval from the employee's Division Commander. The weapon will be worn in a concealed manner on the employee's person while on duty. Employees on modified duty will not wear any type of identification that would signify them as a law enforcement officer while on duty.

13. If the employee had been assigned an unmarked take home vehicle prior to the employee's injury, the employee will continue to be allowed to drive that vehicle to and from his/her assigned work facility for a duration of two weeks after the employee has reported either an industrial injury or a non-industrial injury. If the employee's modified duty status will be in excess of a two-week period, the take home vehicle will be parked at a police department facility.

Exceptions:

- a. If the department is in need of a vehicle, the take home vehicle that is assigned to the person on modified duty may be reassigned during the two-week duration period.

- b. If the employee had been assigned a police department motorcycle prior to the employee's injury, the employee will be allowed to leave the motorcycle at his/her residence for a duration of two weeks after the employee has reported either an industrial injury or a non-industrial injury. If the employee's modified duty status will be in excess of a two-week period, the police department motorcycle will be parked at a police department facility.

Glendale Police Department General Order		
Modified Duty		21.200
Date Issued 07-10-2002	Revision Date 04-24-07	Page 5 of 8

14. The employee shall schedule medical appointments as best fits medical necessity and least disrupts city operations. Any industrial injury visits during work hours will be charged to the employee's sick leave. Should an employee use all accrued sick leave, accumulated vacation leave and compensatory time shall be automatically used. The employee's supervisor has the discretion to adjust the employee's schedule to allow the employee to attend medical appointments so long as the appropriate number of hours is worked.

15. Should an employee determine that they have an injury or condition and believe that they cannot fully conduct their normal range of duties and cannot obtain a physician's appointment in a timely manner, thereby is unable to obtain documentation from their attending physician, the employee will notify their immediate supervisor who may reassign the employee to a modified duty status until such time documentation can be obtained, but in no event will the employee work in such status for more than 40 hours without such documentation.

16. An employee capable of returning to full duty will notify his/her modified duty supervisor and regular duty supervisor immediately. In order to return to full duty, the employee shall submit a memorandum, along with a release from a physician, to the employee's Division Commander.

17. Upon return to full duty status, the department will make every reasonable effort to return the employee to their previous assignment. The needs of the department will receive first priority when considering the employee's assignment upon return to full duty.

E. Pregnancy Reporting Process

1. It is the policy of the Glendale Police Department to make reasonable changes for any employee who becomes pregnant and desires a temporary reassignment in job function. Temporary reassignments due to pregnancy are only for female personnel who have public contact as part of their normal job duties and at the direction of their physician. A note from the employee's physician stating limitations must be submitted at the time of the request.

2. Pregnant employees will be permitted to work their regular duties as long as they are able to perform their duties.

Glendale Police Department General Order		
Modified Duty		21.200
Date Issued 07-10-2002	Revision Date 04-24-07	Page 6 of 8

3. Any employee who, after becoming pregnant, wishes to apply for a change in assignment may do so by memorandum to her Division Commander. The memorandum will include:
 - a. A statement that the employee is pregnant.
 - b. The employee's due date.
 - c. An estimate of the number of days off the employee expects to take following delivery.
 - The employee will not be prohibited from returning to work for a predetermined length of time after childbirth.
 - d. Any special considerations or conditions that may affect the choice of positions available for reassignment.
4. The Division Commander or his/her designee will meet with the employee to determine what reassignment duties may be appropriate.
5. Personnel on modified duty due to pregnancy are not eligible to respond to call out situations and/or assignments once a physician has placed limitation(s) on the employee.
6. Employees under this subsection will be allowed to:
 - a. Carry an authorized duty weapon while on duty with approval from the employee's Division Commander. The weapon will be worn in a concealed manner on the employee's person while on duty. Employees on modified duty will not display any type of identification that would signify them as a law enforcement officer while on duty.
 - b. Drive an unmarked city vehicle for business purposes.
 - c. If the employee had been assigned an unmarked take home vehicle prior to her pregnancy, the employee will continue to be allowed to drive that vehicle to and from her assigned work facility for a duration of two weeks after the employee has reported her medical condition. If the employee's modified duty status will be in excess of a two-week period, the take home vehicle will be parked at a police department facility.

Glendale Police Department General Order		
Modified Duty		21.200
Date Issued 07-10-2002	Revision Date 04-24-07	Page 7 of 8

- Exception: If the department is in need of a vehicle, the take home vehicle that is assigned to the person on modified duty may be reassigned during the two-week period.
7. Employees that are pregnant and fall into the modified duty status will wear either professional business attire or more casual business attire. Casual business attire means a more casual look, but still very professional in appearance. Unless otherwise approved by the employee's supervisor, jeans, shorts, and sweatpants are not acceptable attire for on-duty personnel. Flip flop/shower shoes are prohibited.
 - Exception: Employees under this subsection will be allowed to wear sleeveless maternity blouses or dresses on duty that would still fall under the category of professional business or casual business attire.
 8. Employees returning to full duty following a pregnancy will notify her modified duty supervisor and regular duty supervisor immediately. In order to return to full duty, the employee shall submit a memorandum, along with a release from a physician, to her Division Commander.
 9. An employee's position will be held open until the employee is released to full duty or for a maximum of 12 workweeks after delivery. An employee's position includes any special assignment or shift an employee is working at the time she is re-assigned or begins maternity leave.
- E. Callouts and Specialty Duty Pay
1. Personnel on modified duty due to either an industrial injury or a non-industrial injury are not eligible to respond to call out situations and/or assignments once a physician has placed limitation(s) on the employee.
 2. Sworn personnel who receive specialty pay, are on modified duty, and cannot perform their respective assignments longer than two (2) months, will have their specialty duty pay suspended until such time the employee has regained full duty status.
- F. Probationary Employees on Modified Duty
1. Employee's who are on modified duty status during their one-year probationary period may have their probationary period extended to allow

Glendale Police Department General Order		
Modified Duty		21.200
Date Issued 07-10-2002	Revision Date 04-24-07	Page 8 of 8

additional time for the employee to demonstrate satisfactory competence suitable for classification as a regular status employee. The Human Resources Director must approve this extension. The Chief of Police must provide information to the Human Resources Director regarding why it was not possible to evaluate the employee's performance in the job during the preceding twelve months. In no event, shall the total time of the extension be more than six (6) months.

G. Training Sessions while on Modified Duty

1. Personnel on modified duty are eligible to participate in training sessions/ exercises if a physician's release is received which states that the conditions of the training session/exercise does not aggravate the injury or prolong recovery, i.e., sitting, bending, kneeling, lifting, etc. This would also include firearm qualification at the range.

H. Modified Duty Work Coordinator

1. The Sergeant assigned to the Personnel Management Unit will serve as the Department Modified Duty Work Coordinator.
2. Modified Duty Work Coordinator will maintain records containing information provided by the Division Commanders.
3. Modified Duty Work Coordinator will prepare periodic reports or other materials as requested and submit to the Chief of Police or his/her designee regarding the status of modified duty employees.
4. The Modified Duty Work Coordinator Functions as a liaison with Risk Management to coordinate placement of department employees in city jobs outside the police department.

Glendale Police Department General Order		
Pay Classification / Compensation / Benefits		21.310
Date Issued 01-29-99	Revision Date 05-24-23	Page 1 of 7

21.310 Pay Classification / Compensation Policy

The City of Glendale policy is to recognize and compensate employees for the work they perform within and beyond the normal work period. Official city job classifications (job descriptions) and associated compensation, which are readily available to all personnel, are reviewed and updated on a regular basis and can be located on the Human Resources webpage. In conjunction with Human Resources efforts, Personnel Management will conduct a documented review of all police department job descriptions every 4-years.

21.311 City Philosophy

The City embraces the philosophy to pay fair and reasonable wages, which will attract, retain, and motivate qualified personnel to meet organizational goals and objectives. In maintaining a performance oriented competitive pay structure for all jobs, it is intended that the best performers will receive rewards that are commensurate with their performance.

21.312 General - Specific Policies and Procedures

- A. Employees are directed to Human Resource Policy No. 301 and 401 for specific policies regarding:
 - Compensation / Overtime
 - Benefits / Leave
 - Changes in Status
 - Temporary Assignment Pay
 - Shift Differential Pay
 - Stability Pay
 - Bilingual Pay
 - Retirement / Disability

- B. The Human Resources Director shall be the sole judge of any discrepancies pertaining to overtime regulations, subject to the administrative review by the City Manager.

- C. For police officer represented member guidelines associated with compensation and overtime, refer to the GPOC Memorandum of Understanding (MOU).

Glendale Police Department General Order		
Pay Classification / Compensation / Benefits		21.310
Date Issued 01-29-99	Revision Date 05-24-23	Page 2 of 7

21.313 Compensation

A. Employees will be compensated a minimum of three (3) hours or actual time spent, whichever is greater, for any off-duty police department required activity when an actual physical appearance is required:

1. Training
2. Callback
3. Range practice, training, qualification
4. Court (civil and/or criminal) matters, preparation interviews, and defense interviews, that occurred while employed by the City of Glendale and require travel to an off-site location.

❖ This three (3) hour minimum only applies to an employee's non-duty time. When the three-hour minimum period runs into the employee's normal duty hours, overtime compensation will cease. For example, if court starts at 0900 hours and the employee's shift starts at 1000 hours the employee will only receive one (1) hour of overtime compensation. If an employee is required to appear in court more than one time in the same day, the court starting times must be separated by three (3) hours or more for the three (3) hour minimum to apply. For example, if the employee has a court appearance at 0900 and a second court appearance at 1300 during non-duty time, both appearances would be eligible for the three-hour minimum as long as the first appearance concluded prior to the second court time. Conversely, if the employee had a court appearance at 0900 and another at 1100 on his/her day off the employee would only be compensated for the three-hour minimum (0900 to 1200) or the actual period worked, whichever is greater.

B. Court Activity

1. Employees will not be compensated for travel time, court time, or mileage for travel in a personal vehicle for matters that did not occur during the scope of the employee's employment for the City of Glendale.
2. Telephone calls to determine status for court appearance and/or in lieu of a personal appearance for an interview or court appearance will only be compensated in 15-minute intervals.
3. Employees appearing as expert witnesses and receiving monetary compensation from an attorney or private individual for their testimony

Glendale Police Department General Order

Pay Classification / Compensation / Benefits		21.310
Date Issued 01-29-99	Revision Date 05-24-23	Page 3 of 7

will so appear only on off-duty time and will not receive compensable time.

4. Personnel using their personal vehicle for court appearances will be compensated at the approved City of Glendale rate. Mileage will be paid at the predetermined distance measured from the main police headquarters to the location of the court appearance. Other exceptions (deposition hearings, etc.) will be calculated and paid via the shortest route.
 5. Employees may be eligible to receive compensable time if a circumstance exists where the employee (officer) takes a necessary law enforcement action that falls within the scope of their authority. This determination should be made by the affected employee's Commander.
- C. Employees on stand-by for SWAT or their primary assignment (CID, VCU, PSU, etc.) are not permitted to work any City of Glendale overtime events (to include State Farm Stadium, Gila River Arena, or any other scheduled special event for the City) where overtime hours are being accumulated. If an employee wants to work a scheduled overtime event for the City, and they are scheduled to be on standby for their primary assignment, the entire day of stand-by must be covered by a replacement employee. Employees replacing their stand-by day must also obtain supervisor approval from the affected unit prior to the event.
- Exception: At the discretion of the direct supervisor, an employee may be authorized to work such an event, and maintain their stand-by assignment, if a designated squad member of the employee agrees to cover a specified number of hours of the stand-by assignment (i.e., trading stand-by coverage).
- D. Employees are not authorized to take leave (vacation or comp time) in order to work assignments for city paid overtime during the same hours. This means an employee cannot concurrently be on leave (vacation or comp) *and* earn overtime (paid or comp) for the same hours. Examples include, but are not limited to, stadium and arena events and City Council Security assignments. This does not restrict the use of leave time for any other purpose, such as an off-duty job paid by an outside employer.

Glendale Police Department General Order		
Pay Classification / Compensation / Benefits		21.310
Date Issued 01-29-99	Revision Date 05-24-23	Page 4 of 7

21.314 On the Job Training Benefits

- A. The department is certified by the Veteran's Administration for on-the-job training benefits for all qualified veterans who are in their probationary period of employment.
- B. If a probationary employee can qualify for this benefit, he/she should remember that they cannot receive veteran's educational benefits at the same time. The employee may receive on-the-job training benefits for the first year on the job and then may transfer to educational benefits, so as to use the remainder of their veteran's credits.
- C. This program is administered by Personnel Management and interested employees should contact the Personnel Management Division for assistance.

21.315 Retirement

- A. Employees:
 - 1. Regular full and part-time City employees are enrolled in either the Public Safety (commissioned police and fire employees) or the State (all others) Retirement System.
 - 2. Employees should review Human Resources Policy #401 for additional information.
- B. Public Safety Personnel Retirement Plan
 - 1. Purpose: To provide a uniform, consistent, and equitable statewide program for public safety personnel who are regularly assigned hazardous duty while employed by the State of Arizona, or a political subdivision thereof. (ARS 38-841)
 - 2. More information related to the Public Safety Personnel Retirement System may be found on the PSPRS website.
 - 3. The above listed information is a guide and subject to change. Sworn employees of the Glendale Police Department interested in obtaining the most current retirement information should contact Human Resources one of the Glendale Police Department elected PSPRS Pension Board members.

Glendale Police Department General Order		
Pay Classification / Compensation / Benefits		21.310
Date Issued 01-29-99	Revision Date 05-24-23	Page 5 of 7

C. Arizona State Retirement System

1. Information related to the Arizona State Retirement System may be found on their website.
2. The above listed information is a guide and subject to change. Non - Sworn employees of the Glendale Police Department interested in obtaining the most current retirement information should contact the Human Resources Department.

D. Retirement – Photographic Identification

The Department is mandated by Arizona Revised Statutes (13-3112.T) to issue to an officer who has honorably retired a photographic identification that states that the officer has honorably retired from the Department. The Chief shall determine whether an officer has honorably retired and the determination is not subject to review. The Department has no obligation to revoke, alter, or modify the honorable discharge photographic identification based on conduct that the Department becomes aware of, or that occurs after the officer has separated from the Department.

Photographic identification will be issued to non-sworn retirees at the direction of the Chief.

21.316 Death Benefits

A. Law Enforcement Officers

The following is a list of benefits that may be provided for deaths occurring while on duty. The list is not all-inclusive. Some benefits also apply to non-duty related death.

1. Federal Benefits
 - a. Public Safety Officer Benefits Program (PSOB) comprising of a one-time payment that is tax-free, from the Bureau of Justice Assistance.
 - Under the PSOB Program, a *public safety officer* is a person serving a *public agency* in an official capacity, with or without compensation, as a law enforcement officer, firefighter, or member of a public rescue squad or ambulance crew. *Law enforcement officers* include, but are not limited to, police,

Glendale Police Department General Order

Pay Classification / Compensation / Benefits		21.310
Date Issued 01-29-99	Revision Date 05-24-23	Page 6 of 7

corrections, probation, parole, and judicial officers. For more information on this program visit the NCJRS website.

- b. Social Security benefits to surviving children
 - c. Veterans Affairs Office: Possible monetary and funeral benefits if a veteran.
2. Public Safety Personnel Retirement System of the State of Arizona
- a. Survivor Pension (A.R.S. §38-846)

The survivors of members, who die in service, or after retirement, are eligible for benefits as outlined in the statute.

- b. Death Benefit (A.R.S. §38-846.F)
 - If a member has accumulated contributions remaining in the System at the date of death of the last pension recipient, the remaining accumulated contributions are distributed to the beneficiary as outlined in the statute.
 - For additional information please refer to the PSPRS website.

3. Educational Benefits

Tuition Waiver Certificate provided for Baccalaureate Degree from any State of Arizona University. Surviving children of the public safety officer killed in line-of-duty that are under the age of 30 (A.R.S. 15-1808) are eligible.

4. City Life Insurance

- a. The city provides regular full-time employees receive a life insurance policy equal to 100% of their annual salary plus \$1000, rounded to the next highest \$1000. Life insurance is effective beginning at the same time as health insurance.
- b. Supplemental life insurance may be available. Contact Human Resources Benefits section.

Glendale Police Department General Order

Pay Classification / Compensation / Benefits		21.310
Date Issued 01-29-99	Revision Date 05-24-23	Page 7 of 7

5. Through the Industrial Commission of Arizona / Workman's Compensation additional benefits may be available and vary upon the circumstances. This process will be handled by City of Glendale Human Resources and Risk Management.
6. GLEA or FOP members may have benefits through those organizations.
7. Additional benefit inquiries may be referred to and handled by City of Glendale Human Resources.

B. Non-Sworn Employees

1. Arizona State Retirement System
 - a. Survivor Pension (A.R.S. 38-763) information may be obtained on ASRS website.
2. Social Security benefits to surviving children
3. Veterans Affairs Office: Possible monetary and funeral benefits if a veteran.
4. City Life Insurance
 - a. The city provides regular full-time employees receive a life insurance policy equal to 100% of their annual salary plus \$1000, rounded to the next highest \$1000. Life insurance is effective beginning at the same time as health insurance.
 - b. Supplemental life insurance may be available. Contact Human Resources Benefits section.
5. Through the Industrial Commission of Arizona/Workman's Compensation additional benefits may be available and vary upon the circumstances. This process will be handled by the City of Glendale Human Resources.
6. Additional benefit inquiries may be referred to the City of Glendale Human Resources.

Glendale Police Department General Order		
Civil Suits		21.330
Date Issued 12-23-99	Revision Date 03-03-20	Page 1 of 1

21.330 Civil Suits / Insurance

Employees are covered by the City self-insurance policy, supplemented by commercial insurance, for any liability arising out of acts that are within the employee's scope of employment.

- A. The scope of employment includes most off-duty situations where an officer takes police action so long as:
 - 1. The conduct was not intentionally wrongful (for example, knowingly using excessive force or making an illegal arrest).
- B. Excluded from this and all insurance coverage is the assessment of punitive damages against an employee for knowing and intentional wrongful conduct.

21.331 Legal Counsel

Employees will be provided with legal counsel to defend their interest, as well as the City's interest, in any clam or suit alleging wrongful conduct within the scope of employment. Employees are always at liberty to retain legal counsel of their own choice, but this will be done at the employee's own expense.

Glendale Police Department General Order		
Collective Bargaining		21.345
Date Issued 03-14-08	Revision Date 12-26-18	Page 1 of 1

21.345 Collective Bargaining

- A. The Glendale Police Department Employee Organization (GPOC), the City Manager, and Police Management will work in conjunction during the course of the collective bargaining process.

- B. *City Code Section Chapter 2, Article III, Division 3, Meet and Confer Process* outlines the Meet and Confer process, as well as the specific procedures that will be followed during the course of negotiations.

<http://www.municode.com/resources/gateway.asp?pid=13944&sid=3>

- C. When a negotiated labor agreement (MOU) is signed by City Management and ratified by the Employee Organization, the Office of the Chief will obtain a signed written copy of the agreement, which will be placed on a shared computer network site, making it available to all affected department personnel.

- D. Departmental policies, procedures, and regulations will be reviewed and amended, as necessary, in harmony with the implementation of a new MOU. In circumstances where department policy does not otherwise exist, the MOU shall act as a Directive to provide guidance for represented members. Asserted contradictions or issues that may arise between departmental policy and the MOU will be addressed by the Chief and the Employee Organization, through the Joint Labor Committee process.

- E. The Glendale Police Department is committed to abide, in both letter and spirit, to a negotiated labor agreement.

Glendale Police Department General Order		
Extra-Duty, Off-Duty, and Outside Employment		21.350
Date Issued 07-01-00	Revision Date 08-14-23	Page 1 of 16

21.350 Extra Duty, Outside Employment, and Off-Duty

A. Purpose

1. The purpose of this order is to define regulations governing Extra-Duty, Off-Duty and Outside Employment privileges for departmental employees.

B. Policy

1. All department employees are permitted to work Extra-Duty, Off-Duty, and/or Outside Employment in accordance with the conditions set forth in this policy. The foremost concern of the department is to protect its employees from a compromising or hazardous position due to inappropriate or dangerous work conditions created by work outside of the department.
 - a. For the purpose of this policy, employees shall include all sworn officers, all civilian employees, and reserve police officers.
 - b. A master listing of employees approved for Extra-Duty, Off-Duty, and Outside Employment will be maintained by the Outside Employment Coordinator.

21.351 Definitions

- A. **Extra-Duty:** Work in conjunction with extra police duties, or a city-sponsored event, where the employee is compensated by the city. This includes, but is not limited to, gang enforcement, taskforce/grant details, special events, arena/stadium events, the *Chocolate Affair*, *Glendale Glitters* (holiday lighting), and Luke Air Force Base shows.
 1. Requires employees to obtain permission from the agency to engage in Extra- Duty.
 2. Assignment to work Extra-Duty will be handled by the supervisor/person in charge of the event or special events scheduling staff.
- B. **Off-Duty Employment:** Work, for an independent company or person, which is related to police duties and arranged through the police department.

Glendale Police Department General Order		
Extra-Duty, Off-Duty, and Outside Employment		21.350
Date Issued 07-01-00	Revision Date 08-14-23	Page 2 of 16

The service provided is a law enforcement activity, generally in uniform, performed by a police officer.

1. Requires employees to obtain permission from the agency to engage in Off-Duty Employment.
 2. Examples of Off-Duty Employment include school security and events, traffic control, and apartment complex/retirement home security.
- C. **Outside Employment:** Work for an independent company or person that is not arranged through the department. The services provided are not related to law enforcement in a substantial way. Outside Employment work is usually not performed in uniform.
1. Requires employees to obtain permission of the agency to engage in Outside Employment.
 2. Examples of Outside Employment work include teaching at Glendale Community College or working for a business not related to police work.
- D. **Off-Duty (Outside) Employment Committee:** The Off-Duty Employment Committee is overseen by an assigned Commander and is chaired by the Off-Duty Employment Coordinator. This is a permanent seated committee and the members are selected and serve at the discretion of the Chief of Police. This committee is responsible for overseeing the Off-Duty program.
- E. **Off-Duty (Outside) Employment Coordinator (OEC):** The OEC is the person responsible for the coordination of Off-Duty Employment assignments and the Off Duty policy. This person is also the chairperson of the Off-Duty Employment Committee. The OEC is responsible to oversee adherence to policies, processes, and other matters deemed appropriate to the agency, and to document the significant aspects of Off-Duty and Outside Employment.
1. The OEC will maintain a current list of Individual Employment Coordinators that specifies which employers they represent.
 2. This list will be maintained on the City of Glendale, intranet webpage.
- F. **Individual Employment Coordinator (IEC):** An Individual Employment Coordinator is a person selected by the OEC to coordinate Off-Duty Employment for an independent company or person who has been approved.

Glendale Police Department General Order		
Extra-Duty, Off-Duty, and Outside Employment		21.350
Date Issued 07-01-00	Revision Date 08-14-23	Page 3 of 16

1. The IEC is responsible to oversee adherence to policies, processes, and other matters deemed appropriate by the agency, and to document the significant aspects of each employee's Off-Duty Employment.
 2. The Individual Employment Coordinators will maintain a record of jobs requested, officers assigned, and the hours of each assignment. The records will be maintained for 6-months, and then purged. These records will be made available to any supervisor. Supervisors may request these files via the Off-Duty Employment Coordinator.
- G. **Certified Employers:** An independent company or person who meets the requirements of this policy by completing an Off-Duty Work Agreement and provides proof of both Workers Compensation Insurance and General Liability Insurance coverage.
1. Exception: Events occurring at the Glendale Civic Center are not required to have Workers Compensation or General Liability Insurance.
- H. **Employer Caps:** Employer caps are limits placed on the amount of employees on a sub-rotational list due to payroll, insurance constraints, or frequency of available off-duty opportunities. Employer Caps must be approved by the OEC.

21.352 Prohibited Outside and Off-Duty Employment

- A. The department will not arrange, nor will employees work security related jobs at apartment complexes in which they live in exchange for free or discounted rent.
- B. The department will not arrange, nor will employees work where the employer requires an officer in uniform to perform non-police/security tasks.
- C. The department will not arrange, nor will an employee work outside the city limits of Glendale in the capacity of a police employee, with the exception of traffic related jobs, as outlined in section 21.355.A.4.
- D. The department will not arrange, nor will an employee work at any location where the employer will not hire an adequate number of officers to handle the situation safely.

Glendale Police Department General Order

Extra-Duty, Off-Duty, and Outside Employment

21.350

Date Issued
07-01-00

Revision Date
08-14-23

Page
4 of 16

1. It is the assigned officer / employee's responsibility to notify the OEC, in the form of a memo, if an inadequate amount of officers are being supplied.
 2. The OEC, with approval of the designated Commander, will then determine an adequate number.
- E. The department will not assign employees to work for employers who refuse to utilize a rotational assignment list.
- F. The department will not arrange, nor will employees work at any location where the employer is not approved by the OEC.
- G. The department will not arrange, nor will employees work at any location if the reputation of the department might suffer, or the activity would bring discredit to the employee or the department by having an employee there. Some prohibited positions are out-call services, sexually oriented businesses, or other businesses with a sexual connotation.
- H. Employees will not work for, own, be a partner in, or hold any financial interest in any business which presents or appears to present a conflict of interest with duties as a police employee, or
1. Is a matter tending to bring discredit to the department; or
 2. Requires an abnormal amount of police regulation.
- I. Employees will not work for any business or in any capacity over which the department exercises supervisory or regulatory functions such as pawnshops, bingo halls, or towing companies.
- J. Employees will not work for an employer involved in a labor or civil rights dispute, and the employee will not perform the function of a strikebreaker or work in support of those on strike.
- K. Employees will not work in any capacity that would require or encourage them to avail themselves of non-public records, files, correspondence, or other information, whether that information is recorded, electronic, or communicated verbally. Some examples of prohibited Off-Duty employment would be bill collector, bail bonds, private investigator, or a civil process server.

Glendale Police Department General Order		
Extra-Duty, Off-Duty, and Outside Employment		21.350
Date Issued 07-01-00	Revision Date 08-14-23	Page 5 of 16

- L. Except as noted in this policy, employees will not work for, or hold a financial interest in, a business where the sale of intoxicating beverages or affiliation with medical marijuana is the principal business. Spouses of employees may also be prohibited from holding any financial interest in a business where the sale of intoxicating beverages or medical marijuana is the principal business within the City of Glendale, Arizona.
- M. The department will not arrange, nor will an employee work where the employer restricts the employee in any way from performing his/her duty as an employee of the police department.
- N. The department will not arrange, nor will an employee work for, own, or be a partner in, a private security guard service. A “private security guard service” is defined as:
 - 1. Any agency, individual, or employer in the business of furnishing to the public, for hire, fee, or reward, the following:
 - a. Dogs
 - b. Private Police
 - c. Special Police
 - d. Watchmen

21.353 General Requirements

- A. Employees who desire to work Extra-Duty, Off-Duty, or Outside Employment will fill out a **work permit**. This work permit will, if approved, be signed by the officer’s immediate supervisor and forwarded to the OEC for approval. Completed work permits will be maintained by the Outside Employment Coordinator. Immediate supervisors shall monitor, document, and mediate any employee performance issues, as deemed necessary, which may adversely affect an employee’s eligibility to work Extra-Duty, Off-Duty, or Outside Employment.
 - 1. In order to be approved to work Extra-Duty / Off-Duty, the employee must obtain a minimum performance appraisal rating of ‘*meets expectations*’ or better on an annual performance appraisal.
 - 2. If the performance appraisal is below a *meets expectations* rating, the employee’s immediate supervisor must notify the OEC that the affected

Glendale Police Department General Order		
Extra-Duty, Off-Duty, and Outside Employment		21.350
Date Issued 07-01-00	Revision Date 08-14-23	Page 6 of 16

employee will be removed from Off-Duty and Extra-Duty employment privileges.

- B. Employees who are eligible to work Off-Duty / Extra-Duty employment include full-time Police Officers, Reserve Officers, Sergeants, and Lieutenants.
 - 1. To be eligible to work Off-Duty / Extra-Duty, officers must have a minimum of 6-months of service with the Glendale Police Department as a certified officer, and must have successfully completed the Field Training Program.

- C. Non-sworn employees are eligible to work approved Outside Employment and Extra-Duty assignments, provided they have met the minimum training and proficiency requirements necessary for the position.
 - 1. To be eligible to work Outside Employment and Extra-Duty, non-sworn employees must have a minimum of 6-months of service with the Glendale Police Department.

- D. Off-Duty / Extra-Duty may be suspended as a result of discipline of work performance. The OEC and the affected employee's supervisor will be notified and documentation will be placed in the affected employees file and entered as a *Supervisor Log Notation*.
 - 1. The suspensions from Off-Duty / Extra-Duty, for Disciplinary Action will be administered as follows:
 - a. The Professional Standards Unit will forward documentation advising of the discipline, along with an Off-Duty / Extra-Duty Suspension Notice to the employee, via the chain-of-command.
 - b. A signed copy of the Off-Duty / Extra-Duty Suspension Notice will be attached to the employees current *work permit* and placed in their file, and a copy will be forwarded to the OEC.
 - c. The Affected employees Off-Duty / Extra-Duty privileges will be suspended, immediately upon the effective date of the Disciplinary Action.

Glendale Police Department General Order

Extra-Duty, Off-Duty, and Outside Employment

21.350

Date Issued
07-01-00

Revision Date
08-14-23

Page
7 of 16

- d. In the event of punitive discipline, the suspension from Off-Duty / Extra-Duty privileges will begin once the affected employee returns to full-duty status, upon completion of the last day of suspension.
2. Upon completion of the suspension period, an employee may request to have their Extra-Duty / Off-Duty privileges reinstated.
 - a. The employee must fill out a new *work permit*, as indicated in section 21.353, which must be approved by the employee's immediate supervisor and forwarded to the OEC for approval.
- E. Employees who are on administrative leave shall not be approved to work Extra-Duty and Off-Duty assignments. Employees may be approved for Outside Employment, but only if they have a vested interest in an approved business.
- F. Employees must follow all policies and procedures of the Glendale Police Department while working Off-Duty / Extra-Duty employment.
- G. Supervisors may choose to remove an employee's Extra-Duty / Off-Duty approval for performance related issues to include, but not limited to:
 1. Excessive fatigue on duty
 2. Poor job performance
 3. Excessive use of sick time
 4. Adverse effects of the employment on the employee's on-duty performance.
 5. Potential conflicts of interest that may arise from the Extra-Duty / Off-Duty employment.
- H. Employees on light duty, modified duty, or sick leave shall not be authorized to work Extra-Duty or Off-Duty employment, regardless of where it is to be worked. The designated Commander must approve any exception to this prohibition prior to working.
- I. Nothing in this policy should restrict the ability of a departmental employee to be engaged in gainful employment on a non-police related activity as long as

Glendale Police Department General Order		
Extra-Duty, Off-Duty, and Outside Employment		21.350
Date Issued 07-01-00	Revision Date 08-14-23	Page 8 of 16

the employment does not infringe upon the employee’s work schedule or the department’s management rights as the employee’s primary employer.

- J. The standard pay rate of Off-Duty employment is determined and authorized by the Chief of Police, or designee, and reviewed on an as needed basis. Employees shall not work Off-Duty for less than the authorized rate of pay unless approved by the OEC, which will include volunteer work or the donating of time to charitable causes that is associated with Off-Duty work functions.

- K. Individual Employment Coordinators may remove an employee from their Off-Duty Employment list if they can articulate a performance deficiency. Examples of a performance deficiency would be turning down assignments without a valid reason more than three times within a six-month period, tardiness, valid complaints from the employer, and/or failing to follow the policies and procedures of the Glendale Police Department. The coordinators will forward information about citizen complaints and performance deficiencies to the OEC, who in turn will forward this information to the employee’s supervisor for disposition.

- L. An employee who has had their Extra-Duty / Off-Duty / Outside Employment approval suspended may appeal to the OEC, utilizing a memorandum, outlining their position on the matter. The OEC will gather additional information and present the information to the designated Commander, who will have the final determination as to the employee’s off duty status.

- M. Any Employee who fails to report for an Extra-Duty assignment will be subject to discipline, as per General Order 22.051.A.

21.354 Policies Concerning Extra-Duty / Off-Duty Employment

- A. Will be reserved primarily for Officers, first line Supervisors, and Lieutenants.

- B. Department arranged employment will be worked in uniform, unless otherwise requested by the employer. If the employer can articulate a cause for non-uniformed officers, they may then be utilized with approval of the OEC.

- C. Officers working Off-Duty employment will not enforce non-criminal rules/policies of the employer.

Glendale Police Department General Order

Extra-Duty, Off-Duty, and Outside Employment

21.350

Date Issued
07-01-00

Revision Date
08-14-23

Page
9 of 16

- D. If a criminal act comes to the attention of an officer working Off-Duty and law enforcement action is required, an on-duty officer may be summoned. With the exception of circumstances outlined in section number 5 (below), if the Off-Duty officer finds it necessary to take action normally reserved for an on-duty police officer, an on-duty police officer may also be summoned, as outlined below (regarding the following, a supervisor shall be summoned for sections 1 and 2 and may be notified for sections 3 and 4).
1. If the responding supervisor finds it necessary to remove the Off-Duty officer for any reason, they will be replaced with on-duty personnel until such time as the officer who was assigned to work Off-Duty can be returned.
 2. If an officer, while working in an Off-Duty employment capacity, is injured as the result of using their police powers, the officer will revert immediately to an on-duty status. The employee will then notify an on-duty supervisor immediately. Officers who are injured as the result of using police powers at an Off-Duty employment location will be eligible for all benefits as if they were on-duty.
 3. If an employee, while working in an Off-Duty employment capacity, comes into possession of evidence of a crime that is not in progress, the employee shall not retain or impound the evidence. The employee will prepare a supplement detailing their actions and an on-duty officer will prepare the offense report and subsequently impound the evidentiary items. This will be superseded when an officer must take urgent action. The officer needs to be available to the business or event they are working.
 4. The officer assigned to work Off-Duty / Extra-Duty employment may elect to write the offense report if it does not conflict with those assigned duties. If there is a conflict, the officer will author a supplement and an on-duty officer will assume the investigation.
 5. In circumstances where the Off-Duty employer has made previous arrangements with the department to provide the necessary equipment at the Off-Duty work site, such as an MDC/computer, the assigned Off-Duty officer will complete the case report and required paperwork for enforcement action that is taken. Any prisoner transport and booking that is necessary, as a result of the enforcement action, should be handled by an On-Duty officer.

Glendale Police Department General Order		
Extra-Duty, Off-Duty, and Outside Employment		21.350
Date Issued 07-01-00	Revision Date 08-14-23	Page 10 of 16

- E. Department equipment will not be utilized for Off-Duty employment unless authorized by the appropriate Lieutenant or Commander.
1. Equipment assigned to patrol functions, that is utilized for Off-Duty / Extra Duty employment will be checked out no sooner than one (1) hour prior to the Off-Duty / Extra Duty assignment, and returned immediately after conclusion of the assignment.
 2. Employees that are assigned a take home vehicle may utilize the vehicle for Extra-Duty employment.
 - a. Extra-Duty employment that qualifies for take home vehicle use would be city-paid events that are overtime and/or compensatory time eligible.
 3. Take home vehicles are not authorized for transportation to/from Off-Duty employment, unless a specific operational need can be established, and approval is granted by the appropriate Commander.
 - a. Commander authorized exceptions, which fall under the parameters of an operational need, or other situations deemed reasonable by the applicable Commander.
 - b. Employees shall not modify or manipulate their designated work schedules in order to create an *operational need*. The altering of work schedules will be monitored by the applicable Commander.
 4. Take home vehicles shall not be used for Outside Employment.
 5. The use of city owned take home vehicles will be further regulated by the departmental “City Vehicles, Accidents, and Security” policy (22.080) and the City of Glendale “Authorization and Operation of City Vehicles and Equipment” Risk Manager Directive.
- F. In the event an approved employer utilizes four or more employees, the coordinator shall be required to have a supervisory police officer in charge.
1. This supervisor shall be a working officer, but shall not be assigned or committed to a fixed duty post, allowing the supervisor to circulate and effectively supervise employees.

Glendale Police Department General Order

Extra-Duty, Off-Duty, and Outside Employment

21.350

Date Issued
07-01-00

Revision Date
08-14-23

Page
11 of 16

2. In the absence of a Lieutenant or Sergeant, the Off-Duty Employment Coordinator, or their designee, can assign a Corporal or other senior officer as supervisor. Reserve officers, regardless of rank, will not be assigned as a supervisor for off-duty jobs or events.
 3. Supervisory coordination will be at the discretion of the designated Commander should any event require more than ten officers.
- G. Employees working Off-Duty or Extra Duty assignments shall notify the Communication Division of the location and times they will be working, prior to the start of their assignment.
- H. When practical, persons requesting police department arranged employment must give a minimum of three (3) days advance notice, and a minimum of twenty-four (24) hours notice prior to canceling a job. There will be a three (3) hour minimum, in job duration, for all Off-Duty jobs.
1. A three (3) hour charge, per employee, will be levied in the event of a cancellation without the 24-hour notice.
 2. Without a 3-day notice of department arranged employment, the Off-Duty Employment Coordinator will advise the calling party that they will attempt to locate the manpower and that there is no guarantee of filling the request.

21.355 Authorized Off-Duty Employment Work

- A. Off-Duty employment work is generally limited to:
1. School and church functions, parades, requests from local businesses, construction related traffic control, and events as required by City Ordinance, City Council, or other administrative directive.
 2. Business and commercial enterprises, which can justify a need for police presence, based on security, past history of problems, and/or situations where a police presence would help to deter criminal or disorderly conduct.
 3. Locations that can demonstrate benefits to the department, such as an increased presence of uniformed officers in a specific area, or a decreased responsibility for the district/beat officer.

Glendale Police Department General Order		
Extra-Duty, Off-Duty, and Outside Employment		21.350
Date Issued 07-01-00	Revision Date 08-14-23	Page 12 of 16

- a. Long term requests will be evaluated, as needed, to ensure the original reasons and needs are still applicable.
 - b. The OEC must approve long-term employers.
4. Traffic related jobs outside of the city, so long as the following requirements are met (as previously outlined in Chief’s Directive 2020-03):
- The Off-Duty assignment must be traffic related **only**.
 - The Officer must be authorized to work Off-Duty/Extra-Duty and have an approved work permit on file.
 - Officers must be approved to work traffic duties by obtaining the assignment through current departmental procedures, by a traffic coordinator. This is to ensure that approved/sanctioned contractors or 3rd party providers have filed all the necessary approval paperwork.
 - Any Officer working outside the City of Glendale must notify GPD Communications of their work assignment and location. GPD Communications shall notify the applicable police jurisdiction that a GPD Officer is working a traffic assignment within their city.
 - All other applicable departmental requirements and guidelines, as listed in the Extra-Duty, Off-Duty, and Outside Employment policy (21.350) shall apply.
- B. Exceptions and limitations concerning businesses where the principal business is the sale of intoxicating beverages:
1. The OEC will determine the number of officers assigned will work at these locations, but in all cases a minimum of two officers will be scheduled.
 2. Officers will be assigned primarily to a perimeter position outside of the business. Their primary purpose is to preserve the peace, however, they may respond inside when police action is required, after which they will return to their perimeter position.
 3. If the business is serving alcohol outdoors, officers will only work outside of the serving area.
 4. Officers will not check forms of personal identification for the purpose of liquor law compliance, but may check identification as part of a police

Glendale Police Department General Order		
Extra-Duty, Off-Duty, and Outside Employment		21.350
Date Issued 07-01-00	Revision Date 08-14-23	Page 13 of 16

investigation or to address any questions or concerns regarding authenticity or validity of the article.

5. Officers observing liquor violations by employees of the business will summon a supervisor to the business and brief the supervisor of the circumstances. The officer will also forward a memo to the OEC for review. The supervisor will then make a determination on the liquor violation and will assign an on-duty officer to conduct an investigation and to take the appropriate enforcement action.
6. Officers will make every effort to prevent intoxicated individuals from driving a vehicle away from the premises. Should officers witness an intoxicated individual driving a vehicle from the premises they will immediately advise radio of the vehicle description, direction of travel, and driver description so that the information can be relayed to on-duty officers.
7. Only certified police officers may work at businesses where the principal business is the sale of intoxicating beverages.

C. Exceptions and Limitations Concerning Church Related Events:

1. Weddings, private parties, banquets, or similar occasions, which are held on church premises, may be worked by Off-Duty officers.
2. A minimum of two officers will be required for these types of church events, where alcohol will be served. Additional officers may be required, at the discretion of the assigned coordinator.
3. At least two responsible staff members of the requesting church shall be on duty with the officers, in order to handle internal problems with the event or occasion.
4. Officers will be assigned to perimeter positions with their primary purpose of preserving the peace.
5. Officers will not, as part of Off-Duty for churches, accept responsibility for any of the following activities:
 - a. Check forms of personal identification for the purpose of liquor law compliance for the event or occasion.

Glendale Police Department General Order		
Extra-Duty, Off-Duty, and Outside Employment		21.350
Date Issued 07-01-00	Revision Date 08-14-23	Page 14 of 16

- b. Enforce rules set by those in charge of the event or occasion, unless the action is a breach of the peace or violation of law.

- D. Should it become apparent to the assigned officers that those in attendance at the event or occasion are becoming disorderly or fighting, the officers will contact an on-duty supervisor to respond to assess the situation. The supervisor may direct or remove the Off-Duty officers from the location, as dictated by the circumstance.

- E. Should the Off-Duty officers be removed from the location, the event or occasion hiring agent will be required to pay the officers for the amount of time at the location, or a minimum of three hours, whichever is greater.

21.356 Assignment of Employees

- A. Persons above the rank of Lieutenant will not be assigned Off-Duty / Extra Duty work, while in uniform, except under extraordinary circumstances.

- B. Should an employee wish to be removed from the list, a memo requesting removal must be submitted by the employee to the OEC.

- C. The Individual Employment Coordinator for each individual job will assign the personnel who have been selected to work a specific assignment or shift.

- D. The IEC shall maintain a list for specialized or long term employers, as well as schedules for the past 6-month period.

- E. An IEC, for an existing Off-Duty employment opportunity, will be assigned from the pool of Officers, Sergeants or Lieutenants who are currently working for that particular Off-Duty employer. This assignment must be equitable and on a no fee basis.

- F. Exceptions to the rotational list:
 - 1. School events where a particular School Resource Officer is requested. The School Resource Officer will flex their work schedule, or will receive compensatory time (comp time), after approval from their supervisor. If grant funding has been procured by the school, this funding may be used to compensate the officer at their off-duty pay rate.

Glendale Police Department General Order

Extra-Duty, Off-Duty, and Outside Employment

21.350

Date Issued
07-01-00

Revision Date
08-14-23

Page
15 of 16

2. Off-Duty Employment jobs where the employers have demonstrated to the Outside Employment Committee a sufficient need for permanent, non-rotational employees.
- G. The Individual Employment Coordinators will notify officers about open, Off-Duty work opportunities, and assign volunteers to satisfy the staffing requirement. Every effort will be made to rotate the assignments in a fair and equitable manner.
- H. In the event that an officer, who has been scheduled to work Off-Duty, is no longer able to fulfill their obligation:
1. The assigned officer may arrange for another officer to fill the assignment. Once this is accomplished, the assigned officer will inform the IEC about who they have arranged to serve as a replacement.
 2. The officer may contact the IEC to attempt to fill the assignment, but it is not the IEC's responsibility to find a replacement. The originally assigned officer must work the assignment if unable to locate a replacement.
- I. If requested by the employer, the IEC will furnish a telephone number, along with the name of the company to the assigned officer.
1. It is the employee's responsibility to call this telephone number before the end of the business day prior to the job assignment, to verify that the job has not been canceled. In the event of inclement weather, the officer will call and verify their employment before arriving at the work site. If the job is canceled after the officer has called and verified the assignment and arrives for work, the employee will receive a three (3) hour call out charge.
- J. If payment is not received for completed work within a fourteen-day period, the employee may contact the Independent Employment Coordinator or the Off-Duty Employment Coordinator. The coordinator, in regard to slow/no pay situations, will make contact with the employer, however, the responsibility of collecting money remains with the officer.
- K. In the event that the employee is unable to collect overdue payment for hours worked, and every reasonable effort has been made by the employee to notify the company/representatives (documentation of the contacts should be kept), the Off-Duty Employment Coordinator should be notified. The employer will

Glendale Police Department General Order

Extra-Duty, Off-Duty, and Outside Employment

21.350

Date Issued
07-01-00

Revision Date
08-14-23

Page
16 of 16

then be notified that the Glendale Police Department will no longer provide Off-Duty police services until the outstanding payments have been made.

Glendale Police Department General Order			
Awards and Recognition			21.390
Date Issued 01-29-99		Revision Date 03-04-15	Page 1 of 8

21.390 Awards and Recognition Policy (26.1.2)

- A. The purpose of this policy is to establish guidelines for the official recognition of Police Department employees.
- B. The Glendale Police Department is proud of the accomplishments of employees and is desirous of recognizing those achievements. The type of award will be evaluated and classified by the Excellence Committee, who will then forward all recommendations for major awards to the senior staff for final consideration and approval. All department personnel are encouraged to submit recommendations.

21.391 Types of Awards (26.1.2)

- A. ***Medal of Valor*** - The medal of valor is the department's highest award and may be awarded to employees who distinguish themselves by conspicuous bravery or heroism above and beyond the normal demands of duty while consciously facing extreme risk and danger to life. That will be defined by:
 - 1. Actions displaying bravery, courage, and self-sacrifice while concerned with the welfare of others.
 - 2. Action was taken for the rescue of a life or in the defense of another's life. There was a perceived probability and/or possibility of loss of life or severe injury before action was taken.
 - 3. Immediate and decisive action was necessary. A delay would have resulted in loss of life or serious injury.
 - 4. The employee's action or attempted action was above and beyond the scope of normal performance or duty responsibility.
 - 5. Actions directly reduced the risk or prevented the occurrence of a community disaster.
 - ❖ Recipient(s) will receive a medal, the appropriate breast bar, and a certificate.
- B. ***Purple Heart*** - Any member of the department who has been seriously, critically or fatally injured while in the direct performance of police duty may be awarded a purple heart. The award may be limited to those cases resulting

Glendale Police Department			
General Order			
Awards and Recognition			21.390
Date Issued 01-29-99		Revision Date 03-04-15	Page 2 of 8

from attack by an assailant, personal combat, traffic accidents where the involved employee's actions did not contribute to the accident or the performance of an act of valor.

1. Loss of life or serious injury while in the performance of duty and involved in an emergency law enforcement operation, or lifesaving mission.
2. Awarded to recognize personal sacrifice in serving the public.
3. Awarded to a person for injuries received while on or off duty, provided the nominee was actively engaged in the proper performance of police duties.
 - a. May be awarded if injury was averted by wearing body armor.
4. May be awarded if the extent and cause of injury was one of the following:
 - a. A bleeding wound that would require sutures or surgery that was inflicted by a deadly weapon used by an adversary. The incident must be substantiated by witnesses or physical evidence.
 - b. Physician ordered hospitalization or home confinement due to:
 - Serious internal injury requiring extensive medical treatment.
 - Loss of appendage or body part.
 - A broken bone requiring a cast, if the injury was caused by a subject intentionally, while resisting arrest.
 - c. Permanent injury or physical disability.
5. May be awarded for serious injuries received in an on duty traffic accident provided the nominee's actions were not in violation of the motor vehicle law or in conflict with Department policies.
6. May be awarded posthumously to a person killed in the line of duty, whether by accident or otherwise.

Glendale Police Department General Order			
Awards and Recognition			21.390
Date Issued 01-29-99		Revision Date 03-04-15	Page 3 of 8

❖ Recipient(s) will receive a medal, the appropriate breast bar, and a certificate.

C. **Lifesaving** - The Medal of Lifesaving will be awarded to employees who, through exceptional knowledge and behavior, performed an action that resulted in the preservation of life that otherwise would almost certainly have been lost. The rescuer need not have been subjected to personal risk through his/her involvement. Recipient(s) will receive a medal, the appropriate breast bar, and a certificate.

1. If applicable, submission should include medical professional verification that the officer efforts contributed to the survival of the individual.

D. **Chief's Award** – This award will be presented to nominated city employees and/or citizens who exhibit outstanding performance that exemplifies one of the Glendale Police Department's core values:

1. Respect
2. Dedication
3. Compassion
4. Integrity
5. Excellence
6. Courage

a. Nominations for those individuals that meet the criteria exemplifying the specific core value will be evaluated. It is possible that not all six Chief's Awards will be presented each year.

b. Recipient(s) will receive a medal, the appropriate breast bar, and a certificate.

c. One individual from each of the core value categories may be honored each year.

E. **Employees of the Year** - Employee of the Year award recipients will receive the appropriate award figurine, the appropriate breast bar and a certificate.

1. Finalists not selected for this award shall receive a certificate and may be considered for a Chief's Award.

Glendale Police Department General Order			
Awards and Recognition			21.390
Date Issued 01-29-99		Revision Date 03-04-15	Page 4 of 8

2. Nominations for those individuals that meet the qualifying category will be evaluated. It is possible that not all “of the year” categories will be presented each year.
 3. One individual from each of the following categories may be honored each year:
 - a. *Patrol Officer of the Year*
 - b. *Investigator of the Year*
 - c. *Specialty Officer of the Year* (Sworn personnel from areas not included in other Officer of the Year categories).
 - d. *Supervisor of the Year* (Supervisor of the Year can be a civilian or sergeant).
 - e. *Civilian Employee of the Year*
 - f. *Volunteer of the Year*
- F. **Meritorious Unit Citation** – One unit consisting of officers, civilians or both, that have distinguished themselves by the performance of actions of high initiative and innovation in the line of duty are eligible for the Meritorious Unit Citation. The accomplishments of the recipients could not have occurred without the concerted effort of the members as a whole. Recipients shall receive a breast bar and the Unit shall receive a citation.
1. One unit may be honored each year.
- G. **Commendations** – Employees who distinguish themselves by outstanding devotion to duty and/or rendering invaluable service to the department or the community may be eligible for an official written commendation. Commendations may be presented to those employees of the department who, through their own efforts, perform their jobs in such a manner as to reflect high quality and professionalism in the performance of their duties. Commendations are issued by and at the direction of the Police Chief.
1. The Excellence Committee Chair will review copies of all commendations.

Glendale Police Department General Order			
Awards and Recognition			21.390
Date Issued 01-29-99		Revision Date 03-04-15	Page 5 of 8

2. Upon review, the Excellence Committee Chair may:
 - a. Nominate the employee for a major departmental award based on the award criteria.
 - b. Recommend that the employee receive a certificate of recognition.
 - c. Allow the commendation to stand as the sole recognition of the employee's efforts.

H. Awards will not be awarded due to an action:

1. Resulting from carelessness, ineptness, or personal disputes.
 2. That was determined to be preventable.
 3. In a police facility or any other location if the member is not attempting to make an arrest or maintain the peace.
 4. Involving improper use of equipment, malfunctioning equipment, or horseplay.
 5. Involving heart attack, stroke, pneumonia, diabetic coma, or other physical condition or dysfunction.
- I. ***Awards from Community Organizations*** - Throughout the year various community organizations bestow recognition upon police employees. When nominations are solicited the current employee(s) of the year will be recommended, if the original nomination and their background, meet the criteria requested. Another employee may be recommended if the criterion dictates.

21.392 Excellence Committee (26.1.2)

- A. The Excellence Committee will be comprised of thirteen (13) department employees. One supervisor and one line employee will represent each of the six divisions within the department. Committee members may be sworn or non-sworn. Division commanders will select committee members for their respective division from interested volunteers. The final committee member will represent the Glendale Police Officer Coalition (GPOC). The GPOC leadership will be responsible for the selection of their representative.

Glendale Police Department General Order			
Awards and Recognition			21.390
Date Issued 01-29-99		Revision Date 03-04-15	Page 6 of 8

1. All members will serve a two-year term.
 2. The terms shall be staggered. Every even year, new supervisory members will be selected. Every odd year, new line members will be selected.
 3. This committee will meet quarterly at a minimum, and monthly as needed.
 4. The Police Chief will appoint a lieutenant to the excellence committee as chair. The lieutenant will represent the Chief on the committee. The chief's representative will act as an advisory capacity only and will not have vote.
 5. Attendance will be mandatory.
 6. A majority of committee members will represent a quorum. A quorum is necessary to conduct a meeting to review nominations.
 7. Committee may consult outside resources to include but not limited to a department subject matter expert, defensive tactic instructor, response to resistance instructors, and/or any other resource as necessary; to determine the appropriateness of an award based on the circumstances.
- B. The Police Chief will provide administrative support to the Excellence Committee. Support will be responsible for all administrative tasks assigned by committee chair. For example but not limited to scheduling, commendation spreadsheet, assisting with award ceremonies and/or any other administrative duties.

21.393 Award Nomination Process (26.1.2)

- A. Any member of this department may recommend personnel for an award.
- B. The recommendation must include, in detail, the circumstances surrounding the reason for the nomination.
 1. Recommendations for awards will be made within 90 days from the date that the incident becomes known to the department. The Police Chief may make exceptions to the 90 days.
 2. Nominations for Employee of the Year Awards may be based on a single incident, or overall performance through the year.

Glendale Police Department General Order			
Awards and Recognition			21.390
Date Issued 01-29-99		Revision Date 03-04-15	Page 7 of 8

3. Any employee being recommended for an award must have used proper safety techniques during the act of service for which they may be honored.
- C. All written nominations will be forwarded to the Police Chief with a copy sent to GPDExcellence@glendaleaz.com.
1. No limitation is placed on the number of awards that an individual may receive, or the number of awards that the department may distribute during the year. Awards may be given in conjunction with other awards given through the City's Excellence Program.
 2. Special Committee assignment, interpreting, and community involvement awards will be considered once a year per employee when multiple nominations are received.

21.394 Award Selection Process (26.1.2)

- A. The Excellence Committee will be responsible for reviewing nominations for awards and classifying them into the appropriate category. The committee chairperson will select committee member(s) as needed for follow up if further information is needed in regards to a nomination.
- B. The Committee support person will indicate the Committee's vote onto the *Awards Action List* at the end of each meeting and submit to Chief for review and approval of Committee vote.
- C. At the end of the award period Excellence Committee members are given a ballot with all the names of all of the nominees in each category (i.e., Valor, Lifesaving, etc).
 1. Nominees in the categories of Valor, Purple Heart, Lifesaving, Chief's Award, and Meritorious Units will be chosen by a *yes or no* vote.
 2. In each sub-category (patrol officer, investigator, specialty officer, supervisor, civilian and volunteer) for Employee of the Year, the committee is directed to select the top three in 1, 2, 3 order.
 - a. The nominees with the most #1's, 2's, 3's, are selected as finalists.
 - b. The nominations for these finalists are given to a randomly selected citizen committee (consisting of 3 citizens from the Gateway and

Glendale Police Department General Order			
Awards and Recognition			21.390
Date Issued 01-29-99		Revision Date 03-04-15	Page 8 of 8

Foothills division Citizen Advisory group) for final selection of Employee of the Year award recipients.

21.395 Award Presentations (26.1.2)

- A. The Chief of Police, or designee, will make the presentation of Major Awards (Medal of Valor, Purple Heart, Lifesaving, and Employees of the Year Awards). The presentation will be made during the annual awards banquet.
 - 1. The Chief shall notify recipients of higher awards in writing. The acknowledgment will include the approval of such an award and of the date of awards banquet.
 - 2. The Chief will present the Meritorious Unit Citation(s) to the unit commander and Meritorious Unit Citations breast bars to the members of the unit during a unit meeting.
 - 3. Awards may be presented posthumously and will be received by the next-of-kin.
 - 4. Copies of all award nominations will be placed in the employee's department personnel file and the supervisor's file.

Glendale Police Department General Order		
Fitness and Wellness		21.400
Date Issued 01-29-99	Revision Date 03-16-23	Page 1 of 4

21.400 Purpose of Fitness and Wellness Program

This General Order is to encourage all employees to develop, enhance and maintain a fit and healthy lifestyle.

21.401 Primary Program Goals

- A. In order for this department to carry out its responsibility, to provide the best possible service to the citizens of Glendale, it is important that each employee maintain a level of fitness that will enable the employee to carry out any task the employee may be called upon to perform, while minimizing risk of injury and illness. The many thousands of dollars the city has invested in each officer will have been spent in vain if an officer is physically incapable of doing his or her job.

- B. In most occupations, the daily level of physical exertion is predictable; unfortunately, law enforcement is not one of those occupations. For extended periods of time an officer may operate at a minimal level of physical activity and then be called upon to exert a critical amount of physical and mental energy. Consequently, it is incumbent upon each officer to ensure that he or she is physically fit and able to endure extreme physical and mental pressures because the officer's very survival may someday depend upon it. A matter of a few minutes each day along with a healthy lifestyle, will enable officers to develop and maintain a satisfactory level of physical fitness.

- C. A fitness and wellness program contributes to good health, effective job performance and a professional appearance. The Department encourages all employees to have a fitness and wellness program which will assist the employee to:
 1. Maintain balanced physical and mental health.
 2. Reduce job related injuries by being more physically capable and flexible through increases in stamina, strength, and agility.
 3. Maintain increased decision making skills in emotionally intense situations.
 4. Increase survival skills in physical confrontations.

Glendale Police Department General Order		
Fitness and Wellness		21.400
Date Issued 01-29-99	Revision Date 03-16-23	Page 2 of 4

5. Decrease negative effects of stress and increase the quality of personal life.
6. Improve overall basic health and reduce the usage of sick leave.
7. Undo the negative effects of the traditional sedentary nature of public safety that contributes to certain diseases such as heart disease, high blood pressure, low back pain and obesity.
8. Reduce premature termination of productive work life.
9. Increase self-confidence and self-concept contributing to greater job satisfaction and positive work attitude.
10. Display a more physically fit appearance and demeanor, thereby increasing citizen respect and positive image.

21.402 Physical Examination

While it is not a requirement for employees to have a physical examination, employees are encouraged to do so prior to starting an exercise program to determine medical restrictions.

21.403 Fitness and Wellness Program

- A. Voluntary Physical Fitness Testing may be taken year round, with assistance from any physical fitness instructor. Employees who wish to participate may either sign up via GPD HUB or coordinate with a physical fitness instructor to get scheduled for a PT test. Approval through chain of command must be obtained prior to testing.
- B. Evaluation Criteria
 1. Cooper Standards - The Cooper Standards consist of a well-documented database established by the Cooper Institute of Aerobic Research in Dallas, Texas. The “Cooper Standards” are based on age and gender. These standardized and validated results are used by fitness experts across the country as a benchmark for comparison to determine an individual’s level of fitness.
 2. A copy of the Cooper Standards is available for reference prior to and during testing.

Glendale Police Department General Order		
Fitness and Wellness		21.400
Date Issued 01-29-99	Revision Date 03-16-23	Page 3 of 4

3. All fitness testing will be conducted, monitored and proctored by an AZPOST certified fitness instructor.

C. Physical Fitness Test Areas

1. The tests administered during the voluntary fitness test assessment will test cardiovascular endurance and dynamic strength.
2. Cardiovascular Endurance will be tested with the one and one-half mile timed run. Dynamic Strength will be tested with the timed Bent Leg Sit-Up test and the timed Push-Up test

a. Bent Leg Sit- Up Test

- The individual lies on their back with both knees bent and their fingers interlaced behind their head
- The individual's feet will be held securely.
- By flexing the torso, touch elbows to the knees and return to a full lying position, with shoulder blades touching the floor.
- The buttocks must stay in contact with the floor at all times.
- Resting, if needed, will be done in the sitting up position.

b. Push-Up Test

- The individual starts in the up position and the hands are placed on the floor at shoulder width.
- The push-up consists of lowering the chest to within fist level of the floor and then extending the arms full length while keeping the back and knees straight and rigid.
- Rest if needed will be done in the up position.

D. Physical Fitness Incentive Awards

Glendale Police Department General Order		
Fitness and Wellness		21.400
Date Issued 01-29-99	Revision Date 03-16-23	Page 4 of 4

1. Physical fitness awards are based on the percentage of achievement in each category. An employee must score 70 percent (cumulative) or higher based on Cooper Standards in each category to be eligible for a fitness pin.
 - 70%-79% - Bronze Fitness Pin
 - 80%-89% - Silver Fitness Pin
 - 90-99% - Gold Fitness Pin
2. Physical Fitness Pins are awarded once per year after the physical fitness test.
3. The physical fitness pin can be worn for one year, during the year it was earned, and/or one year from the fitness test date.

E. Industrial Coverage During Physical Fitness Assessment

1. To ensure all Glendale Police Department employees have the benefit of industrial coverage, even though participation in the assessment is voluntary, employees will participate only in the departmental approved assessment program while on duty.
2. The assessment must be supervised by a qualified Physical Fitness Instructor who will ensure compliance with the program and who has the responsibility to maintain safety and to report any injuries that occur per protocol.
3. The Physical Fitness assessments will have specific dates and times each year which must be adhered to.

F. Resources

1. The police department has a Health & Safety Officer and certified AZPOST Physical Fitness Instructors that can assist in fitness training programs, fitness screening, fitness assessments, and advice on maintaining a healthy lifestyle. A list of instructors will be maintained on a shared network drive.
2. The City of Glendale has a Health and Wellness Program. For details visit the city Wellness page on The GRID.

Glendale Police Department General Order		
Employee Assistance & Support		21.410
Date Issued 05-11-99	Revision Date 01-31-11	Page 1 of 5

21.410 Purpose and Description of Employee Assistance & Support (22.2.5) (22.2.6)

- A. This order establishes guidelines for the Employee Assistance & Support (EA&S). Assistance & Support is provided by employees who, in addition to performing their normal assigned duties, have volunteered to provide support to coworkers and their families in times of distress or crisis.

- B. The fundamental philosophy is “Employees-Helping-Employees” with support from the Department.

- C. Employee Volunteers may participate in the unit as:
 - 1. Members of the Critical Incident Stress Management Team and/or
 - 2. Members of the Peer Support Volunteer Group

- D. The Goal of the Employee Assistance & Support is to promote effective stress management and thereby improve staff:
 - 1. Retention
 - 2. Readiness
 - 3. Resiliency
 - 4. Recovery

- E. Major functions include:
 - 1. Training fellow employees on stress management and psychological topics.
 - 2. Orientation and support of new personnel and their families.
 - 3. Crisis Intervention, including Critical Incident Stress Defusing and/or debriefing sessions, as needed.
 - 4. Providing information to employees, including referrals to other City resources and community service providers, as needed.
 - 5. Assisting employees and their families in accessing the services of the City's EAP, Police Psychologist, or their healthcare insurance provider.

- F. Program Participation

Glendale Police Department General Order		
Employee Assistance & Support		21.410
Date Issued 05-11-99	Revision Date 01-31-11	Page 2 of 5

Both sworn and civilian members of the Glendale Police Department may participate.

21.411 Departmental Assistance and Support to Critically Injured or Ill Employees

- A. The Glendale Police Department acknowledges that from time to time, members suffer under the strain of catastrophic illness, debilitating injury, or other life-altering crises in their lives. At times like these, individually and collectively, we will seek to support our coworkers and their families to the very best of our ability.
- B. In all cases, the wishes of the employee and their family will be respected. The Department will exercise caution so as not to impose a greater burden on the family in our effort to help.
- C. Each employee, each family and each misfortune is unique and will be addressed with due consideration to special circumstances. Needs are expected to differ from case-to-case and often from day-to-day.
- D. The Department's intent is to be flexible in addressing employee and family needs. With this in mind, the following services and resources are suggested based on past experience. This list is not intended to exclude other means of support that may be suggested by exceptional circumstances we have yet to encounter. Likewise, it is understood few circumstances require all of the following activities be initiated.
 - 1. Securing a hotel room near a hospital for family members to utilize for the first 48 hours of the employee's hospitalization.
 - 2. Stationing an employee at the hospital serving as a liaison to the family and a communications link to the Department for the first 48 hours of the employee's hospitalization.
 - 3. Arranging for an open cafeteria account at a hospital for employees and/or members of the injured employee's family for the first 7 days of the employee's hospitalization.
 - 4. Providing transportation for members of the affected employee's family.
 - 5. Providing childcare for members of the affected employee's family.

Glendale Police Department General Order		
Employee Assistance & Support		21.410
Date Issued 05-11-99	Revision Date 01-31-11	Page 3 of 5

6. Offering assistance in notifying the affected employee's extended family.
7. Coordination of volunteers to assist with yard care, childcare, or home meals.

21.412 Responsibilities of the Employee Assistance & Support Coordinator

- A. Employee Assistance & Support will be supervised by a Coordinator designated by the Chief of Police.
- B. The Employee Assistance & Support Coordinator will be responsible for the following:
 1. Establishing the general direction of the program and maintaining its operational effectiveness, consistent with sound administrative practices.
 2. Coordinating employee / volunteer participation.
 3. Maintaining training standards through initial and on-going training programs.
 4. Facilitating recruitment, selection, and training of new participants.
 5. Serving as advisor to participants.
 6. Removing participants from the program for cause, to include violation of confidentiality or failure to maintain minimum standards of participation and training.
 7. Reviewing and evaluating the use of the program and reporting the findings to the Police Chief.
 8. Arranging for a designee during an absence, or when unavailable.
 9. Establishing policies and procedures for participants.

21.413 Peer Support Volunteers and CISM Team Members

- A. Members are selected and appointed in accordance with guidelines established by the EA&S Coordinator. Generally the selection process will include the following steps and considerations:

Glendale Police Department General Order

Employee Assistance & Support

21.410

Date Issued
05-11-99

Revision Date
01-31-11

Page
4 of 5

1. Recruitment of candidates through direct solicitation or nomination by coworkers.
 2. The coordinator may review the applicants' qualifications and work history.
 3. The applicants' manager or designee will be asked to offer a recommendation.
- B. Selected applicants will be required to attend and successfully complete basic in-house stress management training program, or other equivalent outside training. Members who have completed the training program will be required to attend periodic on-going training sessions.
- C. Concerns involving member conduct, confidentiality, or other issues detrimental to the team should be brought to the attention of the coordinator. If a participant becomes aware that they are currently the object of a disciplinary investigation that could result in their suspension, demotion, or termination, or are suffering from, or being treated for, any serious personal problems, they should notify the coordinator.
- D. Inactivity (i.e. failure to attend training, meetings, or to otherwise maintain contact regarding EA&S activities) may result in removal from the program.
- E. Members may be placed on an inactive status or removed from the program by request, or at the discretion of the coordinator.

21.414 Accessibility and Confidentiality

- A. No approval is necessary for an employee to contact a member of EA&S.
- B. Conversation with a member of EA&S is not legally protected from discovery, however, the policy of the Police Department is to respect the confidentiality of these conversations within the context of this agency's operations.
- C. Members may disclose information to obtain advice, guidance, or assistance from the EA&S Coordinator, or a mental health care professional, as needed to safeguard the interest of the Department and its members.

**Glendale Police Department
General Order**

Employee Assistance & Support

21.410

Date Issued
05-11-99

Revision Date
01-31-11

Page
5 of 5

- D. It is often the practice of the Professional Standards Unit to order members not discuss a matter under investigation until the investigation is complete. The operational functions of EA&S will not nullify those orders, but a member may discuss with any member of EA&S personal matters regarding stress or other emotional difficulties arising from such an investigation.

Glendale Police Department General Order		
Critical Incident Stress Management		21.420
Date Issued 05-13-99	Revision Date 04-22-15	Page 1 of 4

21.420 Critical Incident Stress Management - Purpose and Goals (22.2.5) (22.2.6)

- A. Critical Incident Stress Management (CISM) is an on-going process that includes pre-incident training, crisis intervention during and after a traumatic event, and information about and referral to appropriate social and medical services for those adversely affected.
- B. The goal of CISM is to mitigate immediate and long-term detrimental effects of traumatic events on employees and their families. Employee Assistance & Support plays a key role in CISM, but CISM is a responsibility of every supervisor and manager (See 21.410).
- C. Effective stress management also aids employees in coping with the routine stresses of the law enforcement professions.
- D. Departmental support of Stress Management improves the quality of life of employees and contributes to the efficiency and effectiveness of the Department
- E. Support by the department's management staff is vital to the success of the program. Individuals involved in helping fellow employees will need the support and understanding of their supervisors.
- F. At the discretion of GPD Command Staff, based on input and recommendations provided by the Employee Assistance & Support Coordinator and/or Victim Assistance Supervisor, an employee may be placed on administrative leave due to circumstances outlined in this policy and/or the *Crisis Intervention Services* General Order (60.725). If a determination is made that an employee needs to be placed on administrative leave, the procedures that are outlined in the *Post Lethal force and Employee Welfare* General Order (23.014) shall apply.

21.421 Critical Incident Stress Debriefings and CISM Teams

- A. A Critical Incident Stress Debriefing (CISD) is an intervention utilized by public safety organizations to assist members in coping with extraordinary events.
- B. Debriefing interventions are conducted by specially trained public safety employees, organized into teams, in cooperation with mental health professionals.

Glendale Police Department		
General Order		
Critical Incident Stress Management		21.420
Date Issued 05-13-99	Revision Date 04-22-15	Page 2 of 4

- C. CISM Teams are specially trained component of the Employee Assistance & Support Program.
- D. The types of situations where a CISM Team may be mobilized include:
1. Officer involved shootings.
 2. Incidents involving the death or serious injury of fellow police personnel. The response of the CISM Team will be guided by the *Employee Assistance Manager/Representative Responsibilities Checklist*.
 3. Other tragic incidents that evoke a strong emotional reaction in the responding police personnel.
- E. Critical Incident Stress Debriefings are typically conducted one or two days after a traumatic incident occurs.
- F. Participation in a Critical Incident Stress Debriefing, if conducted, will be mandatory for all involved personnel with the exception described below.
1. An exception shall be made for officers who fire their weapons during an incident. Confidentiality may be of concern. For those individuals, a one-on-one debriefing with a licensed mental health professional will be facilitated by the Employee Assistance & Support Coordinator, at the officer's request.
 2. The purpose of making participation mandatory is to remove the effect of peer pressure and allow those who would like to attend an opportunity to do so without consideration for the judgment of their peers.
 3. Participants are not required to speak if they choose not to.
- G. The CISD Team may mobilize to provide mutual aid to other public safety agencies and may participate in multi-agency CISD activities, as directed by the Chief of Police.
- H. Not every Critical Incident will require a Debriefing. A Defusing may be adequate to meet employee needs. The Employee Assistance & Support Coordinator, in consultation with on-scene supervisors, will assess the circumstances and reaction of the participants to determine what level of assistance is advisable.

Glendale Police Department General Order		
Critical Incident Stress Management		21.420
Date Issued 05-13-99	Revision Date 04-22-15	Page 3 of 4

21.422 Critical Incident Defusings

- A. The Department recognizes some of the duties performed in law enforcement can have an emotional impact on employees, therefore, the Department will offer Critical Incident Defusings.
- B. When extremely violent events exceed the "routine" that law enforcement employees absorb on a daily basis, or when they witness depressing events well beyond the norm, they may benefit from a brief Defusing activity.
- C. "Defusing" is a term used to describe a brief on-scene or end of shift opportunity created for officers to voluntarily come together and touch base with one another before securing from duty.
- D. The Employee Assistance Coordinator, or any other member of the Critical Incident Stress Management Team, can help facilitate this meeting and offer some basic reminders about how to take care of one's self. Follow-up can occur on an individual basis as needed.
- E. Defusings usually take approximately 15 minutes and are best completed at the end of the shift or at the conclusion of an operation. If this is impractical, a defusing can be done when employees report for work the following day, or employees can be contacted individually by telephone.
- F. First-Line Supervisors are encouraged to notify the Employee Assistance & Support Coordinator when unusually traumatic events occur so that a defusing or other assistance can be offered to affected employees. Some examples of extraordinary traumatic events include, but are not exclusive to the following:
 - 1. Serious injury to a co-worker.
 - 2. Crimes against children or child deaths (accidents, drowning, child abuse, homicides, suicides).
 - 3. Multiple casualty scenes (graphic transportation accidents).
 - 4. Crimes of unusual cruelty or depravity (torture, dismemberment).
- G. When an employee encounters potentially lethal force or uses potentially lethal force, the events exceed what would be covered under this section and the appropriate stress management protocol is addressed in General Order 23.014.

Glendale Police Department General Order		
Critical Incident Stress Management		21.420
Date Issued 05-13-99	Revision Date 04-22-15	Page 4 of 4

21.423 Confidentiality

- A. At the beginning of any CISD session, all participants will be advised that all information disclosed in the session will be considered confidential but is not legally protected.
- B. CISM Team Members will facilitate the session so as to address emotions and issues arising after the event and avoid any tactical critique of the event.
- C. Communication between a CISM Team and employees is considered privileged by the Department, except for those matters that involve serious violations of the law or serious misconduct. Participants are expected to maintain this confidentiality and not disclose any information from the CISD session. Exceptions to confidentiality are described in 21.414.
- D. No notes, photographs, or video/film/audio will be taken during the CISD session.

Glendale Police Department General Order		
Peer Support Program		21.425
Date Issued 08-14-07	Revision Date 01-31-11	Page 1 of 3

21.425 Philosophy

- A. The goal of peer support is to provide all Glendale Police employees the opportunity to receive emotional and tangible peer support through times of personal or professional crises and to help anticipate and address potential difficulties.
- B. The primary function of the Peer Support Program is to provide co-workers with someone who will listen, share feelings and answer questions to help an employee cope better with his/her situation in a safe environment.
- C. The peer support program will include provision for Peer Support Volunteers to have access to professional mental health consultation and training. Peer Support Team Members should refer cases that require professional intervention to a mental health professional.
- D. Peer Support Team Members are Police Employees first and peer supporter volunteers second. Any conflicts of roles should be resolved in this context.
- E. A Peer Support Team Member, sworn or non-sworn, is a specifically trained colleague, not a counselor or therapist. The peer support program augments outreach programs, e.g., the City’s Employee Assistance Program (or EAP - APS Healthcare) and our contracted police psychologists, but does not replace them.
- F. It may be beneficial for Peer Support Team Members to be involved in supporting individuals involved in a critical incident, such as an officer-involved shooting. Peer Support Team Members may also be CISM Team Members if they have the required training. However, only a licensed mental health professional can offer a confidential post-shooting individual debriefing to an officer who has used lethal force.

21.426 Selection of Peer Support Team Members

- A. Peer Support Team Member(s) should be chosen from volunteers who are currently in good standing with the department and who have received recommendations from their superiors and/or peers.

Glendale Police Department General Order		
Peer Support Program		21.425
Date Issued 08-14-07	Revision Date 01-31-11	Page 2 of 3

- B. Considerations for selection of Team Members include, but are not limited to, previous education and training; resolved traumatic experiences; and desirable personal qualities, such as maturity, judgment, and personal and professional credibility.
- C. Team Members may be removed from the program. Possible cause for removal may include inappropriate breach of confidentiality; failure to attend training; or losing one's good standing with the department. Team Members are provided with the option to take a leave of absence and encouraged to exercise this option, should personal issues or obligations require it.

21.427 Training

Relevant introductory and continuing training for a Peer Support Team Member(s) may include the following:

- Confidentiality Issues
- Communication Facilitation and Listening Skills
- Ethical Issues
- Problem Assessment
- Problem-Solving Skills
- Alcohol and Substance Abuse
- Cross-Cultural Issues
- Medical Conditions Often Confused with Psychiatric Disorders
- Stress Management
- AIDS Information
- Suicide Assessment
- Depression and Burn-Out
- Grief Management
- Domestic Violence
- Crisis Management
- Nonverbal Communication
- When to Seek Mental Health Consultation and Referral Information
- Traumatic Intervention
- Limits and Liability

Glendale Police Department General Order		
Peer Support Program		21.425
Date Issued 08-14-07	Revision Date 01-31-11	Page 3 of 3

21.428 Administration

- A. The only information that management may require about peer support cases is the anonymous statistical information regarding the utilization of a Peer Support Program.
- B. The Peer Support Program shall be governed by a written procedures manual that is available to all personnel.
- C. The goal of the Glendale Police Department is to train as many employees as practical in peer support skills.
- D. The Employee Assistance and Support Coordinator will supervise the Peer Support Program.
- E. The Peer Support Program is not an alternative to discipline. A Peer Support Team Member shall not intervene in the disciplinary process, even at a co-worker's request.

Glendale Police Department		
General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 1 of 28

21.440 Purpose

- A. In the performance of their duty, Police Department personnel may be exposed to communicable diseases such as Hepatitis, HIV (AIDS), Meningitis, Herpes, MRSA and Tuberculosis. Tuberculosis may be contracted by inhaling the respiratory secretions of an untreated person who has the disease. AIDS and Hepatitis B are known to be transmitted through blood or body fluids exchange and sexual contact. Meningitis may be contracted through direct contact with an infected person's respiratory secretions. Direct contact with mucous membranes or skin lesions of a person with herpes may result in an employee becoming infected. Infected individuals may not know that they have a communicable disease, or they may choose not to reveal that fact to department personnel.
- B. This Exposure Control Plan outlines the measures that will be taken to prevent or reduce the risk of exposure to communicable diseases on the job. It describes the location of protective items i.e., gloves, eye protection, masks, etc. throughout the department, along with the guidelines concerning their use. This order is established to protect personnel from the spread of bloodborne pathogens and is in compliance with OSHA Federal Register 29 CFR Part 1910.1030.
- C. This control plan describes procedures for decontaminating and disinfecting equipment and clothing items that have been contaminated with blood or other body fluids.
- D. This control plan establishes an in-house procedure for reporting infectious disease exposures and follow-up investigation of exposure incidents.
- E. The risk of contracting a disease does not relieve an employee from the obligation of performing his/her duties. If a police department employee, while carrying out his official duties, is exposed to an infectious disease, the city will pay the expenses for immunizations and testing for the employee. The city will pay for decontamination and quarantine if needed.
- F. OSHA has regulated infectious disease control in the workplace. All personnel are to be trained in infectious disease control when hired by the City. Categories of personnel who are classified as having occupational exposure to bloodborne pathogens or infectious material are offered Hepatitis A and B immunizations and annual training in infectious disease control.

Glendale Police Department General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 2 of 28

- G. Universal Precautions will be observed to prevent contact with blood or other potentially infectious materials. ALL body fluids must be considered, and treated as, potentially infectious materials.
- H. This Exposure Plan shall be reviewed and updated at least annually and whenever necessary to reflect new or modified tasks and procedures which affect occupational exposure and to reflect new or revised employee positions with occupational exposure.
- I. Records of exposure incidents will be kept confidential. A copy of these records will be kept in the employee file with the Health and Safety Officer.
- J. Exposure incident records will be kept for the duration of employment plus 30 years per OSHA requirements 1910.1030.21.443. Training records will be kept for 3 years per the requirement.

21.441 Definitions

- A. All definitions are listed in federal OSHA regulation 1910.1030 Bloodborne Pathogens:

Blood - Means human blood, human blood components, products made from human blood and suspected blood products. This will also include animal blood and animal blood components.

Bloodborne Pathogens - Means pathogenic microorganisms that are present in human blood and can cause disease in humans. These pathogens include, but are not limited to, Hepatitis B virus (HBV) and Human Immunodeficiency Virus (HIV).

Contaminated - Means the presence or reasonably anticipated presence of blood or other potentially infectious materials on an item or surface.

Contaminated Laundry - Means the laundry, which has been soiled with blood or other potentially infectious materials or may contain sharps.

Contaminated Sharps - Any contaminated object that can penetrate the skin including, but not limited to, needles, scalpels, broken glass, broken capillary tubes, and exposed ends of dental wires.

Glendale Police Department General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 3 of 28

Decontamination - Means the use of physical or chemical means to remove, inactivate, or destroy bloodborne pathogens on a surface or item to the point where they are no longer capable of transmitting infectious particles and the surface or item is rendered safe for handling, use, or disposal.

Engineering Controls - Means controls that isolate or remove the bloodborne pathogen hazard from the workplace such as sharps disposal containers.

Epidemiology - The prevalence and spread of disease in a community.

Exposure Incident - Means a specific eye, mouth, other mucous membrane, non-intact skin, or parenteral (needle sticks, human bites, cuts, and abrasions) contact with blood or other potentially infectious materials that results from the performance of an employee's duties.

Handwashing Facilities - Means a facility providing an adequate supply of running potable water, soap and single use towels or hot air drying machines.

Hazardous Chemical – Any chemical that is a physical hazard or health hazard to employees.

Licensed Healthcare Professional - A person whose legally permitted scope of practice allows them to independently perform hepatitis B vaccination and post-exposure evaluation and follow-up.

HBV - Hepatitis B virus

HIV - Human Immunodeficiency Virus

NIOSH - National Institute of Occupational Safety and Health

OSHA - Occupational Safety and Health Administration

Occupational Exposure - Reasonably anticipated skin, eye, mucous membrane, or skin penetration contact with blood or other potentially infectious materials that many result from performance of an employee's duties.

Other Potentially Infectious Materials - Means (1) the following human body fluids: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental

Glendale Police Department		
General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 4 of 28

procedures, any body fluid that is visibly contaminated with blood, and all body fluids in situations where it is difficult or impossible to differentiate between body fluids, (2) any unfixed tissue or organ (other than intact skin) from a human (living or dead); and (3) HIV-containing cell or tissue cultures, organ cultures, and HIV-or HBV-containing culture medium or other solutions; and blood, organs, or other tissues from experimental animals infected with HIV or HBV.

Parenteral - Means piercing mucous membranes or the skin barrier through such events as needle sticks, human bites, cuts, and abrasions.

Personal Protection Equipment - Is specialized clothing or equipment worn by a department member for protection against a hazard. This includes items such as CPR masks, latex gloves, goggles, lab coats, NIOSH N95 mask, disposable jump suits, booties etc. General work clothes such as, uniforms, pants, shirts, or blouses not intended to function as protection equipment against a hazard are not considered to be personal protective equipment.

Regulated Waste - Liquid or semi-liquid blood or other potentially infectious materials, contaminated items that would release blood or other potentially infectious materials in a liquid or semi-liquid state if compressed, items that are caked with dried blood or other potentially infectious materials and can release these materials during handling, or contaminated sharps; and pathological and microbiological wastes containing blood or other potentially infectious materials.

Sharps - Any object with a cutting edge or point that can penetrate the skin.

Sharps Containers - Per OSHA 1910.1030.2.vii - containers shall be puncture resistant and label or color-coded in accordance with OSHA standards.

Source Individual - Any individual, living or dead, whose blood or other potentially infectious materials may be a source of occupational exposure to the employee. Examples include, but are not limited to; hospital and clinic patients; trauma victims; clients in institutions for the developmentally disabled; subjects of drug and or alcohol treatment facilities, prisoners; individuals who donate or sell blood or blood components and human remains.

Standard Precautions – A set of infection control practices used to prevent transmission of diseases that can be acquired by contact with blood, body fluids, non-intact skin (including rashes) and mucous membranes.

Glendale Police Department General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 5 of 28

Sterilize - The use of physical or chemical procedure to destroy all microbial life including highly resistant bacterial endospores.

Universal Precautions - Is an approach to infection control. According to the concept of universal precautions, all human blood and certain human body fluids are treated as if known to be infectious for HIV, HBV, and other bloodborne pathogens.

Work Practice Controls - Controls that reduce the likelihood of exposure by altering the manner in which a task is performed such as prohibiting recapping needles by a two-handed technique.

21.442 Designated At-Risk Classifications

- A. Exposure determination is made without regard to the use of personal protective equipment.
- B. The following list includes all job classifications in which all employees in those job classifications have occupational exposure on a routine basis:
 - 1. All Sworn Police Personnel
 - 2. Police Detention Personnel
 - 3. Police Property/Evidence Manager
 - 4. Police Property/Evidence Custodians
 - 5. Police Reserve Officers
 - 6. Identification and Crime Lab Technicians
 - 7. Crime Laboratory Manager
 - 8. Accident Investigators
 - 9. Crime Scene Technicians
 - 10. Police Crisis Intervention Specialists
 - 11. Community Action Team Members
 - 12. Victim's Assistance Case Workers and Volunteers
- C. The following list includes job classifications in which some employees may have an occasional occupational exposure:
 - 1. Chief of Police
 - 2. Assistant Chief of Police
 - 3. Police Commanders

Glendale Police Department General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 6 of 28

- D. General list of tasks and procedures (duties are not limited to those listed).
1. **All sworn personnel and reserves** - During normal course of their duties will be called on to make arrests, conduct persons and property searches, and collect potentially infectious evidence.
 2. **Property/Evidence custodians** - During the normal course of their duties will be called on to collect, store, and destroy evidence that may be contaminated with infectious body fluids.
 3. **All Identification, Crime Lab personnel and Crime Scene Technicians** - During the normal course of their duties are responsible for the collection and processing of evidence that will consist of or maybe contaminated by potentially infectious body fluids.
 4. **Detention Officers** - During the normal course of their duties are called on to process prisoners including body and property searches. Members are regularly required to collect bedding and clean cells that have been contaminated with body fluid.
 5. **Accident Investigators** - During the normal course of their duties are called on to respond to traffic accidents where first aid is immediately needed prior to the arrival of paramedic unit. Personnel process accident scenes that include inspection of vehicles, where body fluids are present.
 6. **Callback Officers** - During the normal course of their duties engage in high degree of public contact; maybe called on to give first aid to citizens in the lobby, receive found evidence from the public, or maybe called on to assist in prisoner searches.
 7. **Crime Prevention Specialists** - During the normal course of their duties engage in a high degree of public contact; receive found property from citizens; or may conduct home security surveys where blood or body fluids may be present.
 8. **Volunteers in police services** - Those volunteers whose duties fall into the above at-risk designations will be eligible to participate in the Hepatitis B inoculation program.

Glendale Police Department General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 7 of 28

9. **Crisis Intervention Specialists** - During the normal course of their duties engage in a high degree of public contact in crisis situations, respond to all critical incident scenes, and transport crime victims; when and where blood or body fluids may be present.

21.443 Training

- A. Training on the Department's Exposure Control Plan, Hepatitis A and B Program and basic use of personal protective equipment will be provided for all new hire in at-risk assignments within a reasonable period of time of beginning employment.
- B. Documented annual training on bloodborne illnesses and/or use of personal protective equipment will be as developed and administered by the Health and Safety Officer. It will be considered mandatory for all at-risk assignments per OSHA guidelines.
- C. Training records will be kept for 3 years per the OSHA guidelines.
- D. OSHA Training Standard
 - 1. An accessible copy of the regulatory text of this standard and an explanation of its contents.
 - 2. A general explanation of the Epidemiology and symptoms of bloodborne diseases.
 - 3. An explanation of the modes of transmission of bloodborne pathogens.
 - 4. An explanation of the employer's exposure control plan and how the employee can obtain a copy of the written plan.
 - 5. An explanation of the appropriate methods for recognizing tasks and other activities that may involve exposure to blood and other potentially infectious materials.
 - 6. An explanation of the use and limitations of methods that will prevent or reduce exposure including appropriate engineering controls, work practices and personal protective equipment.

Glendale Police Department General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 8 of 28

7. Information on the types, proper uses, location, removal, handling, decontamination and disposal of personal protective equipment.
8. An explanation of the basis for selection of personal protective equipment.
9. Information on the Hepatitis B vaccine, including information on its efficacy, safety, method of administration, the benefits of being vaccinated, and that the vaccine and the vaccination will be offered free of charge.
10. Information on the appropriate actions to take and the persons to contact in an emergency involving blood or other potentially infectious materials.
11. An explanation of the procedure to follow if an exposure incident occurs, including the method of reporting the incident and the medical follow-up that will be made available.
12. Information on the post-exposure evaluation and follow-up that the employer is required to provide for the employee following an exposure incident.
13. An explanation of the signs and labels and/or color-coding required by paragraph (g) (1) of the standard.
14. An opportunity for interactive questions and answers with the person conducting the training session.

21.444 General Prevention Guidelines for All Department Employees

- A. Glendale Police Department members should consider the fact that any person they come into contact with may be a potential carrier of a communicable disease.
- B. Precautions and protective measures taken by department employees should be based on sound evaluation of available facts and good judgment. All department guidelines are based on the concept of taking universal precautions with regards to body fluids. Where it is difficult to differentiate between body fluid types, ALL such body fluids shall be considered potentially infectious materials.
- C. Nitrile gloves will be issued to the employees. Nitrile gloves should be used for pat downs, searches, searching vehicles, search warrants, handling high-risk

Glendale Police Department General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 9 of 28

subjects, and cleaning contaminated equipment. If the employee is unsure of the risk, nitrile gloves should be worn.

- D. When department members come into close contact with any individual who is known to have, or is suspected of having, a communicable disease or whenever possible exposure to body fluids is anticipated, appropriate preventative measure cited below will be followed:
1. Limit the number of department employees and the amount of exposure time to the absolute minimum necessary to accomplish needed tasks.
 2. Do not directly touch open skin lesions and avoid any exchange of blood or bodily fluids. Cover any wounds or cuts that may come into contact with body fluids.
 3. When handling body fluids or items containing body fluids stains, excretions or secretions, nitrile gloves will be worn. Members with cuts, abrasions, psoriasis, and/or other skin lesions will wear nitrile gloves to minimize potential transmission of infected fluids through these lesions. Hands should always be washed thoroughly after gloves are removed either with soap and water or first with disinfectant gel, and then with soap and water when available.
 4. When dealing with persons who are actively coughing or when it is suspected or known that an individual has a disease, which is transmitted through respiratory droplets, employees may wear face masks. Employees may also consider giving a facemask to the infected individual to help protect persons nearby.
 5. In addition to nitrile gloves, personal protective equipment such as eye protection, alcohol gel, syringe tubes, shoe coverings, NIOSH N95 masks, or coveralls (Tyvek) will be worn/used as needed to prevent potentially infected body fluids from contacting mucous membranes. These will be provided at no cost to the employee.

Glendale Police Department		
General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 10 of 28

- a. Under rare and extraordinary circumstances, an employee may refrain from using personal protective equipment if in the employee's professional judgment in that specific instance equipment use would have prevented the delivery of health care or public safety services or would have posed an increased hazard to the safety of the victim, himself, or others.
 - b. Exceptions listed above will be fully documented and reviewed by the department's safety officer to determine if changes can be instituted to prevent reoccurrence of such instances in the future.
6. The department issued disposable pocket CPR face masks with the one-way valves will be used whenever it becomes necessary to resuscitate an individual.
 7. Nitrile gloves will be worn when handling dead bodies.
 8. Employees in assignments at-risk for biohazards will be issued an infection control kit containing NIOSH N95 mask, disposable coveralls, shoe coverings, syringe holder, disposable sleeves and alcohol gel. Employees are responsible for maintaining the contents of their issued kit. Replacement items will be available in the supply closet at the main station and each substation. These items and additional infection control items including nitrile gloves will be available at each of the substations
 9. All PPE shall be removed prior to leaving the work area and disposed of appropriately in a biohazard bag. The biohazard bag will be placed in a biohazard barrel located in all the fire stations or on the loading dock of the main station.
 10. Contaminated needles or other sharps will not be bent, recapped or removed except by use of a mechanical device or other approved method to reduce the risk of exposure unless it has been documented that no feasible alternative exists at the time.
 11. Take precautions to avoid needle punctures and razor or knife cuts during searches and pat-downs. When handling syringes and sharp objects as evidence exercise extreme care. Two pairs of gloves may be necessary to help avoid the possibility of punctures.

Glendale Police Department		
General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 11 of 28

12. Immediately package needles in evidence tubes, sharps containers, or other puncture resistant containers to prevent accidental stabbing and over-handling. When transporting syringes for evidence, place syringe(s) in plastic evidence tubes and seal. All non-evidence syringes shall be placed in the sharps container in the trunk of the patrol cars for later destruction. Do not transport needles in pursuit kits, pockets, etc.
13. When searching purses, bags, etc. dump out contents whenever possible. Avoid reaching into bags, purses, etc. with bare hands.
14. Clothing items that become contaminated with blood or other body fluids/secretions will be changed as soon as feasible and marked for laundering. See section 21.447.I for laundry collection guidelines.
15. A disposable coverall will be worn over infected clothing/gear when driving from the area to the station so cross-contamination does not occur in the police vehicle. The coverall will be disposed of in a biohazard bag and thrown away in the appropriate biohazard barrel for incineration.
16. Hands will be washed with soap and warm water or another approved substitute (gel disinfectant, alcohol towelettes, 10% bleach/water solution) whenever physical contact is made with a person who is known to have or is suspected of having a communicable disease.
17. When transporting liquid blood samples, all vials will be carried in a sealed plastic bag or spill proof container, marked with a biohazard label, to avoid direct contact with blood in the event of accidental breakage. If such containers could leak or are capable of being broken, they must be placed in a second non-permeable container such as a sealable plastic bag. Blood vials shall never be placed in a pocket.
18. Blood or body fluid stains or spills in police department buildings and vehicles will be cleaned up using a disinfectant solution as outlined in decontamination/disinfecting section 21.447.
19. Sworn officers or detention personnel will be responsible for cleaning up blood or body fluid spills of less than 1/2 gallon. Personnel shall wear nitrile gloves, protective eye wear, and N-95 (if applicable) when cleaning any biohazard spill.

Glendale Police Department General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 12 of 28

20. All disposable items of non-evidentiary nature that become contaminated with blood or body fluids will be placed into a biohazard bag and placed in a biohazard container marked for incineration.
21. Biohazard labeling will be affixed to these materials to warn others handling them. These labels will be made available in the same area as the property collection bags.
22. The Glendale Police Department will dispose of contaminants generated in its area by incineration in accordance with County Health Department or State Department of Environmental Quality regulations. The contaminants will be deposited in a covered 50 gallon drum located on the loading dock at police department main station. The drums will be labeled: Biohazard.
23. Contaminated items that are not disposable (i.e., vehicle seats, lab tools, etc.) will be disinfected according to procedure 21.447 provided in this order. Cleaning will be done by the sworn officers, ID personnel, or detention personnel for spills of less than 1/2 gallon.
24. Contamination that has spread under seats or into cracks and crevices shall be cleaned by the appropriate cleaning company.
25. Any time a communicable disease is encountered by the Glendale Police Department members in the field, ambulance attendants, emergency room personnel, fire department paramedics, detention personnel, and other persons having contact with the subject shall be verbally advised so as to reduce the possibility of exposure.
26. Potentially infectious evidence will be sealed with evidence tape (do not staple) and will always be marked with appropriate warnings such as biohazard warning stickers.
27. Food and drink will not be kept in refrigerators, freezers, shelves, and cabinets or on countertops or bench tops where blood or other potentially infectious materials are present.
28. Eating, drinking, smoking, applying cosmetics, applying lip balm or handling contact lenses is prohibited in a work area where there is a reasonable likelihood of occupational exposure.

Glendale Police Department General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 13 of 28

29. Eating and drinking are prohibited in the auto evidence bay and in the evidence/property areas at each of the stations.
30. Prisoners suspected of having a communicable disease will not be transported with other prisoners and will not be placed in the same cell with other prisoners.
31. When an individual with active TB is transported by a city employee (e.g. police suspect, prisoner transport), windows in the vehicle will be opened (if possible) to allow adequate ventilation. The suspect should be asked to wear a NIOSH N95 mask during transport. The employee exposed will wear a NIOSH N95 mask during the time of exposure.
32. All procedures involving blood or potentially infectious materials will be performed in such a manner as to minimize the splashing, spattering, spraying or generation of droplets of these substances.

21.445 Hepatitis A and B Inoculation Program

- A. The Hepatitis A and B Vaccine series is available for all members identified in section GO 22.442 as having occupational exposure to bloodborne pathogens.
 1. The vaccinations are provided at no cost to the at-risk member and will be administered by the department's contract licensed health care provider.
 2. Newly hired members in at-risk assignments shall be required to report to the licensed health care provider following completion of department approved training. The health care provider will discuss Hepatitis A and B and offer the member the opportunity to participate in the program.
 3. Members who do not wish to participate shall sign a waiver to that effect. A member who initially declines participation in the program may opt to participate at any time in the future by contacting the licensed health care provider.
 4. According to the Center for Disease Control data, vaccine-induced antibody levels decline in time. Up to 50% of adult vaccines that respond adequately to vaccine may have low or undetectable antibody levels by 7 years after vaccination. CDC states that even with declining antibody levels, adults are still protected. When an exposure occurs, an examination of the

Glendale Police Department General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 14 of 28

circumstances will determine whether the exposed employee requires further treatment.

5. Exposure to Hepatitis A and other types of non-B Hepatitis will be treated according to current recommendations from CDC and the licensed health care provider.

21.446 Personal Protective Equipment (PPE)

- A. Employees in assignments at-risk for biohazards will be issued an infection control kit containing NIOSH N95 mask, disposable coveralls, shoe coverings, syringe holder, disposable sleeves, and alcohol gel. Employees are responsible for maintaining the contents of their issued kit. These items and additional infection control items, including nitrile gloves, will be available at each of the substations. The infection control kits will be carried on duty at all times.
- B. Supervisors will ensure that the employee in those areas where exposure to bloodborne pathogens/infectious disease is likely to occur uses all appropriate PPE.
- C. Supervisors are responsible for ensuring that the appropriate PPE is issued to each employee in the proper size and that it is maintained in a proper manner.
- D. The Glendale Police Department will provide any cleaning, laundering, or disposal of contaminated PPE. There will be no cost to the employee for this service.
- E. If PPE becomes damaged, torn, or broken, or if leaks occur, the department will replace or repair PPE to its original effectiveness.
- F. If PPE protective garments become saturated or penetrated by potentially infectious material, PPE will be removed immediately or as soon as feasible.
- G. All PPE will be removed prior to leaving the contaminated area. Such PPE will be placed in the appropriate area or storage container for laundering, storage, decontamination or disposal. All department vehicles, each substation's shower facilities, vehicle processing bay, detention facilities, property/evidence area and crime laboratory will be stocked with biohazard labeled storage bags for storage and transportation of contaminated PPE.

Glendale Police Department		
General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 15 of 28

- H. Nitrile gloves will be worn when it is reasonably anticipated the employee may have hand contact with blood or other potentially infectious materials, mucous membranes or non-intact skin. Each employee has the responsibility of ensuring they have an adequate supply of nitrile gloves in their possession. Disposable/nitrile gloves will be replaced as soon as practical or as soon as feasible when contaminated, torn, or punctured, or when their ability to function as a barrier is compromised. Double gloving is recommended.
- I. Masks, eye protection or face shields are to be worn whenever splashes, spray, spatter or droplets of blood or other potentially infectious materials are expected to be generated.
- J. Other appropriate protective clothing such as gowns, aprons, jump suits or lab coats will be used depending on the task and degree of exposure anticipated.
- K. Disposable coveralls will be worn over infected uniforms/equipment while driving from area to station to avoid cross-contamination in the police vehicle.
- L. When searching prisoners or property, officers and detention personnel will wear nitrile gloves. Facemasks will be worn when searching persons who are actively coughing.
- M. Specialized kits may be developed for specialized vehicle units such as the Bike and Motor squads.
- N. Supervisors shall be responsible for ensuring that all at-risk personnel carry PPE.

21.447 Disinfection and Decontamination

- A. To be effective, disinfecting and decontamination must be accomplished as soon as possible after exposure to a communicable disease. Soap and water should be used along with a disinfecting agent. Common household bleach mixed with water is an acceptable decontaminant for cleaning surfaces or clothing that have become contaminated.

Glendale Police Department		
General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 16 of 28

- B. Disinfectants and/or Clorox bleach are stocked for department employees. An alcohol gel and disposable towelettes provide members with a convenient means for washing disinfecting hands in the field. A disinfectant spray is available for use on hard surfaces. It may be used for disinfecting handcuffs, flashlights, vehicle seats, or any other equipment that becomes contaminated with blood or body fluid. Common household bleach (Clorox) if freshly mixed in appropriate portion with water also serves as an acceptable decontaminant for cleaning up items that have become contaminated. Acceptable proportions for bleach are 1:10 or one cup per gallon of water for disinfecting equipment, cleaning up spills and decontaminating clothes. Liquid alcohol evaporates rapidly and is not recommended as decontaminates. Alcohol foams or gels are acceptable.
- C. Hands or other body parts that become directly contaminated with blood or body fluids will be washed as soon as possible with soap and warm water and then rewash with disinfectant gel or anti-microbial germicide. If running water is not immediately available, the disinfectant gel or towelettes will be used and hands will be washed with soap and water as soon as possible thereafter.
- D. Always wash hands thoroughly with soap and warm water after removing nitrile gloves. Wash a second time using disinfectant gel or anti-microbial germicide.
1. The following is one suggested method to wash hands:
 - a. Wet hands two or three inches above the wrists
 - b. Apply hand/cleaning agent. Various agents and soaps are furnished for station use.
 - c. Rub hands together to work up a lather.
 - d. Using a rotating motion, apply friction to all surfaces of hands and wrists, including backs of hands, between fingers and around and under nails. Interlace fingers and rub up and down; continue for 10 seconds.
 - e. Holding hands downward, rinse thoroughly, allowing the water to drop off fingertips.
 - f. Repeat procedure.
 - g. Dry hands thoroughly with a paper towel.

Glendale Police Department General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 17 of 28

- h. Turn off faucet using a clean paper towel to avoid contaminating your hand on the dirty faucet handle.
 - i. Spray the faucet handle and sink with disinfectant after use.
- E. If blood or body fluid(s) make direct contact with eyes, immediately wash out eyes thoroughly with water.
- F. Should any situations involving contamination to a person, vehicle equipment or a specific area occur, it will be brought to the attention of the employee's supervisor. The supervisor will refer to the section below for proper disinfecting and decontamination guidelines.
- G. Members will wear nitrile gloves and eye protection when cleaning up suspected body fluid spills.
- H. Blood or body fluid spills of less than 1/2 gallon will be cleaned with disinfectant liquid or a 1:10 solution of Clorox and water.
 - 1. Nitrile gloves will be worn when cleaning contaminated area.
 - 2. Wet the spill with the decontaminant.
 - 3. Let solution sit for 5 to 10 minutes if possible, then wipe up, using gloves and biohazard bag wipe.
 - 4. Place all disposable materials in a biohazard bag and place in container marked for incineration.
 - 5. Wet again with disinfectant and repeat steps 2 and 3.
 - 6. Police vehicles will be brought to the loading dock area of the main station to do any decontamination cleanup.
 - 7. Vehicle seats or areas exposed to blood, body fluids, or contaminated clothing will be scrubbed with a 1:10 solution of Clorox and water or disinfectant spray. Allow the area to soak in the solution for 5 to 10 minutes if possible.

Glendale Police Department		
General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 18 of 28

8. The officer/investigator is responsible for cleaning small spills of less than 1/2 gallon if the spill has not seeped under the seat.
9. In those cases, where a significant contamination has occurred, the vehicle should be parked at the station, locked, and marked with biohazard tape. Supervisors are responsible for calling the appropriate company for vehicle cleanup during normal business hours.

I. Disinfecting contaminated clothing

1. Clothing which becomes contaminated with blood or other potentially infectious body fluids should be changed and disinfected as soon as possible.
2. Nitrile gloves shall be worn when removing contaminated equipment.
3. If blood or other potentially infectious materials penetrate a garment, the garment (s) shall be removed as soon as possible and placed into a biohazard bag.
4. If the garment must be worn while in police vehicle, disposable coveralls will be worn over the uniform while driving from the area to the station to avoid cross contaminating the police vehicle.
5. At the main station, in the decontamination room, the disposable coveralls will be placed in a biohazard bag and disposed of in the biohazard barrel on the loading dock or in the fire stations.
6. While in the decontamination room, the uniform will be removed and placed in a biohazard bag as soon as possible.
7. The officer will wash the uniform in the washer/dryer in decontamination room using the appropriate cleaning solution.
8. While the uniform is washing, the officer should take a shower in the decontamination shower in the appropriate dressing room at the main station.

J. Disinfecting contaminated equipment

1. All disinfecting of equipment will be done in the decontamination room located in the main station.

Glendale Police Department General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 19 of 28

2. Nitrile gloves and protective eye wear shall be worn when disinfecting equipment.
 3. Any non-disposable equipment such as handcuffs, helmets, nightsticks, flashlights, etc. that become contaminated with blood or body fluids will be disinfected using disinfectant spray or a 1:10 solution of Clorox and water. Members will wear gloves when handling these items. Spray inside the leather gear to decontaminate the cuff case, OC case, stun device, or any other area where contamination could have occurred. Leather gear can be decontaminated using a disinfectant spray. Let the spray sit for 10 minutes before wiping clean.
 4. WD40 should be sprayed on handcuffs after cleaning to prevent rusting.
 5. Counter and sink area shall be sprayed with bleach solution after cleaning infected equipment to disinfect any residue left behind.
 6. Wipe up the counter with a disposable towel and place all disposable-cleaning items used in a biohazard bag and place it in the biohazard barrel on the loading dock.
 - NOTE: The bleach solution of 1:10 with water is only good for 24 hours when mixed together per OSHA guidelines. The solution should only be mixed as needed. Kitchen and bathroom sinks should not be used for this purpose. Station utility sinks should be used for cleaning equipment.
- K. Personnel contaminated with blood or body fluids must disinfect with soap and water as soon as possible. Two types of disinfectants and bleach are stocked for use by employees.
1. An alcohol gel provides employees with a convenient means for disinfecting hands in the field.
 2. Antiseptic towelettes can be used until the employee has access to running water.
 3. Hands or other body parts that become directly contaminated with blood or body fluids should be washed as soon as possible with soap and warm water. If running water is not immediately available, the disinfectant gel or

Glendale Police Department General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 20 of 28

towelettes will be used and hands will be washed with soap and water as soon as possible thereafter.

4. If blood or body fluid(s) make direct contact with eyes, immediately wash out eyes thoroughly with water.
5. If the uniform sustains a significant exposure, the member should consider the fact that their body has been exposed and take a shower before returning to duty.

L. Handling disposable contaminated items

1. All contaminated disposable items will be placed into a biohazard bag to be eventually incinerated.
2. Seal the bag with tape--do not use staples.
3. Upon removing nitrile gloves and other items of protective clothing after use, members shall place such items into a biohazard bag and place the bag into a biohazard barrel located on the loading dock at the main station or one of the fire stations.
4. Biohazard bags will be picked up from the main station by the department contract service.

21.448 Exposure

- A. Evaluating the significance of an exposure depends on the communication of the details provided by the exposed employee and the medical control use of the severity rating system. There are two levels of exposure/contamination that an employee may encounter. The levels are listed below. Supervisors need to treat exposures as serious and ensure that their employees get adequate treatment as close to the time of the exposure as possible. In all cases, it is assumed that the exposed employee can immediately clean the exposed area of the body. If unable to do so, the severity of the exposure may be upgraded.
- B. Per OSHA guidelines, a medical surveillance program will be instituted by the employer for all employees who are or may be exposed to hazardous substances or health hazards, or who are injured, become ill or develop signs or symptoms

Glendale Police Department		
General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 21 of 28

due to possible overexposure involving hazardous substances or health hazards from an emergency response.

C. The exposure levels are as follows:

1. A **Significant Exposure** is an exposure of non-intact skin, mucous or area of the eye to a person's body fluids (i.e., blood, vomit, feces, urine, etc). This category includes needle punctures, human bites and ingestion of "possible' contaminated food. Exposure to active TB is also considered a Significant Exposure. This exposure constitutes being in the presence of a person with active Tuberculosis.
2. A **Non-Significant Exposure** is contamination of intact skin, clothing or equipment by a person's blood, bodily fluids, or other potentially infectious materials.
3. Exceptions to the ratings exist. Examples include Tuberculosis and Measles. Simply entering a room, in which an infectious patient is present or has vacated within an hour in these, represents a significant risk of infection. When doubt exists, consultation with the licensed health care provider or other medical authority, such as the Post Exposure Prevention (PEP) Program or Center for Disease Control, should provide guidance for making an informed decision on the severity of the particular exposure.

D. For exposures classified as **Significant**, members shall:

1. Decontaminate
2. Notify Supervisor
3. Supervisor will direct member to call PEP line within 15 minutes of exposure or seek medical treatment within 2 hours of the exposure. Employees exposed will be given the opportunity to begin HIV/HBV testing and vaccination immediately.
4. Complete Significant Exposure Forms:
 - a. Complete City of Glendale Incident Notification Report within 24 hours of exposure.

Glendale Police Department General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 22 of 28

- b. Complete the Industrial "Report of Significant Exposure to Bodily Fluids" 41-100 Form, documenting the exposure incident.
 - c. Complete a "Glendale Police Department Form for Reporting Exposure Incidents." Indicate "Level I" on all forms.
- 5. Supervisor will notify Duty Lieutenant
- 6. Supervisor will notify Duty Commander
- 7. Supervisor will notify Health and Safety Officer
- 8. Within 48 hours of an exposure incident, the affected member shall report to the designated health care provider for counseling and follow-up care.
- E. For contamination exposures classified as **Non-Significant**, members shall:
 - 1. Decontaminate
 - 2. Notify Supervisor
 - 3. Complete the "Glendale Police Department Form for Reporting Exposure Incidents." If the employee opts to seek medical treatment, the exposure should then be treated as a Significant Exposure.
- F. AIDS/HIV Significant Exposure Notification - The Industrial Commission of Arizona requires the following procedure in accordance with A.R.S. 23-1043.02, whenever a significant exposure occurs:
 - 1. Employee must report in writing to his employer within 10 calendar days, the details of the possible HIV exposure.
 - 2. Employee must have blood drawn within ten calendar days after exposure.
 - 3. Employee must have blood tested for HIV by antibody testing within 30 days after exposure and test results must show no presence of HIV.
 - 4. Employee must be tested or diagnosed as HIV positive within eighteen (18) months after exposure.

Glendale Police Department General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 23 of 28

5. Employees must file a Worker's Compensation Claim (utilizing ICA Form, "Employer's Report of Industrial Injury # 04-0101) within one (1) year of diagnosis or positive blood test if the employee wishes to receive benefits under the Worker's Compensation System.
 6. The Health and Safety Officer will follow-up with the infected employee to ensure testing occurs in accordance with A.R.S. 23-1043.02. In addition, testing will be done on the third and ninth month after baseline testing, or per the guidelines of the licensed health care provider.
 7. If you have been exposed to HIV positive blood or body fluids, you must act quickly!
 8. Within 15 minutes of exposure call the PEP line at 602-747-8364. The operator will contact Samaritan Occupational Health immediately. Treatment within 2 hours could prevent HIV infection.
- G. Per OSHA guidelines, when the decontamination procedure indicates a need for regular showers and change rooms outside the contaminated area, they shall be provided and meet the requirements of 29 CFR 1910.141
- H. Lice and Scabies
1. Lice infestation may result in severe itching and excoriation (abrasions) of the scalp or body.
 2. Scabies infestation caused by mite penetration is visible as papules, (red, elevated areas on the skin), vesicles (a small blister like elevation on the skin), or tiny linear burrows containing the mites and their eggs. Itching is intense, especially at night.
 3. The following procedure will be followed when a member comes into direct contact with a person, or articles from a person, infested with lice or scabies.
 - a. Members shall inform their supervisor as soon as they discover they have been exposed, and shall not mingle with other members to avoid spreading the infestation.

Glendale Police Department General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 24 of 28

- b. Any person found to be infested with lice or scabies shall be separated from other persons to reduce the chance for exposure. Detention officers shall be informed if a prisoner is infested.
 - c. All employee clothing shall be placed in a sealed plastic bag and washed by the employee in hot, soapy water and dried on the hot cycle of the dryer.
 - d. The supervisor will send another employee to a drug store to purchase two bottles of shampoo containing the chemicals **Permethrin** or **Pryethum Extract** (examples would be "RID" or "NIX" shampoo). Should the exposed member wish to participate, they should use one bottle to shower with immediately in hot water after the exposure and the other bottle to wash with 8-10 days after the exposure.
 - e. It is very important to shampoo 8-10 days later to kill any louse whose eggs may have survived the first treatment.
 - f. A reimbursement request will be submitted to the finance department for reimbursement for the cost of the shampoo.
 - g. In all of the described exposure incidents, members shall fill out a City of Glendale Industrial Form and a Glendale Police Department Internal Form for Reporting Exposure Incidents, documenting what they were exposed to, and the decontamination steps taken.
 - h. If a prisoner is infected, their clothing shall be placed in a sealed plastic bag and washed in hot, soapy water and dried on the hot cycle of the dryer.
 - i. Any employee handling this clothing will take universal precautions.
- I. Employee Confidentiality - An employee's infectious exposure form will remain confidential and not be released to anyone without the express written consent of the exposed employee. If an employee's infectious disease exposure places other employees at risk, appropriate steps will be taken to remove the risk without disclosing the employee's confidential medical records. To reduce the number of supervisory personnel who may review your exposure, you may wish to hand deliver the infectious exposure form to the Health and Safety Officer in an interdepartmental envelope.

Glendale Police Department		
General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 25 of 28

J. Disinfecting and Decontamination procedures and the Communicable Disease Reference Chart will be available in the following locations:

1. Shift Commanders office
2. Sergeants office(s)
3. Communications Shift Supervisors office
4. Debriefing areas
5. Booking Area

COMMUNICABLE DISEASE QUICK REFERENCE CHART

DISEASE	INCUBATION	HOW CONTRACTED	SIGNS AND SYMPTOMS
Human Immunodeficiency Virus/Acquired Immune Deficiency Syndrome (HIV/AIDS)	May be up to ten years	Blood-to-blood exposure; sexual contact Shared needles	May not be detected by pre-hospital responders. Be alert in any case where open sores are present.
Hepatitis, Viral (Type A)	15 - 50 days; average 28 - 30 days	Person-to-person spread by fecal-oral route. Ingestion of contaminated food or water.	Onset is usually abrupt, with fever, malaise, loss of appetite, nausea, and abdominal discomfort, followed within a few days by jaundice. **See Note Below
Hepatitis B	45 - 160 days; average 60 - 90 days	Percutaneous or mucous membrane inoculation of blood or blood products from an infected person; sexual contact	Onset is usually gradual, with loss of appetite, vague abdominal discomfort, nausea, and vomiting often progressing to jaundice. ***See Note Below
Hepatitis Non A, Non B	14 - 180 days; average 42 - 56 days	Blood transfusion	Onset usually gradual, with loss of appetite, vague abdominal discomfort, nausea, and vomiting
Herpes Simplex Virus, Type 1		Direct contact with mucous membranes, skin lesions	Cold sores, ulcers in mouth, most infections are reactivation of latent virus
Meningitis, Aseptic	2 - 21 days, depending on etiological agent	Varies with the specific infections agent	Sudden onset of fever with headaches, stiff neck
Meningitis, Influenza	Within 2 - 4 days	Droplet infection and discharges from nose and throat	Onset usually sudden with fever, vomiting, lethargy, and meningeal irritation consisting of bulging fontanel in infants or stiff neck and back in slightly older children ****See Note Below
Meningitis, Meningococcal	2 - 10 days, average 3 - 4 days	Person-to-person by droplet spread and	Sudden onset of fever, headache, nausea,

Glendale Police Department General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 26 of 28

		discharges from nose and throat during infectious period.	vomiting, stiff neck
Pediculosis (Lice)	7 - 14 days	Direct contact with infested person; contact with infested articles or objects	Infestation of the scalp or hairy parts of the body including eyebrows, clothing with adult lice, larvae, or eggs
Syphilis	10 - 90 day; usually 21 for appearance of chancre (lesions)	Direct contact with infected lesions. Sexual transmission	Primary (1 st stage); presence of a painless lesion in the area of contact. Secondary (2 nd stage); varies from rash on palm of hands and/or soles of feet and/or generalized rash
Tuberculosis, Pulmonary	From infection to primary phase: 4 - 6 weeks. May be many years before secondary disease.	Inhalation of aerosol respiratory secretions of an infected person.	Cough, fatigue, fever, weight loss, hoarseness, chest pain, and blood in sputum may occur but are often absent until the disease is advanced

** Immune serum globulin may be recommended by a physician based on the extent of the exposure

*** Physician may recommend Hepatitis B vaccine based on the extent of the exposure

**** This disease is unusual in persons over the age of 5 years

Glendale Police Department General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 27 of 28



Biohazard Symbol

Glendale Police Department General Order		
Exposure Control Plan		21.440
Date Issued 01-29-99	Revision Date 08-14-23	Page of 28 of 28

21.449 Supervisor Responsibilities

- A. When an employee becomes aware that they have been exposed to a communicable disease or have an exposure to blood or other potentially infectious material while on duty, they will immediately notify their supervisor. The supervisor will be responsible for the following:
1. Ensuring that the guidelines regarding the level of exposure are followed.
 2. Contacting the Infectious Disease Control Department of a local hospital or an emergency room physician for additional advice; and taking of the action(s) recommended by medical authorities.
 3. Ensuring that any contaminated disposal items (such as gloves, masks, and gowns) are taken to the appropriate facility for disposal.
 4. Completing the appropriate forms and forward them to the appropriate personnel, which includes Risk Management and the Health and Safety Officer. A copy of the Industrial Injury forms will be maintained in the employee's permanent personnel file.
 5. Notifying any department employee who may have been exposed to the disease. If those personnel are off duty, an attempt will be made to contact them at home.
 6. Notifying any other agency (e.g. MCSO, Fire Department, etc) that had contact with the infected person. That agency will be responsible for notification of individual employees.
 7. Having all equipment that was used and any clothing that was worn by members exposed during any questionable incident inspected and decontaminated as directed in this order.

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 1 of 32

21.470 Uniform Regulations / Purpose and Scope

- A. The purpose of the Glendale Police Department Uniform Regulations policy is to ensure that uniformed officers, special assignment personnel, and non-sworn employees will be readily identifiable to the public through the proper wearing and use of departmental uniforms and equipment.
- B. Uniform regulations are furnished for the information and guidance of all police employees. Employees will wear only those articles of uniform, clothing and accessories as authorized in this policy and/or the Authorized Uniform and Equipment List.
- C. Sworn Officers who are members of the Glendale Police Officer's Coalition receive a uniform allowance as set forth in the Memorandum of Understanding.
- D. Sworn Officers not covered by the MOU and Civilian uniformed personnel will receive uniform allowance as determined by Chief of Police, or designee.
- E. Any employee wishing to have an item authorized for wear as part of the duty uniform shall submit the item and information about it to the Uniform Committee who will discuss the item and make a recommendation to the Chief of Police who will have final approval for authorized items.
- F. Employees should also refer to the following policies that are associated with departmental uniforms and equipment:
 - 20.100 – Audits and Inspections
 - 20.170 – Departmental Property Management
 - 21.500 – Body Armor (Ballistic Vests)
 - 22.050 – Functional Requirements
 - 23.075 – Firearms Training

21.471 Uniform Committee

- A. The purpose of the Uniform Committee is to provide input to the Chief and Staff regarding proposed or modified departmental uniform guidelines, regulations, and equipment.
- B. The Uniform Committee will monitor and maintain the Uniform Regulations policy (21.470), as well as any uniform related directives needed to provide direction to employees regarding uniform related matters.

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 2 of 32

- C. The Uniform Committee chair will be selected by the Assistant Chief and/or Patrol Commanders. The Committee Chair will oversee appointment of Committee Representatives, ensuring that members are selected that represent a broad cross-section of the department.
- D. The Uniform Committee will meet quarterly, or as otherwise needed, at the discretion of the Committee Chair.
- E. Situations involving questionable uniforms and equipment should be routed to the Uniform Committee for review. Brands, makes, and models of uniforms and equipment are often discontinued and replaced by different companies and styles. It is essential that the Uniform Committee and its members keep up with these changes to ensure that GPD employees are able to remain in compliance with current uniform guidelines.
- F. Departmental uniform modification recommendations, which are reviewed and approved by the Uniform Committee, will be formally presented to the Chief and Staff at an Executive Staff Meeting by the Uniform Committee Chair. Staff approved uniform modifications will be implemented into policy and/or the *Authorized Uniform and Equipment List*. Employees should refer to the Authorized Uniform and Equipment List for specific clarifications of approved uniform and equipment models and styles.

21.472 General Regulations

- A. Good grooming will be practiced at all times when on duty. Uniforms and equipment will be maintained in a clean and serviceable condition. Every uniformed employee has the responsibility to maintain a well-groomed image. All uniform items will be kept clean and in good condition (i.e. not frayed, worn thin, or faded shirts), as deemed by a supervisor. All shoes, metal insignias, and leather accessories will be kept clean and polished.
- B. Hands and fingernails will be clean, and nails trimmed.
- C. Uniformed personnel's nails must be no longer than one-quarter inch beyond part of the finger.
 - 1. Female uniformed personnel may wear nail polish, however, it must be subtle and subdued in color.
 - a. No other ornamentation may be worn while in uniform.
 - b. Non-uniformed employees may wear conservative ornamentation on their nails.

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 3 of 32

- D. Uniforms should be neatly pressed (military creases optional) with leather, badge, and brass items shined.
- E. All leather items, except shoes, may be department issued. If not issued, the leather item must be department approved.
- F. Headwear must be approved by the department and worn at the officer's discretion in accordance with the guidelines set forth in this policy.
- G. Hair regulations for on duty employees:
 - 1. Sworn: Uniformed and Non-uniformed Male Employees:
 - a. The hair will be well groomed at all times except those adverse conditions/special assignments.
 - b. The hair will be tapered or styled on the sides and back and will not present a ragged or unkempt appearance. The styling of the hair will be conservative in nature. (Note: tapered means that when viewed from an angle, the outline of the hair on the side and the back must conform generally to the shape of the skull, curving inward to the termination point).
 - c. The hair will not cover the ear.
 - d. The hair will not cover more than the upper half of the ear when a cap is worn, nor will it extend beyond the outside bottom edge of the folded collar, when standing erect. The criteria outlined above, in section b, still applies to male employees when wearing a cap.
 - e. The hair in front will not extend over the eyebrows when no headgear is worn, nor be visible below the front of the headgear when worn.
 - f. The bulk of the depth of the hair will not interfere with the wearing of headgear but in no case will it be more than one-and-one half inches deep on the sides or two inches deep on the top of the head.
 - g. Hair color and style will be appropriately conservative to the employee's assignment and within naturally occurring tones.
 - h. Wigs and hairpieces if worn must be of a conservative color, conform to the regular hair policy, be of good quality and fit properly.

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 4 of 32

- i. No letters or designs will be sculptured or shaved into one's hair. Extreme hairstyles are not permitted.
2. Sworn: Uniformed and Non-Uniformed Female Employees:
 - a. The hair will be well groomed and shall not present a ragged or unkempt appearance, except under adverse conditions/special assignments.
 - b. The hair will not extend beyond the tops of the eyebrows when headgear is worn, nor be visible below the front of the headgear when worn.
 - c. The bulk of the hair may extend three inches from the scalp and must not interfere with the wearing of headgear.
 - d. When in uniform the hair length may extend to the top of the shoulders, however if longer it must be fashioned so that the hair is no longer than the top of the shoulders.
3. Civilian Uniformed Employees: Same as sworn employees.
4. Civilian employees / non-uniformed shall keep their hair neatly groomed. It will be kept combed and clean in conjunction with good personal hygiene. Employees will conform to the following maximum limits:
 - a. Male - employees will conform to the policy as set forth for sworn male officers.
 - b. Female - No maximum limits on length.

H. Grooming Standards / Facial Hair

1. All sworn and civilian departmental employees are permitted to wear neatly trimmed beards that are well maintained and present a professional appearance. Beards may not exceed one-half inch in bulk, as outlined below. Sworn and civilian members are permitted to maintain the following approved styles of facial hair:
 - **Clean Shaven:** No facial hair
 - **Mustache:** Hair below the nose and above the upper lip

Glendale Police Department General Order

Uniform Regulations

21.470

Date Issued
06-03-99

Revision Date
12-07-23

Page
5 of 32

- Shall be trimmed and not extend below the upper line of the upper lip
- If worn alone, may not extend below the corners of the mouth
- Extreme styles, such as handlebar mustaches, are prohibited
- **Goatee:** A mustache that extends down around the side of the mouth and joins hair on the chin, also referred to as a circle beard.
 - Shall be worn with a mustache
 - The cheeks, jawline, and neck shall remain clean shaven. May not extend more than one-half inch below the jawline
- **Natural Beard:** Hair grown around the mouth/chin, and along the jawline
 - Shall be worn with a mustache
 - Shall cover the complete jawline and extend no more than one-half inch below the jawline
 - Cheeks shall be shaved on and above the cheekbone
 - The neck and underneath the chin shall be clean shaven
 - At all times, facial hair must be neatly sculpted and trimmed
 - Beards/goatees shall be a minimum length of one-quarter inch (equivalent to a #2 clipper blade) and a maximum length of one-half inch (#4 clipper blade).
- **Growth Period:** If an employee intends to grow facial hair, they are authorized to initiate growth during a period of two consecutive weeks. If after the authorized growth period the employee is unable to meet the facial hair requirements outlined in this Directive, they may be required to shave off the facial hair. This determination will be made at the discretion of their immediate supervisor.
- **Fit Testing:** All sworn employees shall completely shave their beard prior to attending the annual mandatory gas mask fit test. The only facial hair remaining (mustache or goatee) shall comply with this Directive. Once the fit test has been completed, the employee is authorized to regrow their beard.
- **Assignments not approved to wear beards/goatees:**
 - Academy recruits
 - Academy Class Sergeant and Recruit Training Officers
 - Officers in Field Training (OIT)
 - Honor Guard members

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 6 of 32

- **All facial hair shall conform to the following restrictions:**
 - Hair color will be conservative in nature, as determined by the supervisor
 - No portion of the beard shall be exceptionally longer than the rest
 - No designs may be shaved into facial hair
 - Officers shall not claim a constant state of growth, only to avoid shaving on a regular basis
 - Officers with a beard shall have a battery-operated electric shaver available in their WMD bag, and may be required to shave, due under the following circumstances:
 - A special event where Mobile Field Force deployment is likely
 - For prolonged periods of mask (respirator) deployments
 - The following styles of facial hair are not permitted:
 - *Chin Strap Beards* - Beards that are trimmed to a thin line along the jaw
 - *Patchy Beards* - Beards of uneven or patchy growth
 - Officers assigned to Specialty Units may deviate from these guidelines, based upon the needs of the unit, at the direction of the designated Commander.
- I. Make-up: Face and eye make-up, if worn, shall be thinly applied and colors shall be subtle and subdued.
- J. Tattoos: Tattoos are permanent forms of self-expression displayed on the skin. The Glendale Police Department permits tattoos so long as it falls in line with the department's Core Values. The following restrictions apply to tattoos for Sworn employees while in uniform.
1. The display of any offensive tattoo (regardless of its location or when the tattoo was received) while employees are on-duty or working off-duty in an official law enforcement capacity is prohibited.
 2. Tattoos will NOT:
 - a. Contain obscene, vulgar, hateful, violent, profane, or sexual images.
 - b. Contain words, phrases, or symbols of racial supremacy or criminal gang affiliation.

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 7 of 32

- c. Be negative or disrespectful to any person, group, or class of people.
- 3. Tattoos are prohibited from being displayed below the employee's wrist or above the neckline. The following are exceptions regarding the placement of tattoos:
 - a. Permanent make-up; conservative in style.
 - b. Behind the ears and no more than a ½ inch in size.
 - c. A single finger tattoo on the employee's left hand ring finger in the location one would wear a ring.
 - d. Tattoos that are an integral part of a recognized religious organization or practice.
- 4. Any additional exceptions will be handled on a case-by-case basis and will be documented in a memo to be kept in the employee's personnel file.
- 5. Any tattoos deemed to be "Out of Policy" must be covered or concealed while on duty. The covering or concealment techniques used must not interfere or impede the employee's ability to perform his or her assigned job duties and must be within other uniform guidelines.
- 6. This policy take effect on 12/7/23. Any officers hired before that date are exempt from this policy with their current tattoos. Any future tattoos received by the employee must meet the guidelines set forth in this policy or an exception to policy must be granted and documented.
- 7. Any officers hired after 12/7/23 must meet the guidelines set forth in this policy or an exception to policy must be granted and documented.
- 8. The final approval authority for any questionable tattoo will be the Chief of Police or an appointed designee/committee.
- K. Contact with the public and the image of the City of Glendale imparted to the citizens shall be the determining factor in the governing of acceptable attire.
- L. Supervisors are responsible for ensuring that employees under their command maintain a neat and professional appearance.
- M. The following may be worn by sworn uniformed and non-uniformed personnel:
 - 1. A wristwatch of neat, conservative style may be worn.
 - 2. A medical I.D. bracelet may be worn.

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 8 of 32

3. No more than three rings may be worn at any one time.
- N. When in uniform, necklaces or chains that are worn may not be visible. When worn by non-uniformed personnel, necklaces must be conservative in design.
- O. Singular facial piercings may be worn on the ear lobes or nostril.
1. When worn, one pair of small gold, white, clear, or silver earrings will fit tightly against the ear, and not extend below the ear lobe.
 2. When worn, a single, small gold, white, clear, silver, or neutral colored stud (2mm) will be allowed in the exterior nostril.
- P. Buttons on pockets and shirtfronts of all approved uniform items will be worn buttoned, with the exception of the collar button on the uniform shirt, unless a necktie is worn.
- Q. Eyewear to shield and protect employee's eyes from the sun may be worn.
1. Frames and lenses should be conservative in style and color.
 2. No mirrored lenses will be allowed.
 3. Retainer cords of black and navy color may be worn.
- R. All uniformed and non-uniformed personnel shall carry their identification card and authorized badge while on duty, with the exception of those officers in assignments that may preclude the carrying of these items, at the discretion of their immediate supervisor.
- S. Sworn employees of the department shall possess and maintain a serviceable uniform and the required equipment that is necessary to perform uniformed field duty.
- T. All uniforms and equipment will be available and ready to be inspected by supervisors at briefing, or while on duty.
- U. Uniforms are only to be worn while on-duty, while in transit to or from work, for court, or at other department functions or events.
- V. Personnel shall wear only the uniform specified for their rank or assignment.

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 9 of 32

21.473 Awards and Pins

Only the following items will be worn on the uniform as authorized by these regulations:

- A. **Name Plate:** Shall be worn centered immediately above the right pocket flap of the uniform shirt. The name plate color will match the color of the employee's badge.

- B. **Firearms Proficiency Award:** Only the highest classification of pin earned, shall be awarded. The pin will be worn centered and one-half inch above the nameplate, or the highest item worn on the uniform (i.e. awards or unit insignia). No other pins/awards will be worn above the Firearms Proficiency Award. Officers may wear the pin for the highest classification of proficiency achieved.
 - 1. Qualifications:
 - a. The designated firearms course will be the annual AZPOST Qualification course.
 - b. Only the initial qualification score recorded by the Proficiency Training Sergeant/Range Master during annual qualifications with the officer's primary issued handgun will be used to determine the appropriate pin.
 - c. Pins will be awarded on the lowest recorded score for two consecutive annual qualifications using the below chart:
 - Sharpshooter Minimum Score - 225
 - Expert Minimum Score - 235
 - Distinguished Expert Minimum Score - 245
 - 2. Yearly Qualification:
 - a. If the officer meets a higher classification and has not been issued that pin previously for that classification, they will be issued a new pin.
 - b. An Officer will only be issued each classification of pin only once.

- C. **Department Issued Service Tabs:** "Serving Since" tabs may be attached to the nameplate. The time period/date on the pin shall represent continuous service as a GPD employee.

Glendale Police Department		
General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 10 of 32

- D. **Specialty Unit Insignia/Awards/Pins:** In reference to paragraphs E thru I below, officers who are assigned or have been assigned and left in good standing to any of these units may wear the corresponding pin. "Good standing" will be at the discretion of the Division Commander.
- E. **Motorcycle Insignia:** Motor officers may wear the standard insignia, centered and one-half inch above the nameplate. The standard insignia is a two-inch (2") wide winged motorcycle pin (motor officer-silver, motor instructor-gold). As an option, an embroidered winged motorcycle (motor officer-silver, motor instructor- gold) replaces the winged motorcycle pin on the Class C shirt and/or the utility uniform.
- F. **Explosive Ordinance Disposal Award:** The silver E.O.D. medal may be worn centered, and one-half inch above the nameplate.
- G. **K-9 Officer Pin:** The pin, with the insignia "K-9" is to be gold in color with 1/2" letters. The pin will be centered and placed 1/2" above the nameplate.
- H. **SWAT Pin:** The approved SWAT insignia will be worn centered and placed 1/2" above the nameplate.
- I. **Honor Guard Pin:** The approved Honor Guard insignia will be worn centered and placed 1/2" above the nameplate.
- J. **FTO Pin:** The pin, with the insignia "FTO" is to be gold in color with 1/2" letters. The pin will be centered and placed 1/2" above the nameplate. This may be worn with a Class B uniform by current FTO Sergeants and/or the current FTO Lieutenant.
- K. **Memorial Pins:** Memorial pins are worn in memory of fallen officers. These pins, when authorized by the Chief, will be worn centered on the right breast pocket flap. One pin that honors all fallen officers may be worn at any time of the year, but memorial pins honoring specific officers shall only be worn during the one month of the year that is designated to that fallen officer.
1. Class A and B Uniform – If wearing one pin it will be on the right pocket flap centered below the name plate. If wearing two pins, they will be placed on the right pocket flap, one on each side and equal distance from the center.
 2. Class C – Place the pin/s on the right side of the collar.
 3. Civilian Uniforms - Pins will be worn on the right side of the collar.

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 11 of 32

4. Non-uniform employees – Pins will be worn on the right side of the collar. If you have a shirt with no collar, the pin will be worn on the right side above the pocket area (if you have no pocket place the pin in the area if you had a pocket).

L. **Multiple Pins:** The listed pins may be worn on the right pocket flap of the Class A/B uniform shirts.

1. If wearing one pin it will be on the right pocket flap centered below the name plate. If wearing two pins, they will be placed on the right pocket flap, one on each side and equal distance from the center. The memorial pin will remain centered when wearing one or three pins and closest to the heart when wearing only two.
2. Approved pins:
 - a. Memorial Pin
 - b. FBI National Academy
 - c. Veteran’s Pin
 - d. Drug Recognition Expert
 - e. Phlebotomy
 - f. Physical Fitness
 - g. City of Glendale Years of Service
 - h. Wellness Pin

M. **Ribbons:** The Department has six awards where medals are issued, which are:

1. Medal of Valor
2. Purple Heart
3. Lifesaving
4. Chief’s Award
5. Employee of the Year (Patrol/Sworn, Investigator, Civilian)
6. Meritorious Unit Citation
 - a. A description of these awards can be found in GPD General Order 21.390 – Awards and Recognition.
 - b. Those employees who have been awarded the medal(s) by the Department are the only personnel authorized to wear the ribbon(s).
 - c. The awarded ribbon(s) may be worn on the regulation uniform by the employee and shall be centered immediately above the nameplate with an 1/8” spacing in between the two.

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 12 of 32

- d. If more than one type of ribbon is awarded, they shall be worn adjacent to each other in a row and centered over the nameplate.
- e. If more than one type of ribbon is awarded, they shall be worn with the highest award closest to the heart and subsequent ribbons placed in succession (i.e., Medal of Valor, Purple Heart, Exceptional Merit, and so on).
- f. If more than 3 ribbons are worn, subsequent rows are centered and stacked on top of the first row (which will always have 3 ribbons), with the highest honor ribbons on top. If an officer has obtained all six ribbons, there will be two rows of three ribbons.
- g. Subsequent rows shall be worn in such a manner that they touch the other rows of ribbons. Only one of each ribbon type may be worn.

N. Hash Marks:

- 1. Uniformed personnel may wear hash marks. Each mark will represent four completed years of active duty as a full-time, fully sworn Police Officer or uniformed civilian employee.
- 2. The marks will be worn only on the outside left sleeve of long sleeve uniform shirts and/or uniform jacket. The first mark will be placed 1" above the left cuff at an angle in such a manner the mark points to the left thumb. Subsequent hash marks will be above and parallel to the first mark.
- 3. Hash marks will be the departmentally approved colors, and 1 1/2" X 1/4" in size.
- 4. If an employee chooses to wear hash marks, the cost is the responsibility of the employee.

- O. **American Flag / Veteran's Pin:** The Hero's Pride American Flag pin is the only approved flag pin for wear with the Class A and B uniform. The pin is to be worn on the left pocket flap, centered below the badge. The pin is available for purchase in uniform stores. A conservative American Flag pin, no larger than 1 inch by 1 inch, may be worn on the right side of the shirt collar when wearing a Class C uniform.

Any employee who is currently serving, or has previously served, and was honorably discharged from any branch of the Armed Forces, including the Coast Guard, is authorized to also wear a Veteran's pin on their uniform. The

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 13 of 32

pin, which is supplied by the FOP, is to be worn on the right pocket flap when worn with a Class A or B uniform. This pin may also be worn on the right side of the shirt collar when wearing a Class C uniform.

1. When wearing a Class C uniform only one pin, as outline above, may be worn on the right side of the shirt collar. Other than what is outline above, no additional American Flag pins or patches may be worn on any uniform.
- P. Only one of the pins, medal, or insignias outlined in this policy or the Authorized Uniform and Equipment List may be worn on the uniform.
- Q. The Chief of Police may approve any other pins and/or awards not covered in this policy for wear, either on a permanent or temporary basis.

21.474 Regulation Uniform

All sworn police personnel assigned to patrol, other uniformed department personnel, and those divisions designated by the Chief of Police, will wear the authorized uniform as described in this policy, in accordance with the Authorized Uniform and Equipment List. It is the responsibility of personnel to maintain their uniform in a clean and presentable condition. When the uniform is worn, all required items must also be worn, unless otherwise stated in policy.

A. Class A Uniform

The Class A Uniform is to be worn on special occasions such as funerals, graduations, promotional ceremonies, or as otherwise directed. All sworn personnel are required to maintain a Class A uniform, regardless of assignment or rank, which will consist of the standard issue uniform that includes the following:

1. Long sleeve shirt with tie
2. Polished shoes (boots with pointed toes or tennis shoes are not permitted)
3. Authorized, non-cargo pant
4. Campaign hat
5. Leather or Corfam belt and attached accessories (web gear is not acceptable)
6. P-Buttons may be worn with a Class A uniform shirt. Lieutenants and above shall wear gold P-buttons and Sergeants and Officers silver.

B. Class B Uniform

The Class B uniform will consist of the same garments and equipment as the Class A uniform with the following exceptions:

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 14 of 32

1. The long or short sleeve shirt may be worn with the collar open (no tie is required)
2. Authorized pant, which may include cargo
3. A black or white crew neck t-shirt must be worn with the uniform
4. All shirt buttons must remain buttoned except for the last button at the neck
5. Polished shoes (boots with pointed toes are not permitted, black tennis shoes are to only be worn with Class C uniform)
6. Approved all black unpolished shoes may be worn
7. Boots with pointed toes are not permitted
8. Leather, Corfram, or nylon web belt, with attached accessories
9. Authorized outer vest carrier (must conform with the guidelines established in General Order 21.500)

❖ When wearing the Class B outer carrier and Class B pants, the Class C polo shirt may be substituted for the Class B shirt.

C. Class C Uniform

The authorized Class C uniform enables field personnel to have a more functional, *cooler clothing*, uniform option for daily use. The Class C uniform will consist of the following:

1. Long or short sleeve polo shirt
2. Authorized cargo pant or short
3. A black or white crew neck t-shirt must be worn with the uniform
4. Appropriate shoes (black tennis shoes are to only be worn with Class C Uniform)
5. Leather or nylon web belt, with attached accessories
6. Authorized outer vest carrier (must conform with the guidelines established in General Order 21.500)

D. Specialty Assignment Uniforms

At the direction of the Chief, special uniforms (deviations from standard uniforms) have been authorized for officers assigned to specialized assignments.

1. **Canine Officers** – In addition to authorized uniform items, Canine Officers are authorized to wear the following:
 - a. Two (2) piece tactical/utility uniform, black color, permanent press, short or long sleeve.

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 15 of 32

- b. Windbreaker style Police Jacket, with the appropriate markings.
 - c. Other/additional uniform items, as indicated on the Authorized List.
 - d. Approved Canine patch must be worn on the shoulder of both sleeves.

2. **Certified Bike Officers** - In addition to authorized uniform items, Bike Officers are authorized to wear the following:
 - a. Authorized short sleeve polo shirt, bicycle shorts, bicycle trousers, and bicycle jacket.
 - b. Turtleneck shirts may be worn, but must be worn under the shirt. The collar of the turtleneck must not exceed above the collar of shirt. Must be black in color.
 - c. Low cut black athletic shoes shall be worn.
 - d. Approved bicycle helmet

3. **Motorcycle Officers** – Motorcycle Officers are authorized to wear Class A, B, and C uniforms. Exception: Motorcycle Officers cannot wear shorts as an approved uniform.
 - a. Optional Uniforms:
 - Black breeches, black to be worn with knee-high boots.
 - Approved Class A/B pants (excluding cargo pants) may be altered into breeches of an approved style, to be worn with knee-high boots.
 - Breeches may be worn with the approved Class A, B or C uniform shirts (Motor Officers only).
 - Utility uniform may be worn during in-service training, CVSI inspections, or at the discretion of a supervisor.
 - The approved uniform leather jacket /nylon motorcycle jacket or Tourmaster LE, may be worn in place of a uniform shirt when a black turtleneck is worn underneath. This combination may substitute as an approved uniform shirt and will only be worn with breeches and knee high boots.

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 16 of 32

- The leather/nylon motorcycle jacket will only be worn with breeches and knee-high boots.
 - Motorcycle Officers may wear a brass whistle and chain, fastened to the right epaulet and right pocket button of the Class A/B shirt and will be of department issue.
 - Motorcycle Officer’s high boots will be of department issue.
 - Motorcycle officers will be provided a departmental approved helmet. Motorcycle helmets will be worn anytime an officer is operating a City of Glendale Motorcycle. Motorcycle helmets must be DOT certified and will not be used past the manufacturer’s warranty period.
- b. Special Occasions:
- Department issued Class A Flying Cross long-sleeve shirt with gold P-Buttons, breeches and knee high boots.
 - Department issued white cotton gloves, white ascot, and white lanyard, brass whistle and chain.
 - Web gear is not to be worn with this uniform.
4. **Specialty Assignment Uniforms** – At the direction of the Chief, appropriate Commander, and/or designee, personnel that are assigned to specialty assignments may wear uniform attire that conforms to the functions of the designated assignment. Specialty assignments that fit under this category include, but are not limited to, SWAT, EOD, Training, Special Operations, Motors, Criminal Investigations, and Personnel Management. Examples of uniform items that fall under this criteria may include the following:
- Cargo/BDU style pants with approved color scheme.
 - Polo shirt with approved logo and color scheme. Shirts will have employee name, and rank (if desired), embroidered on an approved shirt, as designated by the assigned Commander.
 - Footwear/boots with designated color scheme.

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 17 of 32

5. **Utility Uniform** – At the direction of the Chief or designee, personnel in specialty assignments may wear an authorized utility uniform.

E. Non-Sworn Uniforms / Field Contact

Uniforms for personnel assigned to City Hall Security, Downtown Security, GRPSTC Security, Parking Enforcement, and Police Volunteers.

1. Personnel in these areas have frequent contact with the public. They are authorized the following uniform:
 - a. Single pocket polo shirt, medium blue in color.
 - b. Glendale PD “patch” will be embroidered on the left chest, 2” in height.
 - c. Shirt may have “Volunteer” shoulder patches on sleeves.
 - d. Division name will be embroidered in contrasting color beneath the chest logo.
 - e. Employee’s first initial and last name will be embroidered on the right chest.
 - f. Pants, shorts, and jackets will be the same as sworn and will be black in color.
2. Traffic Services Specialist Uniform (TSS)

The standard uniform for Traffic Services Specialist is an authorized charcoal gray polo, with sewn on “Traffic” PD style badge patches and approved black cargo/BDU style pants. The employee’s name, indicated by first name initial and last name, will be embroidered on the right side of the shirt.

F. Non-Sworn Uniforms / Non-Field or Infrequent Field Contact

At the direction of the Chief, appropriate Commander, Manager, and/or designee, personnel that are assigned to non-sworn assignments that are designated to wear a uniform will wear uniform attire that conforms to the functions of the designated assignment. Non-sworn assignments that fit under this category include, but are not limited to, Communications, Community Action Team, Records/Customer Service, Property and Evidence, Fleet, Identification, Police Volunteers, or other non-sworn work capacities.

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 18 of 32

1. **Shirt Options:** Polo shirt with approved coin logo and color scheme. Shirts will have employee name, and work division (if desired), embroidered on an approved shirt, as designated by the assigned Commander/Manager.
2. **Cargo/BDU style pants or shorts** with approved color scheme, or as indicated on authorized list.
3. **Shoes:**
 - a. **Men and Women:** Low quarter, plain black leather and/or nylon composition, round toe, regular heel. Shoes may be secured by Velcro strap or laces. Soles and heels may be leather or composition, but will not be thicker than $\frac{3}{4}$ inch.
 - b. **Optional shoes:** Athletic shoes with no white markings showing, high top lace boot, plain black leather and/or nylon composition, soles may be leather or composition, rippled or non-rippled, but no more than $\frac{3}{4}$ inch in height. The heel will be no more than 1 inch in high and the entire boot no shorter than 8 inches tall from the bottom of the heel to the top of the upper part of the boot. Boot must be secured with laces utilizing eyelets (no buckles, hooks, or zippers).
4. **Socks:** Black or patterned socks with workplace appropriate themes and designs are acceptable when worn with uniform pants. Only black or white quarter socks will be worn with the authorized uniform shorts.
5. **Sweater/Jacket:** Black only, jacket or sweatshirt (hooded, non-hooded, pullover or zippered), with the approved Glendale logo on the left side.
6. **Belts -** Black leather or nylon belts may be worn with a silver, gold, or black conservative buckle.

G. Detention Uniform

1. The standard uniform for Detention is an authorized gray polo, with sewn on Detention badge patches, and approved black cargo/BDU style pants. The employee's name, indicated by first name initial and last name, will be embroidered on the right side of the shirt.
2. Additional uniform items/accessories and equipment will be worn in accordance with section 21.475 of this policy.

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 19 of 32

H. Tactical Dispatch Uniform

1. The standard uniform for the Tactical Dispatch Unit is a royal blue pique polo. It will be embroidered with the approved Glendale logo on the left side. This logo will consist of the embroidered Glendale Police patch, 2 ½” in size, with Division name “Tactical” in capital letters embroidered directly above the patch and “Dispatch” in capital letters embroidered directly below the patch. Name, indicated by first name initial and last name, will be embroidered on the right side.
2. The uniform pants are authorized black tactical pants. Black shoes, socks, and a belt are to be worn with the uniform in accordance with regular Communications standards.
3. The Tactical Dispatcher jacket is optional but may be worn on scene to easily identify the dispatcher in the field.

I. Police Explorer Uniform

1. Class A uniforms for volunteer police explorers will consist of:
 - Gray long sleeve shirt, black trousers, black tie.
 - Metal shield badge is approved to ONLY be worn for ceremonial events.
 - Badge is NOT to be carried and/or displayed when not in the Class A uniform for an authorized event.
2. Class B: Gray class B shirt, with Glendale Police Explorer shoulder patches and Explorer chest logo, and black cargo pants.
3. Class C: Gray silk-screened Explorer t-shirt, baseball cap, black cargo pants.

J. Chaplain Uniform

1. Uniforms for the position of Chaplain will consist of the following:
 - Ballistic vest and undercover vest carriers
 - Authorized short and long sleeve polo shirts
 - Authorized cargo pants
 - Additional equipment that consists of a trainer belt, baseball cap, and a reflective traffic vest with “CHAPLAIN” on it.

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 20 of 32

2. In conjunction with the *Authorized Uniform and Equipment List*, Personnel Management personnel shall maintain a list of models and item numbers of departmentally issued uniforms and equipment for the Chaplain position.

K. Forensic Specialist Uniform

The standard uniform for Forensic Specialists is an authorized black polo, with embroidered approved coin logo and approved black cargo/BDU style pants. The employee's name, indicated by first name initial and last name, will be embroidered in gold on the right side of the shirt with "Forensic Specialist" embroidered in gold below the approved coin logo.

21.475 Uniform Accessories / Other Considerations

A. Tee Shirts

1. Officers may wear a black or white tee shirt underneath the uniform shirt. There shall be no insignias, logos, or designs on the tee shirt visible in any fashion when worn under the uniform shirt.
2. During the cooler months, officers may utilize one of the following options:
 - a. Thin, black, turtleneck style shirt worn under the long-sleeve uniform shirt.
 - b. A black 100% acrylic dickey may be worn under the uniform shirt.
 - If either option is utilized, the top of either garment may not extend above the collar of the shirt.

B. Socks

1. Sworn and non-sworn personnel will wear socks appropriate to their dress.
 - a. Officers will wear plain black socks while in uniform unless boots are worn. Black quarter length socks may be worn with shorts. The employee is also permitted to wear white quarter length socks with shorts.
 - b. Certified Bike Officers, officers wearing a Class C uniform, and non-sworn personnel authorized to wear shorts may wear white or black

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 21 of 32

ankle high socks, without insignias or logos that would be visible when worn.

C. Shoes and Boots – The following options are available for employees in uniform (based upon shoe styles that are typically carried at a Police Uniform Store):

1. Uniformed employees may wear low-quarter, plain black leather, round toe, regular heel, shoes. The soles and heels may be leather or a composition material, but must be black in color.
2. Uniformed employees may wear a high top or mid cut styled work boot that is black in color. The soles and heels will be leather or a composition material. “Cowboy” style boots are not authorized.
3. Athletic shoes may be worn only with the Class C Uniform. All athletic shoes will be black in color, including athletic markings (if any), and will be either all leather or a leather combination. No suede tennis shoes will be worn. Athletic markings shall not be colored in to appear black.
4. Corfam styled dress uniform shoes are authorized for Class A and Class B uniforms. Those personnel who elect to wear the optional uniform shoe made of Corfam forfeit the possibility of reimbursement should they be damaged; the Corfam shoe cannot be repaired or polished over like the regular leather uniform shoe.
5. Motorcycle Officer boots will be of department issue.

D. Jackets and Sweater - Uniformed department personnel may wear authorized jackets, sweaters, and rain gear, as indicated on the authorized list.

E. Gloves – Black fully enclosed gloves not permitting open fingers or knuckles.

F. Ties – Ties for sworn officers will be black in color and shall be clip-on styled. Ties are mandatory for a Class A uniform.

G. Leather and Special Equipment

1. Gun belt and holster will be either department issued or approved.
 - a. An approved holster list will be maintained by the Range Master.
 - b. An approved Taser holster list will be approved by the Defensive Tactics Committee and maintained by the Training Sergeant.

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 22 of 32

2. Trouser Belt/Velcro Underbelt
 - a. 1-1/2" Maximum width, black web or leather, without buckle, with velcro lining.
3. Handcuffs, handcuff case, and chemical agent case must be departmentally approved.
 - a. An authorized handcuff list will be approved by the Defensive Tactics Committee and the Training Sergeant. Approved makes and models of handcuffs and cases will be maintained on the Authorized List.
 - b. Chemical agents will be department issue and will be worn on the duty belt in an approved carrying case.
4. Any key strap will match the style of the duty belt being worn.
5. The straight and side-handle batons (both expandable and fixed length) are optional. Officers will assume complete financial responsibility for the acquisition, care, and maintenance of the baton and holder.
 - a. Baton and holder must be department approved. A list of baton, baton holder, and accessory designs will be approved by the Defensive Tactics Committee and maintained by the Training Sergeant.
 - b. The baton will be constructed from wood, metal, or plastic, be specifically designed by the manufacturer to be used as an impact weapon for police type use, and is not to exceed 26 inches in length.
 - c. NOTE: The baton will be in a baton ring or holder designed for that purpose. The ring or holder will match the style of the duty belt. If the officer is in a non-uniform position, they may elect to carry the baton in a nylon holster designed for that purpose.
6. Whistle will be department issue. Motorcycle Officers may wear a brass whistle and chain, fastened to the right epaulet and right shirt pocket button and will be of department issue.
7. Administrative officers and Investigations personnel will wear either Department issued or approved weapons.
8. Uniform employees may wear pagers/cell phones on belt or shirt epaulets.

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 23 of 32

9. May carry a folding knife or a multi tool style knife similar to a LEATHERMAN© brand multi-tool. If worn on the duty belt, the tool must be in a case, which matches the style of the duty belt.
10. Uniformed employees may wear an audio recorder on their belt, in a container made of a like material, or they may carry them in their shirt pocket.

H. Nylon Web Gear - Uniformed employees are allowed to wear an optional black nylon belt, black all nylon accessories and attachments, without visible snaps, as indicated on the authorized list.

I. Helmets

1. All officers will be issued a riot/ballistics helmet. The helmet will be black in color, with a clear detachable face shield.

J. Headwear

1. Campaign Hat - Double brim, black in color, with a standard black band. Acorns will be attached to the bands, and a department authorized cap shield must be attached in the front center of the hat.
 - a. Gold Acorns- Command and Lieutenants
 - b. Silver Acorns- Sergeants
 - c. Black Acorns- Officers
2. Non-sworn uniformed personnel may wear the authorized campaign hat when their duties require extended exposure to the sun or during inclement weather conditions. Uniformed non-sworn employees will not attach a badge, shield, or other items to the hat that may identify them as a sworn officer.
3. Dress Hat – A departmentally approved dress hat may be worn by sworn personnel. The hat will be black in color with a standard black band and a department authorized cap shield will be attached in the front center.
4. Optional Authorized Ball Caps may be worn only on those occasions when protection against the environment is advisable.
 - a. Black in color, baseball cap with approved GPD “patch” embroidered on the front. Refer to Authorized List.

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 24 of 32

- b. The ball cap is an official part of the police officer’s uniform and will be worn only as such.
 - Cap may be worn at the firearms range regardless of duty status.
 - All sworn officers assigned to work an outside position at the Stadium or Arena are permitted to wear the approved uniform baseball hat with a Class B uniform.
 - Baseball hats are not authorized any other time with the Class B uniform.

- 5. Cold weather “Beanie” Hat - “Beanies” are optional and should be black in color. Beanies may have “GPD” insignia on front and/or “Police” on the rear. The beanie should be made from a conservative cold weather material.

- 6. “Boonie” Hat - Boonie Hats are authorized for use under the following conditions:
 - a. Boonie Hats may only be worn during traffic control, while on perimeter positions, during open area searches, or at extended crime scenes where an officer is exposed to prolonged periods of sun light from sunrise to sunset.
 - b. Boonie Hats may be worn with a Class C Uniform and Class B Uniform.
 - c. Boonie Hats must be kept clean and in serviceable condition. The Boonie Covers must be replaced or, if appropriate, cleaned when the hats/covers become faded, frayed, or soiled.
 - d. Boonie Hats are intended to protect officers from sunlight exposure or weather conditions while officers are working outdoors. Therefore, Boonie Covers/Hats may not be worn inside buildings/structures.

- K. Suspenders** - Uniform suspenders are authorized to be worn under the outer vest carrier. The suspenders must be black in color and covered completely by the outer carrier.

- L. Alterations**
 - 1. Conservative alterations will be allowed to give the uniforms a neater and more professional appearance.

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 25 of 32

2. Leg width will not be altered to the point that the pant leg hugs the ankle.

M. Items of Identification

1. Breast badge will be worn centered above the left breast pocket with the bottom tip of the badge from ½” to 1” above the top of the pocket.
2. Nameplate will be the department issued brass finish with black lettering. It will contain the employee’s name and will be worn by all uniformed personnel, centered immediately above the right shirt pocket flap.
3. Shoulder patches will be the Department Issued official police department patch to be worn on each sleeve, centered one inch below the shoulder seam on all shirts and jackets, by all uniformed personnel. Approved badge patch and embroidered nametag will be worn on the winter jacket. Badge will be worn centered 2” over the top of the left breast pocket. Nametag will be worn centered 1” over the top of the right breast pocket.

N. Flashlights (Authorization, Use, and Maintenance)

1. Officers of the department will carry on duty only those flashlights that are approved.
 - a. Flashlights will be black in color, and not exceed 15 inches in length. The flashlight must be able to be stored on the officer’s person either in a pocket or in a holder or ring on the belt. The flashlight is to be used as an illuminating device. The flashlight can also be used in Response to Resistance as is specified in the Response to Resistance General Order, section 23.005.
 - b. The range master will maintain a list of lights authorized to be purchased for use on the weapon.
 - c. If there are any questions as to whether a light is approved for use, please contact the range master.
 - d. Officers who have a weapon mounted light must use the light as it is intended – illuminating an area that may contain a suspect while the handgun is out.
 - e. The light may not be used for tasks such as directing traffic, looking in compartments of a vehicle, etc.

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 26 of 32

- f. Only lights that are mounted on the handgun and carried in a holster designed to fit that specific handgun/light combination are allowed.
- g. Weapon mounted lasers are not approved and may not be carried.

O. Mourning Badge (Shroud)

Badge shrouds will be worn during the period immediately following the death of an active or retired member of the Glendale Police Department and will be removed immediately following the related memorial services. Badge shrouds will be worn during the same period in conjunction with the death of any Arizona Law Enforcement Officer, other than natural causes. The Chief of Police may authorize the wearing of badge shrouds in recognition of the death of other notable persons.

21.476 Plain Clothes Employees / Field Training Officers / Investigations / Court

- A. Plain clothes officers and non-sworn employees that do not fall under the *Specialty Assignment Uniform Guidelines* (section 21.474.D.4) or *Non-Sworn Uniforms* (21.474.F) will wear either professional business attire or more casual business attire. Casual business attire means a more casual look, but still very professional in appearance. Unless otherwise approved by an individual's supervisor, jeans are not acceptable attire for on-duty personnel. Any insignia or logos worn must be approved by the individual's supervisor.
- B. Field Training Officer (FTO) acceptable clothing while working in plain clothing:
 - 1. Men:
 - a. A dress shirt with or without tie or a pullover knit shirt with collar, with no more than 3 buttons down the front. May have manufactures logo on shirt, but no other advertising or lettering. Shirt shall be one solid color and may be worn outside pants to conceal weapon.
 - b. Pants shall be conservative in nature and in good condition. Jeans are acceptable if they are conservative in nature and neatly pressed. Jeans that appear worn, faded, or have holes will not be acceptable.
 - c. Shoes shall be conservative in color and design and will be functional.
 - d. Jewelry and other accessories worn shall be consistent with acceptable business appearances.

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 27 of 32

2. Women:
 - a. Female employees will wear conservatively styled attire, (e.g.) conservative blouses, sweaters, and dress (or casual) slacks. No skirts will be worn.
 - b. Jeans may be worn if they are conservative in nature and pressed. Jeans that appear worn, faded, or have holes will not be acceptable.
 - c. Shoes shall be of a conservative color and design and will be functional.
 - d. Jewelry and other accessories worn shall be consistent with acceptable business appearances.

3. Weapons: Weapons carried will be authorized duty weapon. Weapon will be secured in approved holster.

4. Jackets: A raid jacket with the appropriate markings may be worn by FTO's. Jackets will be black in color and contain the appropriate patches and markings.

- C. Investigations: The dress code for personnel assigned to the Criminal Investigations Division shall be conservative, in good taste and condition, and appropriate for the weather and job. The Criminal Investigation Division Commander may choose to allow employees assigned to undercover or temporary assignments to deviate from this dress code to assist in task accomplishment.

- D. Dress Code for Court Appearances:

When attending court proceedings, departmental personnel should wear their authorized police uniform, or dress attire (as outlined below). In instances that require an officer or other uniformed employee to testify before a Grand Jury or a Jury Trial, the affected employee should contact the case prosecutor to determine if there is a preference between a PD uniform or dress attire.

 - a. Males - When not in uniform, and attending Superior Court, Grand Jury, City Court or Justice Court, male employees will dress in a manner consistent with acceptable business appearances, including conservatively styled dress shirts with conventional ties and conservative dress slacks.

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 28 of 32

- b. Females – When not in uniform, and attending Superior Court, Grand Jury, City Court or Justice Court, female employees will dress in a manner consistent with acceptable business appearances such as dresses, suits, sweaters, skirts, and slacks.

E. Dress Code for Investigator Callouts

- a. Investigators that are called out for an investigation will wear clothing that is conservative and in good taste. Clothing will be presentable and in good repair.
- b. In unusual circumstances that increases the probability of damaging clothing, alternative clothing such as jeans, tennis shoes, etc. will be allowed. The Supervisor in charge of that particular investigation will make the final determination.

21.477 Casual Dress Code

A. Non-Sworn Casual Dress – Casual dress days are usually Fridays and/or Saturday/Sunday, yet Division Commander may designate other days as casual.

1. Attire worn on an approved casual dress day is described as clothing that is appropriate for an office environment. Casual clothing must be clean, neat, and not faded. There will be no holes in shirts or pants.
2. Denim trousers (dark blue, black or stone wash only, not faded or having holes) may be worn.
3. Boots, lace up shoes, athletic shoes, or dress/business shoes may be worn.
4. T-shirts, sweatshirts, and cargo, Bermuda, or BDU style knee length shorts in good repair may be worn.
5. Sweatpants, leggings, spandex or yoga pants, tank tops, halter tops, spaghetti strap, low cut tops, crop tops, swimsuits, sandals, and flip flops are not permitted for casual dress. Tops must cover the shoulder and their length must overlap the top of the pants and not expose any portion of the torso.
6. Any clothing that contains inappropriate, suggestive, or offensive images or language is not permitted for casual dress.

B. Sworn Casual Dress – Casual dress days are usually Fridays and/or

Glendale Police Department		
General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 29 of 32

Saturday/Sunday, yet Division Commander may designate other days as casual.

1. Attire worn on an approved casual dress day is described as clothing that is appropriate for an office environment. Casual clothing must be clean, neat, and not faded. There will be no holes in shirts or pants.
2. Denim trousers (dark blue, black or stone wash only, not faded or having holes) may be worn.
3. Boots, lace up shoes, athletic shoes, or dress/business shoes may be worn.
4. Shorts, sweatpants, sweatshirts, t-shirts, halter-tops, swimsuits, spandex type pants, tank tops, see through clothing, sandals/open toed or heeled shoes, including flip flops, are not permitted for casual dress.
5. Any clothing that contains inappropriate, suggestive, or offensive images or language is not permitted for casual dress.

21.478 Insignia of Rank

A. Insignia of Rank

1. Police Chief: Regulation uniform with collar insignia of four gold colored metal stars, worn on the front of the shirt collar. The hat will have gold filigree on the visor and a gold filigree hatband. Regulation insignia of gold colored metal or embroidery shall be worn on each shoulder of the winter jacket 1" from, and parallel to, the seam.
2. Assistant Police Chief: Regulation uniform with three stars of gold worn ½" from, and perpendicular to the front of collar and parallel to neck of collar. Regulation hat with gold filigree hatband. Regulation insignia of gold colored metal or embroidery shall be worn on each shoulder of the winter jacket 1" from, and parallel to, the seam.
3. Police Commander: Regulation uniform with double stars of gold worn ½" from, and perpendicular to the front of collar and parallel to neck of collar. Regulation hat with gold filigree hatband. Regulation insignia of gold colored metal or embroidery shall be worn on each shoulder of the winter jacket 1" from, and parallel to, the seam.
4. Police Lieutenant: Regulation uniform with single bar of gold colored metal worn ½" from, and parallel to, the front of the collar centered between the top and bottom of the collar. Regulation hat with gold filigree

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 30 of 32

hatband. Regulation insignia of gold colored metal or embroidery shall be worn on each shoulder of the winter jacket 1” from, and parallel to, the seam.

5. Police Sergeant: Regulation Uniform with sergeant’s chevrons, in departmentally approved color, on each sleeve of all shirts and jacket, centered on and ½” below the shoulder patch. Regulation hat with silver colored filigree hatband.
 - a. Upon completion of 5 years of continuous service as a Glendale Sergeant, one (1) rocker may be added to the bottom of the chevrons.
 - b. Upon completion of 10 years of continuous service as a Glendale Sergeant, two (2) rockers may be added to the bottom of the chevrons.
 - c. Upon completion of 15 years of continuous service as a Glendale Sergeant, three (3) rockers may be added to the bottom of the chevrons.
 - d. The authorized rockers convey no additional authority or responsibility and are to serve only as symbolic recognition of the sergeant’s continuous service in-grade.
6. Police Corporal: Regulation uniform with corporal’s chevrons, in departmentally approved color, on each sleeve of all shirts and jacket, centered on and ½” below the shoulder patch.

B. Special Insignia (Field Training Officer)

1. The Field Training Officer insignia shall be a the departmentally approved colors, on a black background. The stripe shall be the size of a single Sergeants stripe. The words “Field Training Officer” shall curve across the bottom of the insignia.
 - a. The Field Training Officer insignia shall be worn on all classifications of uniforms.
 - b. This chevron will be sewn a half inch below the shoulder patch, and centered or adjusted, so it does not extend beyond the bottom edge of a short-sleeved shirt.
2. The Field Training Officer insignia shall not be meant to convey rank of any type.

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 31 of 32

3. The Field Training Officer insignia shall be worn by only by officers currently involved in the Field Training Program.
 - a. Officers accepting an assignment that would require them to leave Patrol and/or the Field Training Program for a period greater than a year shall remove the insignia from all uniforms.
 - b. An exception to this will be made for FTO's assigned to accident investigation or traffic duties. They will be allowed to wear the FTO insignia as long as they continue to assist with training of new officers when requested and attend all FTO meetings and training.
 - c. Officers removed from the Field Training Program for disciplinary reasons will remove the insignia from all uniforms.

21.479 Uniform Loss or Damage

- A. The city may reimburse an employee for articles of uniform or equipment lost or damaged, where reimbursement is not available from other sources, under the following circumstances:
 1. If it can be shown satisfactorily that such loss or damage was incurred in the line of duty.
 2. If negligence on the part of the employee was not a contributing factor.
- B. Claims Procedure:
 1. The employee filing a reimbursement claim will complete a detailed supplemental report indicating the damage or loss, how the damage/loss was incurred, and the relative value and/or replacement cost. Any supporting documentation needs to be attached to the reimbursement claim.
 2. The supervisor will then investigate the report and forward the employee's report, as well as his/her own finding and/or recommendations to the Division Lieutenant. The Bureau Commander will review both reports and make any comments or recommendations he/she might have and forward the complete file to the Chief of Police and/or City Risk Management.
 3. The employee may receive full value, or only a percentage of the value of the claimed item. The amount of reimbursement will be determined through a review of the claim by the Chain of Command.

Glendale Police Department General Order		
Uniform Regulations		21.470
Date Issued 06-03-99	Revision Date 12-07-23	Page 32 of 32

4. The employee will be notified as to the decision of his/her claim by departmental memo.

C. Eligible uniform items:

1. Shirts: Both uniform and civilian
2. Pants: Both uniform and civilian
3. Jackets: Both uniform and civilian
4. Uniform hats
5. Necktie (not tie clasp)
6. Wrist watch and/or band (usually the cost of repair rather than replacement not to exceed \$350.00)

D. Additional equipment losses:

1. Any other personal equipment losses, to include jewelry, sunglasses, etc., other than the above listed will be considered on an individual case basis by the Chief of Police and/or through City Risk Management. Reimbursement shall not be made when funds identified for this purpose are available from other sources (i.e. Industrial Commission, private insurance agencies, restitution, etc). In most cases reimbursement will not exceed \$350.00.
2. Officers may seek reimbursement for lost or damaged weapons that are personally owned or carried on duty. Losses of this type will be processed pursuant to this directive. However, officers should be aware that each case will be treated on an individual basis. It is likely that some reimbursement will be granted if there is not employee negligence involved in the situation. The maximum reimbursement will be the lesser of:
 - a. The fair market value of the weapon.
 - b. The cost to the department for purchasing the authorized revolver or automatic weapon, which we issue (the cost will be the last price paid by the department in purchasing the respective weapon).
 - c. An officer is financially responsible for any loss or damage to Police Department issued equipment if it was a result of negligence.
3. Officers always have the option to seek restitution from subjects when items are damaged or lost due to violations of Arizona Revised Statutes.

Glendale Police Department		
General Order		
Respiratory Protection Plan		21.510
Date Issued 02-28-06	Revision Date 06-30-22	Page 1 of 5

21.510 Scope

The following requirements apply to all departmental personnel who, in the course of their normal duties, utilize Self Contained Breathing Apparatus (SCBA), Air Purifying Respirators (APR), and/or Particulate Respirator Filters (N95)

21.511 Assignment to Officers

- A. In accordance with OSHA Regulation 29 CFR 1910.134(e), prior to assigning a full-face respirator (APR) or Self-Contained Breathing Apparatus (SCBA) mask to an individual officer, that officer will be required to receive and pass a physical exam that includes a pulmonary test by a licensed physician.
 - 1. This exam will include a written medical questionnaire in accordance with the Appendix C Questionnaire of OSHA 29 CFR 1910.134 or its equivalent.
 - 2. Annually thereafter, the officer will be required to complete a medical questionnaire, which is reviewed by a licensed physician, and/or submit to a physical exam with pulmonary test at the recommendation of the licensed physician.
 - 3. Following the initial exam, follow-up medical exams will be performed depending on results of the medical questionnaire.

21.512 Training

- A. In accordance with OSHA Regulation 29 CFR 1910.134(k), prior to be allowed to use a respirator or SCBA, the officer will receive Respiratory Protection Training. This training will consist of but not be limited to:
 - 1. Reasons why respiratory protection is necessary
 - 2. Limitations and capabilities of the respirator/SCBA
 - 3. Proper inspection, maintenance, storage, and cleaning of the respirator/SCBA
 - 4. Proper donning and doffing procedures
 - 5. Use of the respirator/SCBA in an emergency situation

Glendale Police Department General Order		
Respiratory Protection Plan		21.510
Date Issued 02-28-06	Revision Date 06-30-22	Page 2 of 5

5. Recognition of failure of the respirator/SCBA
 6. Medical exam requirements and medical symptoms or signs that will affect its use
 7. Fit-testing and “fit-check” requirements
 8. General concepts of the Respiratory Protection Program
- B. Following initial training, refresher training must occur on an annual basis. The Department’s Health and Safety Officer or designated, authorized, and properly trained personnel, are the only trainers who may provide this training to applicable personnel.

21.513 Fit Testing

- A. In accordance with OSHA Regulation 29 CFR 1910.134, each officer will submit to fit-testing, to ensure adequate sizing, seal and protection, prior to being issued the respirator for duty use.
1. This fit testing will be quantitative in nature for full-face APR and SCBA masks and will be completed by authorized personnel only (contact Training/Health and Safety for assistance).
 2. If officers are issued two-strap filtering face pieces, (N95 type filters) then qualitative fit testing must be performed prior to use.
- B. All fit testing must be repeated on an annual basis. Any authorized personnel performing Fit Testing will forward these records to the Department’s Health and Safety Officer, for record keeping purposes.

21.514 Fit Checking

In accordance with OSHA Regulation 29 CFR 1910.134, each officer will perform a negative and positive pressure fit check prior to each use of the respirator.

Glendale Police Department General Order		
Respiratory Protection Plan		21.510
Date Issued 02-28-06	Revision Date 06-30-22	Page 3 of 5

21.515 Grooming Standards

- A. In accordance with OSHA Regulation 29 CFR 1910.134, each officer issued a respirator/SCBA will be required to maintain their grooming so as to be able to obtain a proper fit of the gas mask when called upon to do so.
 - 1. Respirators/SCBA will not be deployed on officers wearing facial hair that would jeopardize the proper fit of the mask.
 - 2. As outlined in the Grooming Standards section of the Uniform Regulations policy (G.O. 21.470), all officers with beards shall have a battery-operated shaver available in the event that respiratory protection is required, and facial hair would interfere with the seal, during the deployment of any respirator (N95, APR or SCBA).

21.516 Storage and Maintenance

- A. In accordance with OSHA regulation 29 CFR 1910.134, each officer will ensure proper maintenance and storage of all respirators assigned to them.
- B. Officers will clean and sanitize respirators in accordance with manufacturer guidelines or OSHA 29 CFR 1910.134 appendix B-2 as often as necessary to be maintained in a sanitary condition.
 - 1. At a minimum, respirators should be cleaned following each use.
 - 2. Respirators must be stored to protect them from damage and contamination and in accordance with manufacturer recommendations. For example, a full-face respirator should be in a plastic bag or airtight container, not in direct sunlight.
 - 3. SCBA air cylinders will be maintained in the 100% charged position.

21.517 Inspection

- A. All respirators and SCBA shall be inspected before and after each use.
- B. If respirators/SCBA equipment are used less than monthly, they must be inspected on a monthly basis, and the inspection record maintained and monitored by the employee's immediate supervisor.

Glendale Police Department General Order		
Respiratory Protection Plan		21.510
Date Issued 02-28-06	Revision Date 06-30-22	Page 4 of 5

- C. Any respirator/SCBA found to be defective will be immediately removed from service and repaired or replaced. SCBA parts will not be repaired or replaced except by the manufacturer or a certified technician.
- D. SCBA apparatus and cylinders must be inspected, per manufacturer instructions, by a certified technician. This inspection will include water pressure testing of the cylinder.

21.518 Filter Change Out

- A. In accordance with OSHA regulation 29 CFR 1910.134, respirator filters must be changed out based on a filter change out schedule. Please refer to the NIOSH information sheet, enclosed with each canister, for manufacturer’s recommendations for length of service in specific hazardous environments.
 - 1. Filters shall be discarded and new filters put in place following each use of the respirator in a contaminated environment, or if the filter becomes wet. The cartridge should also be discarded if the user detects an odor or taste while using the canister or cartridge, or the user notices increased resistance while utilizing the APR. Any contaminated filters shall be immediately disposed of via hazardous waste receptacles.
 - 2. Filters in the original, sealed, manufacturer’s packaging shall be replaced by the expiration date, as listed on the packaging. Expired cartridges should be returned to the Health and Safety Officer.
 - 3. Filters that have been removed from their original packaging, but not utilized in a contaminated environment, shall be replaced yearly, and may be returned to the Health and Safety Officer.

21.519 Corrective Lenses or Glasses

- A. In accordance with OSHA regulation 29 CFR 1910.134, officers needing corrective lenses may wear contact lenses while wearing a respirator or SCBA.
- B. If the officer uses glasses, then the Department must provide a spectacle kit, including appropriate lenses for the respirator assigned to the officer.

Glendale Police Department General Order		
Respiratory Protection Plan		21.510
Date Issued 02-28-06	Revision Date 06-30-22	Page 5 of 5

21.520 Record Keeping

In accordance with OSHA regulation 29 CFR 1910.134, all fit-testing and training records will be maintained by Training / Health and Safety. Only the most current, annual fit-test record needs to be maintained.

Glendale Police Department General Order		
Early Warning System		21.600
Date Issued 09-17-02	Revision Date 09-25-23	Page 1 of 5

21.600 Early Warning System

A. Purpose

1. The Early Warning System (EWS) is designed to assist all department employees who are experiencing performance related and/or personal problems.
2. EWS is a non-punitive system that takes a positive approach to resolving issues before they escalate into situations which require disciplinary action.
3. Information regarding EWS interventions will have limited dissemination. This information will only be shared on a “need to know” basis.
4. Previous EWS intervention is not to be considered when employees seek transfers and/or promotions.
5. EWS will not be used as an investigative tool in disciplinary matters.
6. PSU shall continually monitor alerts generated in the EWS, via IAPro.
7. Upon receiving an alert, PSU will review the narrative in the alert(s), and any other relevant documents to the incident or employee’s past behavior, to determine whether a referral for intervention (EWS Form or Training) is appropriate.
8. If PSU or the employee’s supervisor/chain of command determine that an intervention is necessary, the employee’s supervisor will be responsible for its creation and completion.

21.601 Supervisory Responsibilities

- A. First Line/Immediate Supervisor - The role of the immediate supervisor is critical for a successful outcome. The immediate supervisors shall be responsible for the following:
 1. Recognize situations, events, and behavior that may indicate an employee is in need of EWS assistance.
 2. Accept referrals from all departmental employees who feel like another employee could benefit from the Early Warning System (EWS).

Glendale Police Department General Order		
Early Warning System		21.600
Date Issued 09-17-02	Revision Date 09-25-23	Page 2 of 5

3. Consult with identified employee and develop an action plan focused on helping the employee overcome current struggles.
4. As needed, make referrals and/or consult with others who can suggest alternative resources, including the Employee Assistance Program.
5. When the early intervention (EI) alert is received via BlueTeam from PSU, supervisors should document their intervention efforts within the assigned EI alert, mark the alert as complete, and forward it through the chain of command for review.
6. Conduct follow up with the identified employee within 30 days of completing the EI documentation. Follow up beyond the initial 30-day mark should continue on an “as needed” basis after. The purpose of the follow up is to assess the effectiveness of intervention and determine what actions, if any, need to be continued.
7. All supporting documents associated with the intervention, if applicable, will be uploaded to BlueTeam under the EI alert to document the induction of the EWS, its follow through and completion.

B. Second Line Supervisors

1. Recognize situations, events, and behavior that may indicate an employee is in need of EWS assistance.
2. Make referrals to the appropriate supervisor when it is identified that an Early Warning intervention would be beneficial to the employee.
3. Ensure that their subordinate supervisors are properly administering the Early Warning System.
4. Accept and review early intervention (EI) alerts sent via BlueTeam from the employee’s first line supervisor.
5. Once the EWS action plan is developed and implemented, the second line supervisor will ensure it is documented in BlueTeam appropriately.
6. Keep the employees chain of command apprised of the situation and progress.

C. Professional Standards Unit

Glendale Police Department General Order		
Early Warning System		21.600
Date Issued 09-17-02	Revision Date 09-25-23	Page 3 of 5

1. Upon receipt, review the Early Intervention (EI) alert to verify validity.
2. PSU will forward all applicable Alerts generated by IAPro to the employee's immediate supervisor. The Chain of Command (CoC) will determine how the Alert will be managed. PSU will ensure the CoC is aware of the options that are available to manage Alerts. Options include but are not limited to:
 - No action taken (explained when the Alert is returned to PSU in BlueTeam by the Supervisor)
 - Training or verbal counseling that is then documented in BlueTeam as an HRMS entry
 - A performance plan
3. PSU will ensure the Early Intervention alerts and responses to those alerts are entered into BlueTeam and brought into IAPro properly.
4. Complete a documented annual review of the Early Warning System. This completed report will be forwarded to the Chief of Police.
5. Consult with department supervisors responsible for the oversight of their employees well being. Consultation will assist supervisors in identifying those employees who may benefit from implementation of the EWS program.

D. Non Supervisors

1. Although the responsibility for initiating the Early Warning System is the primary duty of the first line supervisor, any department employee can recommend initiation of the system when there is significant concern for a fellow employee.
2. When possible, supervisors will strive to keep the name(s) of a reporting party confidential. Although confidentiality will be upheld as a high priority, it cannot be guaranteed unless there are safeguards identified within other specific departmental policies.

E. Employee Assistance Coordinator

1. Organize, maintain, and make accessible a list of resources that can be utilized as part of the Early Warning System. This list will be made available to any

Glendale Police Department General Order		
Early Warning System		21.600
Date Issued 09-17-02	Revision Date 09-25-23	Page 4 of 5

requesting supervisor and shall include, but is not limited to, available training classes, community resource, and services available through the Employee Assistance Program (EAP).

21.602 Indicators

- A. While there are no specific or universal set of criteria that can determine stress or job related problems, it is important to note that certain types of incidents/situations should be considered to determine if Early Warning implementation is needed. This criterion includes, but is not limited to, the following:
1. Early Intervention (EI) Alert - PSU will monitor and manage Alerts generated by IAPro. These are generated when an employee meets a threshold of incidents entered into BlueTeam in observance of said employee. These include all incidents except Commendations.
 2. Sustained Complaints
 - a. An employee receives three sustained complaints within a 15-month period.
 - Note: Although the responsibility lies with the first line supervisor to identify when an employee has reached this limit, the Professional Standards Unit will attempt to notify a supervisor once this threshold is met. Any supervisor who is unsure if this threshold has been met may contact the Professional Standards Unit for confirmation.
 3. Use of Force
 - a. When an employee is involved in a Category 1 or Category 2 use of force incident.
 - b. Officer Involved Shootings
 4. Vehicle Accidents
 - a. When an employee is involved in any accident which results in the serious injury or death of any person.

Glendale Police Department General Order		
Early Warning System		21.600
Date Issued 09-17-02	Revision Date 09-25-23	Page 5 of 5

- b. A second at fault accident within a 15-month period, regardless of injury or property damage.

5. Traumatic Events

- a. Early Warning should be considered when an employee experiences a traumatic event that has the potential to cause an overwhelming impact beyond one’s usual coping abilities.

6. Conduct and Behavior

- a. Repetitive officer safety issues
- b. Abuse of sick, vacation or comp time
- c. Aggressive or discourteous behavior to citizens or fellow employees
- d. Abuse of authority

B. Supervisors are reminded that they may initiate the Early Warning System at any time to assist an employee of the department.

21.603 Early Intervention (EI) Documentation

A. Purpose - The Early Intervention documentation is needed:

- 1. To judge the effectiveness of the Early Warning System and identify areas which need improvement.
- 2. To meet CALEA and end of year reporting requirements.
- 3. For statistical and tracking information.

Glendale Police Department General Order		
Employee Issues and Conduct		22.000
Date Issued 01-29-99	Revision Date 06-30-22	Page 1 of 4

22.001 Employee Speech / Rights and Obligations

General Information: Law enforcement employees are entrusted with special responsibilities. They must conduct themselves in a professional manner and are subject to discipline for engaging in “conduct unbecoming an officer” or “conduct detrimental to the department.” This department recognizes that employees enjoy constitutional protection to engage in reasonable speech activity, including work-related criticism and complaints. This employee speech policy is designated to provide guidelines for employees and management to ensure that employee speech does not unnecessarily harm legitimate law enforcement interests. Specific restrictions on employee speech set forth below are necessary to protect the integrity of the department and ensure that efficient and effective police services are delivered to the community. Employees are encouraged to express their views in a responsible and productive manner. Employees contemplating speech activity should carefully review the following rules and procedures.

22.002 Unprotected Speech

Employees are subject to disciplinary action for speech constituting treason, libel, slander, perjury, incitement to riot, or knowingly false statements regarding departmental operations or personnel. Employees shall not publicly criticize departmental operations, policies, or personnel by speech, writing, or expression in any other manner, such as through social media, when such speech is factually inaccurate or is made with a reckless disregard for its truth or falsity.

22.003 Off Duty Non-Work Related Speech

When employees are off duty and out of uniform, they enjoy the same speech rights as other citizens, except for restrictions on partisan political speech imposed by law or for specific restrictions imposed by departmental policy.

22.004 On Duty Speech Restrictions

The need for esprit de corps, discipline, and harmony in a law enforcement organization necessitates some additional restrictions on employee speech when employees are on duty. Employees on duty or in uniform should restrain from using indecent or profane language. Employees shall be courteous and tactful when dealing with citizens, maintain command of their temper, exercise utmost patience and discretion, and refrain from coarse, violent, boisterous, or insolent language or gestures. Upon request, employees are required to provide citizens their name and badge number, with the exception of employees working undercover.

Glendale Police Department		
General Order		
Employee Issues and Conduct		22.000
Date Issued 01-29-99	Revision Date 06-30-22	Page 2 of 4

22.005 Utilizing the Chain of Command

A departmental chain-of-command grievance system is established in the personnel rules to provide for the orderly and effective resolution of employee problems and concerns. Employees are strongly encouraged to express their work-related criticism and complaints to their immediate supervisor. Any questions concerning the meaning or implementation of the department's employee speech policies should be directed to the Chief.

22.006 Whistle Blower Protection and Procedure

Employees are required to report immediately any evidence of another employee's criminal wrongdoing to the Chief. In the event the Chief is suspected of criminal wrongdoing or of covering up another employee's criminal wrongdoing, employees are required to report such information directly to the appropriate prosecuting attorney. Employees are subject to termination for any activity that interferes with or hinders the successful prosecution of an employee's criminal misconduct. Employees are not subject to retaliatory disciplinary action for reporting under this rule. However, employees are subject to discipline for making frivolous reports.

22.007 Impartiality Requirement

Employees shall not recommend or suggest in any manner, except in the transaction of personal business, the employment or procurement of a particular product, a professional service, or a commercial service including but not limited to, the services of an attorney, bondsman, cafe, or funeral director. Employees are prohibited while on duty or in uniform from making political endorsements or expressions of favoritism toward a particular political issue or candidate. Employees are prohibited from using their official capacity to influence or interfere with the results of any political election except for a legitimate labor association election. Any exception to the above must be authorized in advance of the action by the Chief.

22.008 Public Appearances Representing the Department

- A. Employees must receive the prior permission of the Chief before making any public appearance officially representing the department or one that gives the impression they are representing the department. Officers in departmental uniform, whether on or off duty, shall not make any speeches or presentation to any civic club, religious gathering, private or public organization, or any other organized gathering without the prior approval of the Chief. The off-duty expression of personal views by employees in their capacity as private citizens is not covered by this rule.

Glendale Police Department		
General Order		
Employee Issues and Conduct		22.000
Date Issued 01-29-99	Revision Date 06-30-22	Page 3 of 4

- B. Employees shall treat superiors, subordinates, and associates in a respectful manner. Employees are prohibited from making personal attacks that ridicule, belittle, or defame another member of the department. No employee shall use epithets or terms that tend to denigrate a particular race, religion, sex, or ethnic group. No employee shall show prejudice concerning race, religion, politics, national origin, sex, sexual orientation, or similar personal characteristics.
- C. Management level employees have a duty of loyalty to support and defend management policies when addressing non-management level employees or subordinates.
- D. Employees must obtain permission from the Chief to circulate, while on duty or on department property, any petitions, questionnaires, or other material relating to employee grievances or conditions of employment.

22.009 Public Criticism

- A. Public criticism of departmental operations or personnel can undermine the public's confidence in law enforcement and adversely affect morale. Accordingly, employees are required to express either orally or in writing any work-related criticism to their immediate supervisor prior to expressing that criticism publicly. Constructive criticism is encouraged, and employees will not be disciplined for responsibly expressing their criticism to the department. While it is not possible to list all the factors that will be evaluated in deciding whether an employee should be disciplined for public criticism, the presence of one or more of the following factors will be considered as grounds for disciplinary action:
 1. The employee personally criticized another person in a way that undermined discipline or a close working relationship.
 2. The employee failed, without justification, to use the chain-of-command procedures prior to engaging in public criticism.
 3. The employee failed, without justification, to use the grievance procedures prior to engaging in public criticism.
 4. The speech related only to a personal internal grievance of the employee and did not concern a matter of significant public interest, such as serious mismanagement, a gross waste of funds, the abuse of authority, or a specific and substantial danger to public health.

Glendale Police Department General Order		
Employee Issues and Conduct		22.000
Date Issued 01-29-99	Revision Date 06-30-22	Page 4 of 4

5. The speech was delivered in an intemperate, offensive, or unprofessional manner.
6. The speech violated a specific provision of departmental policy.

22.010 News Media Contact

All inquiries by the news media concerning information under the control of the department (computerized information or the status of either a closed or pending investigation) should be referred to the Public Information Officer. All requests for press releases or interviews must be coordinated with the Public Information Officer.

22.011 Conflict of Interest

All employees are expected to be familiar with the provisions of the state law and both GPD and Human Resources Policies & Procedures pertaining to conflicts of interest and the practical application on a day-to-day basis of those provisions, including ARS 38-501, et seq., and ARS 41-752).

22.012 Relation with the City Council

- A. All employees shall keep their political activities in accordance with Human Resources Policies & Procedures.
- B. Dealings with the Council shall be in accordance with the City Charter and Human Resources Policies & Procedures.

Glendale Police Department General Order		
Bias Based Profiling		22.014
Date Issued 08-12-02	Revision Date 02-14-19	Page 1 of 3

22.014 Bias Based Profiling

A. Purpose:

To provide a guideline of the Glendale Police Department’s position regarding the treatment of people based on a protected class. A protected class is based on and defined by federal law. Protected class characteristics include, but are not limited to, race, color, religion, sex, national origin, age, marital status, sexual orientation, gender identity or expression, genetic characteristics, familial status, disability, and U.S. military veteran status.

B. Policy:

The Glendale Police Department views bias based policing as a form of unbecoming conduct, as further outlined in General Order 22.040, and will evaluate that conduct accordingly.

C. Definition:

Biased based profiling is the arrest, detention, stop, or other disparate treatment of an individual based on a protected class, as defined in federal law.

D. Procedures

1. Bias based profiling of individuals is strictly prohibited by members of the Glendale Police Department.
2. The detention of any individual, which is not based on factors related to a violation of federal law, Arizona Statutes, City of Glendale Ordinances, or any combination thereof, is prohibited.
 - a. Officers will not use actual or perceived race, national origin, color, age, sex, religion, or other protected characteristics of an individual as the sole basis for developing reasonable suspicion, probable cause or grounds for a traffic or street stop, or in deciding upon the scope and substance of post-stop action.
 - b. Officers must be able to clearly articulate the reasonable suspicion or other legal basis for any stop.
3. When determining if reasonable suspicion for a stop, search or detention exists, or when developing probable cause for an arrest, officers may consider the factors above, when one or more of those factors are part of

Glendale Police Department General Order		
Bias Based Profiling		22.014
Date Issued 08-12-02	Revision Date 02-14-19	Page 2 of 3

the description of a known or suspected offender wanted in connection with a specific criminal or quasi-criminal incident based on a credible report.

4. Under non-custodial situations, officers are not prohibited from contacting persons and engaging them in conversation.
5. Unless there is a reasonable suspicion to detain a person, officers shall not detain a person merely based on their desire to speak with that person.
6. Asset seizure and forfeiture efforts will be based on violations of federal law and Arizona law, and on GPD Policy and Procedures, and shall not be motivated by race, color, national origin, age, sex, religion, or other protected class characteristics.
7. It is important to note that there are circumstances when an officer may need another officer to stop and make contact with a person, either on foot or in a vehicle, to affect an arrest or to further an investigation.
8. Any officer requesting a person or vehicle be stopped will clearly communicate the legal standard to justify the stop (i.e., probable cause, reasonable suspicion).

E. Training

1. All Police Department employees will receive both initial and annual refresher training (at a minimum), or as otherwise needed, on the harms of bias based profiling and discrimination, including legal aspects.
2. Additional diversity and sensitivity training will be designated for employees with sustained bias based profiling, or other sustained discrimination complaints filed against them.

F. Duties of Employees

1. If an employee believes there is, or learns of any violation of this order, they will immediately contact a supervisor.
2. All complaints of bias based profiling or discriminatory practices will be investigated in accordance with the established General Orders governing internal investigations.

Glendale Police Department General Order		
Bias Based Profiling		22.014
Date Issued 08-12-02	Revision Date 02-14-19	Page 3 of 3

3. Each supervisor will be responsible for continually monitoring and examining all employees under their direct supervision to ensure that their actions and activities adhere to this policy.

G. Sanctions

1. Conducting an arrest, detention, interdiction, or other disparate treatment of an individual on the basis of the race, national origin, age, sex, religion, or other protected class. CLASS 7
2. Failure to report any observed or known violations of this Order by any employee of the Department. CLASS 6

H. Administrative Review

1. There will be a documented administrative review of this order and department practices conducted by the Professional Standards Unit, on an annual basis.
2. The review will include concerns expressed by citizens, as well as any corrective measures taken.

Glendale Police Department		
General Order		
Promotions		22.015
Date Issued 02-17-01	Revision Date 12-07-23	Page 1 of 5

22.015 Promotions

- A. The Glendale Police Department will conduct promotional processes to fill supervisory and management positions. Tests will be administered cooperatively between the Police Department and Human Resources, and will be designed to identify persons who possess the skills, knowledge, and abilities required for the promotional position.
 - 1. The Police Administrative Services Manager will be responsible for the annual review and evaluation of the Department’s promotional process. Any recommended changes will be forwarded to the Administrative Services Division Commander.
 - 2. The Police Administrative Services Manager or his/her designee will work in cooperation with representatives from Human Resources in the development and administration of all promotional testing at the direction of the Chief of Police.

- B. Promotional testing will be conducted on a non-discriminatory basis and all testing will be job related. Lateral entry for most promotions can only be authorized by the Chief of Police.

22.016 Educational/Training Requirements for Police Rank

- A. The following educational, training, and experience requirements have been established for eligibility for the following ranks within the Department:
 - 1. Police Sergeant – Associate's Degree in criminal justice, public administration, management or a related field, and five years’ experience as a Police Officer, with at least three of the five year requirement at the Glendale Police Department.
 - 2. Police Lieutenant – Bachelor's degree in criminal justice, public administration, management, or a related field and two years’ experience as a Police Sergeant.
 - 3. Police Commander – Bachelor's degree in criminal justice, public administration, management, or a related field with two years’ experience as a Police Lieutenant.

Glendale Police Department		
General Order		
Promotions		22.015
Date Issued 02-17-01	Revision Date 12-07-23	Page 2 of 5

4. Assistant Police Chief – Bachelor's degree in criminal justice, public administration, management, or a related field and two years' experience as a Police Commander.
 5. Police Chief – Bachelor's degree in criminal justice, public administration, management, or a related field, and eight years' experience as a Police Officer including five plus years in a responsible management position. Master's degree and/or executive level POST Command College or graduate of the FBI National Academy is preferred.
- B. For sworn positions above the rank of Police Sergeant, the Police Department requires applicants to meet both the education and experience requirements by the application deadline to be allowed to participate in the testing and selection process.

22.017 Promotional Testing Procedures

- A. Employees will be made aware of promotional testing processes in advance of the date the recruitment opens. Job announcements will be posted on the City's job internet site and should include:
1. A description of the position and job classification for the position.
 2. Dates, times, and locations of all elements of the testing process, if available, at the time of the announcement.
 3. A description of education, experience and training requirements for the position.
 4. A description of the testing process to be used in the selection, if available at the time of announcement.
- B. Written tests may be administered for promotional openings. A written test shall be job related. All candidates will be advised of source material for written exams. All candidates will be administered the same test when competing for the same position.
- C. Oral boards should include uniform questions to be asked of all candidates. The results of the test will be recorded on a standardized rating. A uniform rating system established prior to the test may be used. Oral boards shall seek a defined set of personal attributes relative to the position sought.

Glendale Police Department		
General Order		
Promotions		22.015
Date Issued 02-17-01	Revision Date 12-07-23	Page 3 of 5

- D. Assessment centers may be used as a part of the promotional selection process and will use standardized evaluation techniques of candidate abilities based on the input of multiple assessors. Assessment centers will be designed to:
1. Measure the dimensions, attributes, characteristics, qualities, skills, knowledge, and abilities specified in a written job analysis.
 2. Use multiple assessors. All assessors will receive training prior to participation in the assessment center.
 3. Enable assessors to evaluate the dimensions, attributes, or qualities desired for the position, which will be determined prior to the assessment center.
 4. Use multiple assessment techniques, i.e. interview, group discussion, role-playing, etc.
 5. Judgments on candidate performance will be derived from pooled information from assessors, and based on the testing techniques used.
 6. Overall evaluation of candidate performance will be made at a time separate from the exercises.
 7. Parameters for assessment centers will be job related and may be published prior to the assessment center.
 8. Assessors will be provided with standardized forms to record and document their observations of candidates during each stage of the assessment center.
- E. The selection process for assignment as a Police Lieutenant, Police Commander, or Assistant Police Chief will be at the discretion of the Chief of Police.

22.018 Establishing Promotional Eligibility List

- A. Promotional eligibility lists will be established using the following information:
1. The candidate’s performance in the promotional testing process.
 2. A review of the eligible employee’s Departmental file to include evaluations, education, work history and disciplinary record.

Glendale Police Department		
General Order		
Promotions		22.015
Date Issued 02-17-01	Revision Date 12-07-23	Page 4 of 5

- a. Numerical weights may be assigned to each eligibility requirement for the particular position.
3. Employees will be notified of their appointment or promotion.
- B. Once an eligibility list has been formulated the following criteria will be established.
1. The duration of the eligibility list.
 - a. The duration of the eligibility list, once established by the Chief of Police, will be for one year.
 - b. Applicants may test for promotional opportunities, if the specified qualifications are met, when the promotional testing is announced.
 2. Written certification of eligible employees.
 - a. All persons on the list will receive written notification that they have demonstrated that they possess at least the minimum qualifications to perform the tasks of the position and have successfully competed in the promotional testing process.
 3. Testing materials, following a testing process, will be maintained in a secure location.
- C. All promotions will be made at the discretion of the Chief of Police based upon the candidate's performance in the testing process, work history, job related experience, supervisory experience, supervisory evaluations and recommendations, disciplinary record, educational background, and on the basis of the best interests of the Department.
- D. Those employees who did not successfully compete in the promotional testing process will receive written notification and have opportunity to:
1. Review answer keys to written tests, if allowed by the test provider, and/or challenge test answers they believe are incorrect, or to which more than one answer applies. The process for challenging test questions will be established in advance of the written test.
 2. Obtain feedback on all portions of a promotional testing process.

**Glendale Police Department
General Order**

Promotions

22.015

Date Issued
02-17-01

Revision Date
12-07-23

Page
5 of 5

3. Contest annual evaluations containing information used in the selection process.
 - a. This will be done in accordance with Human Resources Policies and Procedures.

Glendale Police Department			
General Order			
Introduction - Discipline			22.030
Date Issued 01-29-99	Revision Date 10-18-06	Review Date 07-24-23	Page 1 of 1

22.030 General Information

Sections 22.040 and 22.050 specify conduct, for which disciplinary action may be taken and rules which, when violated, will subject an employee to disciplinary action. Guidelines for handling disciplinary investigations can be found in General Orders 22.120. The Chart of Sanctions used to determine the range of discipline can be found in General Order 22.180.

22.031 Continuity of Discipline

While employee discipline will be determined on a case-by-case basis, it is essential that Department-wide continuity always be considered. To achieve this, each prohibited conduct section has been classified in terms of seriousness and placed in a relevant class. This class designation follows the statement of prohibited conduct. In the event of a violation of that section, a generally appropriate range of discipline has been specified and is given in the Chart of Sanctions found in General Order 22.180.

22.032 Range of Discipline

To determine the relevant range of discipline, find the class designation on the Chart of Sanctions, which is the same as the class designation that follows the statement of prohibited conduct. Then find the suggested range of discipline by reading across the chart and using the column that corresponds with how many times, if any, the employee has previously received discipline for this type of violation.

22.033 Related Violations

If an employee has committed several related violations, but they are not all violations of the same statement of prohibited conduct then the lowest class designation shall serve as the guideline for the minimum discipline to be imposed and the highest-class designation shall serve as the guideline for the maximum discipline to be imposed.

22.034 General Purpose

These sections are not all inclusive and they are given as examples and as guidelines for conduct.

Glendale Police Department General Order		
Unbecoming Conduct		22.040
Date Issued 01-1-01	Revision Date 01-04-22	Page 1 of 8

22.040 Unbecoming Conduct

- A. Unbecoming conduct is any conduct that adversely affects either the public confidence in the ability of the Department to provide necessary services to the community, or the morale and/or efficient operation of the Department.
- B. In the event an incident(s) of unbecoming conduct is not specifically addressed in this directive, the discipline an employee may receive will depend on the severity of the conduct, with aggravating and mitigating circumstances being considered. The discipline may range from counseling to termination.

22.041 Abuse of Position

- A. Employees are not to accept rewards for work performed while on duty as a result of employment with this Department.
- B. Employees shall not solicit rewards or gratuities.
- C. Employees shall not use their position to seek favors of any kind.
- D. Employees shall not accept gratuities, fees, loans, rewards or gifts from any person liable to arrest, in custody, or after discharge from custody.
- E. Employees shall not conduct business transactions with any person confined in jail or in police custody during official police contact.
- F. Any rewards directed to an employee or the department will be utilized by the department as a whole, turned over to an acceptable charitable organization or as law requires.
- G. Employees shall not improperly use his or her official position, official identification cards, badges, or character, as an employee of this department for:
 - 1. Personal or financial gain.
 - 2. Obtaining privileges not otherwise available to them except in the performance of duty.
 - 3. Avoiding consequences of illegal acts.

Glendale Police Department General Order		
Unbecoming Conduct		22.040
Date Issued 01-1-01	Revision Date 01-04-22	Page 2 of 8

H. Sanctions:

1. Accepting or soliciting a bribe or gratuity for permitting an illegal act. CLASS 6
2. Accepting or soliciting monetary or valuable gratuity for performing assigned duty. CLASS 4
3. Conducting business transactions with person confined and in custody or during official contact. CLASS 4
4. Using position to seek favors. CLASS 2
5. Improperly using official position, ID card, or badge. CLASS 3
6. Lending ID card or badge or allowing same to be photographed or reproduced. CLASS 5
7. Use of name, photograph or ID related to Glendale Police Department for advertisements or testimonials. CLASS 4

22.042 Alcohol

- A. No employee in uniform, or wearing any identifiable part of the uniform, shall drink or purchase alcoholic beverages while on duty and/or in uniform.
- B. Employees will only drink and/or purchase alcoholic beverages while on duty when acting under proper and specific orders from a supervisor and in accordance with G.O. 60.160.I.
- C. Employees shall not appear for duty, or be on duty, while under the influence or intoxicants to any degree whatsoever, or with an odor of intoxicants on their breath except in the performance of duty and while under the proper and specific orders of a supervisor.
- D. Employees while off duty shall refrain from consuming intoxicating beverages to the extent that it results in impairment, intoxication, or obnoxious or offensive behavior, which discredits them, or the department.
- E. Employees will refrain from consuming intoxicating beverages when it may render the employee unfit to report for the next tour of duty.

Glendale Police Department General Order		
Unbecoming Conduct		22.040
Date Issued 01-1-01	Revision Date 01-04-22	Page 3 of 8

F. Sanctions:

1. An employee, other than an officer acting in an authorized undercover capacity, while on duty or on city property who is found to have unauthorized possession of or consuming liquor (alcoholic beverage) shall be subject to termination.
2. Officer, exceeding limitations imposed by G.O. 60.160.I, while acting in an authorized undercover capacity. CLASS 4
3. Employee, in uniform, but off duty, drinking liquor or intoxicated in public. CLASS 4
4. An employee reporting for duty with the presence of liquor (alcoholic beverage) in the system, on their breath, or in an intoxicated condition shall be subject to termination.
5. Employee, off duty, driving in an intoxicated condition. CLASS 5
6. An employee, on duty, driving with the presence of liquor (alcoholic beverage) in the system, on their breath, or in an intoxicated condition shall be subject to termination.

22.043 Drugs

- A. Employees shall not use any controlled substances, narcotics, or hallucinogens, except when prescribed in the treatment of the employee by a physician or dentist.
- B. Employees shall not possess any controlled substances, narcotics, or hallucinogens except in the performance of duties.
- C. No employee shall appear for duty while under the influence of drugs.
- D. When controlled substances, narcotics or hallucinogens are prescribed, employees shall notify their supervisor immediately.
- E. No employee shall abuse any prescription drug.
- F. Sanctions:

Glendale Police Department General Order		
Unbecoming Conduct		22.040
Date Issued 01-1-01	Revision Date 01-04-22	Page 4 of 8

1. Employee willfully addicted to any drug or narcotic not prescribed by a licensed physician. CLASS 7
2. Employee willfully under the influence of illicit drugs. CLASS 7
3. Employee abuse of drug(s) prescribed by a physician. CLASS 6

22.044 Personal Associations

- A. Employees shall avoid regular or continuous associations or dealings with persons, whom they know or should know, are persons under criminal investigations or indictment. Also, those who have a reputation in the community or department for present felonious or criminal behavior, except as necessary to the performance of official duties, or where unavoidable because of other personal relationships of the employee.
- B. Sanctions:
 1. Employees associating with a person(s) under indictment or criminal investigations. CLASS 4
 2. Employees associating with a person(s) known to have criminal ties. CLASS 3

22.045 Criminal Offenses/Detrimental Conduct

- A. The commission of any criminal offense shall subject the employee to disciplinary action except when authorized by a supervisor and performed for law enforcement purposes.
- B. Employees will report to their supervisor as soon as possible when they are arrested or suspected of having committed an offense in an investigation being conducted by another law enforcement agency.
- C. Employees will report to their supervisor any activity of another employee that is either criminal in nature, detrimental to the image of the department, or involves any violation of department policy.
- D. Sanctions:

Glendale Police Department General Order		
Unbecoming Conduct		22.040
Date Issued 01-1-01	Revision Date 01-04-22	Page 5 of 8

1. Employees involved in the commission of a misdemeanor: The discipline an employee may receive will depend on the severity of the crime, with aggravating and mitigating circumstances being considered. The discipline may range from suspension to termination.
2. Employees involved in the commission of a felony. CLASS 7
3. Failure to report involvement in a police investigation as a suspect or having been arrested. CLASS 5
4. Failure to report illegal or detrimental activity of another employee. CLASS 4

22.046 Duty to Intervene

- A. Any officer, regardless of rank or tenure, who observes another officer or public safety associate (other agency personnel) using a degree of force that they believe to be beyond that which is objectively reasonable under the circumstances shall immediately intervene to prevent or stop the use of unreasonable force when it is safe and reasonable to do so. Any employee, regardless of rank, tenure, or assignment who observes another employee or public safety associate use force that exceeds the degree of force permitted by law and policy, or becomes aware of any violation of departmental policy, state/provincial or federal law, or local ordinance shall as soon as possible, report these observations to a supervisor.
 1. Any supervisor who receives notification of an alleged use of excessive force and intervention (or violation, if applicable) shall respond to the scene immediately, investigate, and ensure evidence is secured, including all body worn camera recordings.
 2. The supervisor shall report their initial findings and recommended action to a Division Commander and Professional Standards (PSU), via the chain of command, as soon as practical.

22.047 Courtesy

- A. Employees shall be courteous to the public.
- B. Employees shall be tactful and control their tempers and exercise the utmost discretion and patience and shall not engage in argumentative discussions.

Glendale Police Department General Order		
Unbecoming Conduct		22.040
Date Issued 01-1-01	Revision Date 01-04-22	Page 6 of 8

C. 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, lifestyle, or similar personal characteristics.

D. Sanctions:

1. Use of rude or insulting language or conduct offensive to the public or Department employees. CLASS 3
2. Expressing prejudice on duty. CLASS 3

22.048 Conflicting Activities

- A. Employees at the scene of a labor dispute shall remain strictly impartial and shall not accept gratuities from the parties involved.
- B. No employee shall solicit contributions, directly or indirectly, on any pretext, from any person, committee, or association, for political activity, related to the City of Glendale.
- C. Any employee who engages in any form of political activity not related to the City of Glendale, shall do so as a private citizen, off duty, and shall make no reference to Department personnel, policies, or operations.
- D. Employees shall have the right to join labor organizations except as provided by law.
- E. Employees shall not engage in any strike. Strike includes the concerted failure to report for duty, willful absence from one's position, unauthorized holidays, sickness not substantiated by a physician's statement, the stoppage of work, or the abstinence in whole or in part from the full faithful and proper performance of the duties of employment for the purposes of inducing, influencing or coercing a change in conditions, compensation, rights, privileges, or obligations of employment.
- F. An employee of the Department will not serve a civil process either on or off duty unless the City of Glendale or the employee is a party to the action. Exception: The service of Orders of Protection and Mental Health Commitment Orders is considered part of an employee's required duty, when they have been forwarded to the Department for service.

Glendale Police Department General Order		
Unbecoming Conduct		22.040
Date Issued 01-1-01	Revision Date 01-04-22	Page 7 of 8

G. Sanctions:

1. Failing to remain impartial in performing duties at the scene of a labor dispute. CLASS 2
2. Employee engaged improper political activity or campaign work. CLASS 2
3. Employee participation in a strike. CLASS 6
4. Unauthorized service of a legal process while on duty. CLASS 4

22.049 Off Duty Conduct

- A. Employees will not investigate any matter that is not authorized by the Department, whether off duty or on duty.
- B. Employees will not act as an investigator for any other person, firm, establishment, or group without prior permission of the Chief of Police.
- C. Off duty officers shall take police action on felony or other serious criminal matters coming to their attention.
- D. Off duty officers shall not take police action for minor traffic violations, family disputes, or neighborhood disputes, unless death or injury may result if immediate action is not taken.
- E. Officers will not become involved in neighborhood quarrels while off duty. A disinterested person, including a patrol unit if necessary, will adjudicate family or neighborhood quarrels.
- F. Should an off duty officer become involved in an off duty incident, it should be turned over to an on duty officer as soon as possible. The officer's responsibility in that situation is to be a good witness and terminate involvement as soon as possible.

G. Sanctions:

1. Employee involved in an unauthorized investigation. CLASS 3
2. Employee acting as an unauthorized investigator. CLASS 2

Glendale Police Department General Order		
Unbecoming Conduct		22.040
Date Issued 01-1-01	Revision Date 01-04-22	Page 8 of 8

3. Officer not taking police action on felony or other serious criminal matters coming to his attention. CLASS 4
4. Officer taking action for minor traffic violations or family disputes not posing a hazard. CLASS 2
5. Officer becoming involved in neighborhood quarrel. CLASS 1

22.050 Public Appearances/Discussions

- A. All plans for public appearances before groups of any kind, including radio and television, for the purpose of discussing police problems shall be cleared through a Bureau Commander.
- B. Nothing in this directive shall prevent officers from making statements or speeches when called upon to do so, provided this or other directives are not violated.
- C. Employees shall not engage in political or religious discussions for public exposure while on duty, nor shall they speak critically of the nationality, color, creed, sex, or beliefs of another person.
- D. Sanctions:
 1. Employees engaged in unauthorized appearance(s). CLASS 2
 2. Employees engaged in political or religious discussions for public exposure while on duty. CLASS 1
 3. Speaking critically of nationality, color, sex, or beliefs of another person while on duty. CLASS 2

Glendale Police Department General Order		
Functional Requirements		22.050
Date Issued 01-29-99	Revision Date 10-31-23	Page 1 of 17

22.050 Functional Requirements

Functional Requirements are those that by the nature of an employee's duties, must be adhered to in order to provide uniform maintenance of department property, the proper public image, exemplary respect and courtesy among employees, and fulfillment of duties as prescribed by the written directives of the Glendale Police Department.

22.051 Reporting for Duty

- A. Employees shall report for duty at the assigned time and place as designated by a supervisor. Extra duty employment will be considered as duty and subject to the same sanctions as the employee's regular assignment.
 - 1. **Sanction:** Unexcused tardiness. CLASS 2
 - 2. **Sanction:** Absent without leave from duty. CLASS 4
 - 3. **Sanction:** Failure to report for Extra Duty assignment. CLASS 4

- B. Absence for one or more days without approved leave may be deemed as abandonment of the position at the discretion of the appointing officer.
 - 1. **Sanction:** Abandonment of position. CLASS 7

- C. Judicial subpoenas shall constitute an order to report for duty
 - 1. **Sanction:** Failure to report to court. CLASS 2

- D. When appearing in court, employees shall be either in full uniform, or in the proper business attire (i.e., conservative shirt, tie, and coat).
 - 1. **Sanction:** Failure to wear proper attire to court. CLASS 2

- E. All employees shall attend training sessions as required by the Chief of Police or their supervisor.
 - 1. **Sanction:** Unexcused absence from training. CLASS 2

- F. Non exempt employees compensated with stand by pay when off duty are required to be available for work and fit for duty if called back to work. Such employees must respond to their work site, as designated by a supervisor, within one (1) hour of being notified.

Glendale Police Department General Order

Functional Requirements		22.050
Date Issued 01-29-99	Revision Date 10-31-23	Page 2 of 17

1. **Sanction:** Failure to respond to designated work site within one (1) hour when on paid 'stand by' status. CLASS 2
 2. **Sanction:** Failure to report for duty when called while on paid 'stand by' status. CLASS 4
- G. All employees whose presence is required at any department hearing or review board shall appear at the designated time, date, and location.
1. **Sanction:** Failure to appear at any Department hearing or review board when ordered to do so. CLASS 2
- H. Employees shall be mentally fit to perform their duties and shall be properly equipped and will attend any briefing required to make themselves cognizant of the information required for the proper performance of duty.
1. **Sanction:** Employee not prepared for duty. CLASS 1

22.052 Attentiveness to Duty

- A. Employees shall remain awake and alert while on duty. If unable to do so, they shall report their condition to their supervisor, who shall determine the proper course of action.
1. **Sanction:** Sleeping on duty. CLASS 3
- B. Employees shall not neglect or be inattentive to their professional obligations or responsibilities. One could be considered inattentive if they engage in activities including, but not limited to matters of personal/private business, reading, playing games, watching TV or movies, or otherwise engaging in entertainment, while on duty, except as may be required in the performance of duty.
1. **Sanction:** Neglect or inattentiveness to duty. CLASS 2
 2. **Sanction:** Conducting private business on duty. CLASS 1
- C. On duty employees shall not leave the city limits without authorization by a supervisor except in the performance of duty.
1. **Sanction:** Leaving the City limits without authorization. CLASS 1

Glendale Police Department General Order

Functional Requirements		22.050
Date Issued 01-29-99	Revision Date 10-31-23	Page 3 of 17

D. Employees shall not leave their assigned areas unless directed to do so by the police dispatcher, a supervisor, or in the immediate pursuit of a person to be arrested. Per written directives, employees will be allowed to leave their areas for meal breaks.

1. **Sanction:** Leaving assigned area against guidelines. CLASS 1

E. Employees shall respond to any assigned call for service or case requiring investigative follow-up and shall thoroughly investigate and take any actions necessary as dictated by law, general orders, etc. including thoroughly searching for and properly processing any evidence and documenting their actions as required.

1. **Sanction:** Failure to respond to an assigned radio call. CLASS 4

2. **Sanction:** Failure to take police action when necessary. CLASS 4

3. **Sanction:** Failure to thoroughly search for and/or properly collect and identify evidence of persons, property, and locations in any arrest or investigation.
CLASS 3

4. **Sanction:** Failure to properly complete an investigation and/or make necessary reports. CLASS 3

22.053 Orders and Directives

A. Employees shall promptly obey any lawful order of a supervisor, which will include orders relayed from the supervisor by an employee of the same or lesser rank, and shall follow such orders or instructions, written or oral, as may be necessary for the efficient operation of the department. Refusal to obey an order is the responsibility of the employee and the employee shall be required to justify his/her action. Failure to obey a direct and lawful order constitutes insubordination.

B. Supervisors shall be responsible for the proper execution of orders by their subordinates.

C. Employees, who are given an order that they feel to be unjust or contrary to departmental policies and procedures, must first obey the order to the best of their ability.

1. After obeying the order, the employee may request a clarification through the chain of command.

Glendale Police Department General Order

Functional Requirements		22.050
Date Issued 01-29-99	Revision Date 10-31-23	Page 4 of 17

- D. Any order posted on an official bulletin board, or distributed through any other official channel, with the authorization of the Chief of Police or Bureau Commander shall have the same effect as, and be construed as, part of these orders.
- E. Orders that deviate from existing written orders may be issued by a supervisor in an emergency, to remain in effect only during the emergency. The supervisor shall report in writing to their superior, as soon as possible, any such temporary change of existing orders.
- F. Orders from a superior to subordinates shall be made in clear, understandable language, civil in tone, and issued pursuant to departmental business.
1. **Sanction:** Failure to obey a direct and lawful order. CLASS 4
- G. No supervisor shall knowingly issue an unlawful order. Obedience to an unlawful order is never a defense for any unlawful action. Employees are not required to obey an order that is contrary to federal, state, or local laws.
1. **Sanction:** Knowingly issuing an unlawful order. CLASS 5
- H. Employees shall not speak critically or in a derogatory manner to other employees or any person regarding the orders or instructions issued by a superior officer.
1. **Sanction:** Employee criticizing the instructions of a supervisor to other Department employees. CLASS 2
- I. Employees will follow policies, orders, directives and regulations, either written or oral.
1. **Sanction:** Failure to comply with policies, orders, directives, regulations, etc., either oral or written when violation of such policy, order, directive, regulation, etc. does not involve a misuse of authority or an ethical offense and has no impact on public safety or the professional image of the Department. CLASS 2
 2. **Sanction:** Failure to comply with policies, orders directives, regulations, etc., either oral or written when violation of such policy, order, directive, regulation, etc. does not involve a misuse of authority or an ethical offense and has a minimal adverse impact on public safety or the professional image of the Department. CLASS 3

Glendale Police Department General Order

Functional Requirements		22.050
Date Issued 01-29-99	Revision Date 10-31-23	Page 5 of 17

3. **Sanction:** Failure to comply with policies, orders, directives, regulations, etc., either oral or written when violation of such policy, order, directive, regulation, etc. involves a misuse of authority or an ethical offense and/or creates a clear, serious adverse impact on public safety or the professional image of the Department. CLASS 4

4. **Sanction:** Failure to comply with policies, orders, directives, regulations, etc., either oral or written when violation of such policy, order, directive, regulation, etc. involves a misuse or abuse of authority or an ethical offense, OR that creates or poses the potential for a major adverse impact on public safety or the professional image of the Department. CLASS 5

5. **Sanction:** Failure to comply with policies, orders, directives, regulations, etc., either oral or written when violation of such policy, order, directive, regulation, etc. involves untruthfulness or other ethical offenses, any felonious conduct, or offenses that create or pose the potential for critical adverse impact on public safety or the professional image of the Department. CLASS 6

J. Conflicting Orders

1. Conflicting Orders shall be issued only when reasonably necessary for the good of the department.

2. Upon receipt of an order that conflicts with a previous order or instruction, the employee affected shall advise the person issuing the second order of this fact. Responsibility for countermanding the original instruction will rest with the individual issuing the second order. If so directed, the latter order shall be obeyed first.

3. Whenever a supervisor in the necessary performance of their duty gives an order to any subordinate employee not attached to their assignment, they must exercise care that such an order does not unnecessarily conflict with those of the commanding officer of the unit to which such an employee is assigned. Whenever orders require the employee receiving the order to leave their regular post or assignment, the person giving such an order shall, as soon as possible, inform the subordinate's commanding officer or immediate supervisor of the action taken.

4. To avoid confusion among members or conflict of commands, senior members will exercise their authority with discretion, avoiding giving direct commands to persons not assigned to their control, except where it is necessary for the purposes of efficiency and discipline.

Glendale Police Department General Order		
Functional Requirements		22.050
Date Issued 01-29-99	Revision Date 10-31-23	Page 6 of 17

22.054 Department Property

- A. Employees will not misuse or abuse city equipment and they shall report to their supervisor in writing, all loss of, or damage to, city owned equipment.
 - 1. **Sanction:** Failure to properly care for department property. CLASS 2
 - 2. **Sanction:** Loss of department property. CLASS 2
 - 3. **Sanction:** Damaging department property through neglect. CLASS 2
 - 4. **Sanction:** Willfully damaging department property. CLASS 5

- B. When damage occurs to department property, employees shall immediately notify their supervisor when practical or reasonable.
 - 1. **Sanction:** Failure to notify supervisor of damage as soon as practical or reasonable. CLASS 2

- C. Any employee guilty of neglect or willful damage to such property may, at the discretion of the Chief of Police, be required to pay for the cost of its repair or replacement and may, in addition, receive disciplinary actions.

- D. When an employee of the department leaves its service, he/she shall surrender to a designated employee, all property in his/her possession or control, belonging to the City of Glendale.

22.055 Identification

- A. Employees shall supply their names and employee numbers upon request by any person.
 - 1. **Sanction:** Failure to supply name and serial number. CLASS 1

- B. Employees shall carry their department issued ID at all times when performing departmental functions except when acting in an undercover capacity.
 - 1. **Sanction:** Failure to carry badge or I.D. when required. CLASS 1

- C. Employees shall not claim the address of the Police Department as their residential address. This includes, but is not limited to, driver licenses, vehicle registration, and financial accounts. This directive in no way prohibits an employee from listing the department's address as a business address when appropriate to do so.

Glendale Police Department General Order		
Functional Requirements		22.050
Date Issued 01-29-99	Revision Date 10-31-23	Page 7 of 17

1. **Sanction:** Using the Department's address as a personal residential address.
CLASS 3

D. At no time will employees of this department use the Glendale Police Department address, or departmental letterhead, for personal correspondence. All correspondence utilizing the police department address must be of a police related matter.

1. **Sanction:** Using the address of the Glendale Police Department for personal correspondence. CLASS 1

22.056 Sickness or Injury

A. An employee shall notify his/her supervisor if available, or another supervisor when the employee will be absent because of illness or injury as soon as he/she knows they will not be able to report for duty. There is a specific procedure for the Patrol Bureau, which is outlined in paragraph B, below.

1. **Sanction:** Failure to make proper notification of absence due to illness or injury.
CLASS 2

B. Employees of the Patrol Bureau will adhere to the following procedures when reporting sickness or injury that prevents the employee from reporting to work:

1. Patrol Bureau employees will call the Glendale PD sick line at 623-278-2904. The prompt will automatically ring the Duty Commander's cell phone, or their designee (Sergeant). If for some reason the Duty Commander does not answer, officers shall leave a message and give them a reasonable amount of time to return your call. If after a reasonable amount of time the officer does not receive a call back, the officer shall attempt to contact their direct supervisor to inform them they are unable to work that shift.
 - a. Patrol Bureau employees shall not call Communications to make a notification that they are too sick or injured to report for duty, nor will they call Communications to ask for supervisors to call them, or to obtain supervisor telephone numbers for the purpose of calling in sick. Only as a last resort, after all other attempts, can an employee call Communications to have an on-duty supervisor call them for the purpose of calling in sick.
 - b. Barring unusual circumstances, the notification should be made by the employee, and should be made at least two hours prior to the beginning of the assigned shift.

Glendale Police Department General Order

Functional Requirements		22.050
Date Issued 01-29-99	Revision Date 10-31-23	Page 8 of 17

- c. If consecutive sick days occur, the employee shall leave a message each day and shall follow the same procedure when calling in sick.

- C. Patrol supervisors will adhere to the following procedures regarding sickness and injury notifications:
 - 1. Shift Commanders (i.e. Lieutenants) are responsible for updating the sick line each day and receiving the phone calls from the officers. In the event there is no Lieutenant on duty, a Sergeant may be designated as acting Shift Commander, and will fulfill this responsibility when necessary.
 - 2. The Shift Commanders will coordinate with each other to designate who will be the primary and secondary point of contact when there are two Lieutenants on for a particular shift. It is also the responsibility of the Shift Commander to designate a sergeant to update the sick line when there is not a Lieutenant on duty.
 - 3. The Shift Commander or their designee will adjust the schedule for the upcoming shift to show any changes and will ensure that minimum staffing levels or better are maintained.
 - 4. Lieutenants are responsible for ensuring that all Sergeants are aware of this procedure and know how to coordinate their efforts so that staffing needs are met.
 - 5. Shift Commanders, or their designee, are required to call back employees who have left a message on their cellular phone. Furthermore, checking the welfare of employees is a supervisory function, and they may do so at their discretion.

- D. An employee who does not notify a Shift Commander or their designee, a supervisor, or leave a recorded notification, will be considered absent without leave, unless it is later demonstrated that he/she was physically unable to make the required notification.

- E. An employee injured while on duty shall immediately notify his/her supervisor if available, or another supervisor, of their injury. If a non-life threatening injury occurs between the hours of 7:00 am and 4:00 PM Monday through Friday, the injured employee should go to the City's Occupational Health Office for treatment and/or referral, if not directed to the nearest hospital emergency room by paramedics or other qualified medical personnel. If the injury is non-life threatening, or life threatening, and occurs between 4:00 PM and 7:00 am, the injured employee shall go to the nearest hospital emergency room for treatment and follow up with a visit or phone call to the City's Occupational Health Office the next calendar day after the injury.

Glendale Police Department General Order

Functional Requirements

22.050

Date Issued
01-29-99

Revision Date
10-31-23

Page
9 of 17

- F. Before leaving his/her post because of illness or injury, an employee will notify a supervisor unless the illness or injury prevents such notification, in which case the employee will direct that a supervisor be informed as soon as possible. Employees injured while on duty shall notify the Occupational Health Office by visit or by phone, of their status after each physician's appointment for their work injury.
- G. An employee who is absent due to an illness may be required to report to a city physician to verify the nature and severity of the illness.
1. **Sanction:** Failure to comply with request for verification of illness by a City physician. CLASS 3
- H. Employees shall not feign illness or injury, falsely report themselves ill or injured, or otherwise deceive or attempt to deceive any official of the department as to the condition of their health.
1. **Sanction:** Feigning illness or injury for the purpose of escaping duty or assignment. CLASS 3
- I. Supervisory responsibilities regarding on duty injuries:
1. Supervisors will direct employees injured while on duty, to the City's Occupational Health Office if it is a non-life threatening injury and occurs between 7:00 am and 4:00 PM Monday - Friday, if not directed to the nearest hospital emergency room by paramedics or other qualified personnel. If an employee's work injury is life threatening or non-life threatening and occurs between 4:00 PM and 7:00 am, supervisors will direct employees to the nearest hospital emergency room with a follow up visit or a phone call to the Occupational Health Office the next calendar day after the injury.
 2. Supervisors will direct employees injured while on duty to notify the Occupational Health Office by visit or phone, of their status after each physician's appointment.
 3. Supervisors shall complete the accident investigation report within 48 hours after being notified of an employee being injured while on duty.

Glendale Police Department General Order		
Functional Requirements		22.050
Date Issued 01-29-99	Revision Date 10-31-23	Page 10 of 17

22.057 Seized Property and Evidence

- A. Property or evidence that has been discovered, gathered, or received in connection with department responsibilities, will be processed in accordance with established department procedures.
 - 1. **Sanction:** Fail to process or improper processing of property or evidence.
CLASS 3

- B. Employees shall not convert to their own use, manufacture, conceal, falsify, destroy, remove, tamper with, or withhold any property or evidence in connection with an investigation, or other police action, except in accordance with established department procedures.
 - 1. **Sanction:** Improper conversion, manufacture, concealment, falsification, destruction, removal, tampering with, or withholding property or evidence.
CLASS 5

22.058 Departmental Reports

- A. Employees are responsible for preparing complete and accurate reports.
- B. No employee shall, with intent to deceive, knowingly cause to be made or recorded any false, inaccurate, or misleading report.
- C. No employee shall knowingly omit or cause to be omitted, any information which is required to be recorded in any departmental report or record.
 - 1. **Sanction:** Knowingly making a false statement or entry in any departmental report, record, application, interview, hearing or judicial proceeding. CLASS 5
 - 2. **Sanction:** Knowingly omitting, or failing to document, any information which is required to be recorded in any departmental report or record. CLASS 5
 - 3. **Sanction:** Through carelessness or omission, an employee creates, or causes to be created, a false, inaccurate, or misleading departmental report or record.
CLASS 4
- D. Employees will turn in all offense reports, supplemental reports, accident reports, and citations in a timely manner. The time limits for reports are outlined in GO 27.003.

Glendale Police Department General Order		
Functional Requirements		22.050
Date Issued 01-29-99	Revision Date 10-31-23	Page 11 of 17

1. **Sanction:** Failure to turn in reports in within time limits. CLASS 3

22.059 Meal and Coffee Breaks

- A. No more than two marked patrol vehicles may congregate at any one time during meal periods and coffee breaks and all locations must have a telephone.
 1. **Sanction:** Multiple marked police vehicles congregating at a public eating facility. CLASS 1
- B. Meal break time is limited to 30 minutes, one per shift, unless authorized by a supervisor.
 1. Must be taken at the officer's home, briefing station, or reputable eating facility if within one mile of the officer's district.
 2. Meal breaks interrupted or canceled will not be compensated.
 3. Coffee breaks will be limited to 15 minutes, (two per 10-hour shift, one per 8-hour shift), except with authorization by a supervisor. Coffee breaks will not be permitted at a private residence.
 4. Meal and coffee breaks may not be taken earlier than one hour after the beginning of the shift, or later than one hour before the end of the shift.
 - a. **Sanction:** Meal or coffee break exceeding allotted time. CLASS 1
 - b. **Sanction:** Improper meal or coffee breaks locations. CLASS 1

22.060 Official Business/Release of Information

- A. Employees shall not reveal official business of the department, except to those for whom it is intended, or as directed by a supervisor, or under due process of law. This shall not prevent the release of information concerning daily police activities to the press, radio, or television as authorized by the PIO, Shift Commander or Staff member.
 1. **Sanction:** Unauthorized revelation of department business. CLASS 2
- B. The release of information regarding official business, on-going investigations, or sensitive information should be referred to the PIO, as per written directives.

Glendale Police Department General Order		
Functional Requirements		22.050
Date Issued 01-29-99	Revision Date 10-31-23	Page 12 of 17

C. No employee shall divulge the criminal record of any other person unless necessary to conduct an investigation or under due process of law. This shall not prohibit the release of information to authorized law enforcement agencies, or the release of facts connected with daily police activities to the press, radio, or TV.

1. **Sanction:** Divulging criminal records of one person to another, except when necessary to conduct a criminal or departmental investigation or under due process of law. CLASS 3

22.061 General Responsibilities of Supervisors

- A. Supervisors will be responsible for maintaining the proper standard of operation by the employees they are directly involved with.
- B. Supervisors will respond to all calls of a serious nature and direct the investigation, if necessary.
- C. Supervisors will respond to all calls involving officers, either on duty or off duty, that have been injured or are accused of misconduct.
- D. Supervisors will be available to the officers of their command for consultation, assistance, or any other request made by the employee requiring a supervisor's opinion, decision, or supervision.
- E. Supervisors shall make periodic inspections to ensure proper care of department owned equipment.
- F. **Sanctions:**
 1. Failure to properly perform required supervisory responsibilities. CLASS 3
 2. Failure to ensure employees perform required duties. CLASS 3

22.062 Legal Opinions

- A. All formal legal opinions requested from the Legal Advisor by an employee shall be prepared in writing and routed through the Chain of Command to the legal Advisor. This does not prevent employees from requesting an informal opinion from the Legal Advisor during his duty hours as described in written directives.

Glendale Police Department General Order

Functional Requirements		22.050
Date Issued 01-29-99	Revision Date 10-31-23	Page 13 of 17

- B. Legal opinions concerning on-going police investigations in which the investigator needs such an opinion to continue the investigation may be requested with supervisory approval.
- C. All other opinions in reference to policy, procedure, or personnel rules and regulations will be routed through the Chain of Command to the proper organizational component.
- D. **Sanction:** Requesting or obtaining legal opinion by unauthorized means. CLASS 2

22.063 Miscellaneous Requirements and Responsibilities

- A. On duty employees will not engage in any solicitations, sale of tickets of any kind, or collect money from any person without the consent of the Chief of Police, or in the Chief's absence, the consent of the Assistant Chief.
 - 1. **Sanction:** Employees improperly soliciting or accepting contributions. CLASS 1
- B. Employees shall not recommend any product or service related to department business, such as an attorney, bondsman, ambulance service, towing company, or mortuary service, etc., in a professional capacity. If requested, the employee may provide a list of different services, such as attorneys, bondsmen, etc.
 - 1. **Sanction:** Making inappropriate recommendations. CLASS 1
- C. Games of chance will not be permitted in police buildings. Employees will not participate in games of chance, at any location while on duty except as required to gain evidence in an investigation.
 - 1. **Sanction:** Participating in games of chance or gambling while on duty. CLASS 1
- D. All written communications to any person or agency outside the department shall be signed by the Chief of Police, or sent over the name of the Chief of Police, and signed by a Division Commander.
 - 1. **Sanction:** Improper use of department communications. CLASS 2
- E. Unless authorized by the Chief of Police, an employee shall not recommend that criminal or traffic offenses be reduced or dismissed, unless he/she is the arresting

Glendale Police Department General Order

Functional Requirements

22.050

Date Issued
01-29-99

Revision Date
10-31-23

Page
14 of 17

officer or complaining witness, and then only to cooperate with the Prosecutor or Court in the interest of justice.

1. **Sanction:** Improper recommendation for the disposition of traffic or criminal offenses. CLASS 2
- F. Employees shall answer truthfully any questions asked of them in an official departmental (internal) investigation or inquiry and in cases concerning the procedures and operations of the department.
1. **Sanction:** Failure to reply truthfully to any questions or request for information in any investigation, hearing, or departmental concern or procedure. CLASS 6
- G. All employees shall maintain a telephone, for use (cell or land line), at their place of residence and ensure that the department has the number on file.
1. Within 24 hours of a change in address or phone number, the employee will notify their immediate supervisor.
 2. The employee's immediate supervisor will provide this information to the appropriate timekeeper. The timekeeper will ultimately be the one responsible for ensuring that the information is corrected and updated in a timely manner to the current City of Glendale database.
 3. **Sanction:** Failure to maintain a telephone at residence, or failure to notify immediate supervisor of a change in address or phone number within 24 hrs. CLASS 1
- H. All sworn or uniformed members of the department and police trainees shall, regardless of assignment, maintain a regulation uniform in serviceable condition, subject to inspection at any time.
1. **Sanction:** Failure to maintain required uniform. CLASS 1
- I. Employees in civilian dress shall wear clean, neat clothing consistent with their duties, and shall maintain a well-groomed appearance in accordance with accepted business practices. Officers assigned to undercover capacities, who are required to wear civilian clothes as a prerequisite of their duty assignment, may wear civilian attire befitting the needs of their assignment.

Glendale Police Department General Order

Functional Requirements

22.050

Date Issued
01-29-99

Revision Date
10-31-23

Page
15 of 17

1. **Sanction:** Failure to wear appropriate clothing consistent with assigned duties. CLASS 1

- J. Any use of any form of tobacco inside the Public Safety Building or any substation is prohibited. Employees working at any other facility will abide by the tobacco usage guidelines for that facility. Tobacco usage in any form in any department vehicle, which is shared on a routine basis by two or more employees, is prohibited. Usage is permitted in any vehicle assigned to just one employee, provided no passenger objects.
 1. **Sanction:** Use of tobacco while engaged in official police functions where such use would be offensive, illegal, or is prohibited by written directive. CLASS 1

- K. Department owned desks, lockers, storage space, rooms, offices, equipment, work areas, and vehicles, are the sole property of the department and subject to inspection at any time deemed necessary by the Chief or any other supervisor. Private property can be stored in areas mentioned above, however, privacy shall not be expected by the employee. An individual that is not acting in his/her official capacity shall not be authorized to search areas assigned to others.
 1. **Sanction:** Unauthorized search of areas assigned to others. CLASS 3

- L. All locks used in securing department owned desks, lockers, storage areas, rooms, offices, equipment, work areas, and vehicles will be department issued. Privately owned locks are not authorized.
 1. **Sanction:** Use of non-departmental lock on department equipment. CLASS 1

- M. Telephone calls made or received on a department phone are restricted to official business or personal business of an urgent nature. Examples of urgent personal business would be transportation to and from work, medical emergencies of a family member, and other personal business, which cannot be accomplished during off duty times. Employees shall not abuse their access to telephones and will be required to substantiate their use of such, should the use be questioned. Due to the need for accuracy in the reporting of a crime, those employees using department telephone lines can reasonably expect security to take the form of monitoring and/or recording of incoming calls.
 1. **Sanction:** Abuse of telephone access. CLASS 1

Glendale Police Department General Order

Functional Requirements

22.050

Date Issued
01-29-99

Revision Date
10-31-23

Page
16 of 17

- N. **Capturing of photos on personal cell phones, cameras or other devices during the course of an employee's official duties is strictly prohibited.** Prohibited use includes, but is not limited to photos at crime scenes, traffic collisions, of victims/suspects/other involved parties, or any other investigative/on-duty responsibility.

Captured digital images and audio files shall not be used for entertainment purposes. All media (evidence) of this nature shall be collected, logged and stored under GPD evidentiary procedural guidelines.

Cell phone cameras and other electronic devices that are found to be used to capture images relating to any crime scene/investigation will be confiscated and logged into property until the Forensic Unit can process the images and remove them from the electronic device.

1. **Sanction:** No specific class is being assigned to this violation. The discipline an employee may receive will depend on the severity of the conduct. The discipline may range from counseling to termination.

22.064 Employee Emergency Contact Information

- A. Every employee of the Department will fill out an Employee Emergency Contact Information Form (EECIF); this form will contain the information on at least one person who can be contacted by the Department in the event the employee becomes incapacitated for any reason.
- B. Supervisors will keep a copy of the EECIF in the employee's working file, to review and update with their employees as part of the bi-annual evaluation process. It is the supervisor's responsibility to ensure respective employees have access to the forms for completion and updating at the time of evaluation.
- C. ALL INFORMATION PROVIDED WILL BE KEPT CONFIDENTIAL AND WILL ONLY BE ACCESSED FOR EMERGENCY PURPOSES.
- D. Listed below are the procedures:
 1. Supervisors will make a copy of the completed form and keep the copy in the employee's working file.
 2. Supervisors will send the original EECIF to Personnel Management Unit.

Glendale Police Department General Order

Functional Requirements		22.050
Date Issued 01-29-99	Revision Date 10-31-23	Page 17 of 17

3. The Personnel Management Unit will maintain the original EECIF for all employees.
 4. Personnel Management Unit will make a copy of the original EECIF and provide it to the Police Operations Manager in Communications.
 5. The Police Operations Manager will maintain the copies in a secured area within Communications. Only Communications Supervisors will have access to the copies and they will only be accessed during an emergency.
- E. The EECIF is accessible in the following locations:
1. The 'S' drive – S:\Template\Police\PDforms\EMERGENCYCONTACTFORM
 2. The Police Department's intranet page under Employee Assistance Section.
 3. **Sanction:** No specific class is being assigned to this violation. The discipline an employee may receive will depend on the severity of the conduct. The discipline may range from counseling to termination.

Glendale Police Department		
General Order		
Performance Management		22.065
Date Issued 04-29-03	Revision Date 01-04-22	Page 1 of 3

22.065 Performance Management

Forms, instructions, and rating guidelines can be found on the Human Resources intranet pages, under the Performance Management Program link.

22.066 Evaluation of Probationary Employees

Immediate supervisors will complete written management program core competency and goal review on all entry-level probationary employees, at least quarterly. Non-sworn employees with a 6-month probation will be evaluated at their mid-point, which will serve as a quarterly evaluation. This does not prohibit more frequent reviews for probationary employees during the FTO program, or at any time during their probationary period. The principal objective is to ascertain whether they can actually perform the required functions. Performance should be closely monitored during this very important time frame and written evaluations should be a part of this process.

22.067 Performance Evaluation-Unsatisfactory Performance

Non-probationary employees shall be advised in writing whenever their performance is deemed to be unsatisfactory. Written notification will be given to the employee at least 90 days prior to the end of their annual rating period, whenever possible. Supervisors should be prepared to substantiate ratings at the unsatisfactory level and to define actions that should be taken by the employee to improve his or her performance. If the unsatisfactory performance continues, the supervisor should include this in the employee's annual evaluation.

22.068 Appeal Process for Contested Performance Evaluation

Employees that are not satisfied with their annual performance appraisal should discuss their concern verbally with the rating supervisor within 3 business days of receipt of the Appraisal. The employee should state the specific nature of the concern and the appropriate remedy desired. If, after discussion, the employee is not satisfied with the supervisor's response they have the option of utilizing the following informal appeal process:

1. The employee should prepare a written response on a document detailing any concerns about the rating. This 'Comment Sheet' will become a permanent part of the Performance Appraisal. If desired, this 'Comment Sheet' can also be submitted to the Division Commander for review.

Glendale Police Department		
General Order		
Performance Management		22.065
Date Issued 04-29-03	Revision Date 01-04-22	Page 2 of 3

2. After reviewing the 'Comment Sheet' the Division Commander will meet with the employee to discuss the documented concerns. If the Division Commander is unable to address the concerns to the satisfaction of the employee, a meeting with the Assistant Chief can be requested by the employee.
3. After meeting with the employee, the Assistant Chief will review all information provided and will make a final decision regarding the concerns of the employee.

22.069 Supervisor Log Notations

- A. Supervisor log notations (both positive and negative) are designed to provide a fair and objective method of tracking, monitoring, and evaluating employee performance. Log notations will be entered into BlueTeam as an HRMS entry in the HRMS section. Notations that are made in the log include, but are not limited to the following:
 1. Commendations
 2. Communication
 3. Continuous Training
 4. Customer Service
 5. Decision Making
 6. Performance Deficiency (including outstanding or incomplete reports)
 7. Diversity
 8. Follow-Up
 9. Officer Field Observations (minimum 1 per month)
 10. Officer Safety
 11. Other
 12. Performance Notes
 13. Called Out Sick
 14. Teamwork
- B. Periodic log notations will be made by the employee's immediate supervisor. Notations should be entered on regular intervals, but will be made at least monthly.
 1. Supervisors shall ensure that log notations are made within the required seven-day time period for performance deficiency related matters.

Glendale Police Department		
General Order		
Performance Management		22.065
Date Issued 04-29-03	Revision Date 01-04-22	Page 3 of 3

2. Employees will be notified automatically by BlueTeam, via email, when a log notation entry is made. Within the email will be a link for the employee to view the log notation.
 3. Log notations do not take the place of in-person, face to face communication between the supervisor and employee. There should be no surprises when the employee receives a notification of an entry. Prior to a supervisor making a performance deficiency entry, the supervisor should have already discussed the subject of the log notation with the employee.
 4. Completed log notations may be utilized in conjunction with the city *Performance Management Program* and may be included in an employee's annual performance appraisal.
 5. Supervisors should utilize the *Supervisor Log Notation Procedural Guide* when making entries into the system.
- C. Supervisor log notations will only be maintained in the BlueTeam/IAPRO database and will not be maintained in any other individualized manner.
- D. Supervisor log files will be maintained in accordance with the State of Arizona Records Retention Schedule.

HRMS log notations in BlueTeam are automatically deleted after 412 days.

Glendale Police Department General Order		
City Vehicles, Accidents and Security		22.080
Date Issued 01-29-99	Revision Date 01-29-24	Page 1 of 13

22.081 Department Vehicles - General Information

- A. Employees should refer to HR Policy No. 525 for information regarding the City and Police Department’s guidelines regarding the use of City vehicles.

- B. In addition to the City Manager Directive the following policies will apply to the Police Department.
 1. Except for vehicles which are so authorized by the City Council, in accordance with A.R.S. 28-1443, all vehicular/mechanical equipment shall be identified as follows:
 - a. Public Safety - Police Department logo with “Official Use Only” appearing on the vehicle. EXCEPTION: Undercover vehicles, Investigations vehicles and Manager vehicles.
 - b. Vehicle identification numbers will appear in accordance with standard COG fleet practices as determined by the City Fleet Manager
 2. Officers will have the discretion to remove the seat belts immediately prior to and in preparation for all police contacts (i.e., traffic stops, F.I.'s and calls for service). The seat belt will be worn while responding to emergency calls and during normal vehicle operations.
 3. Vehicles will be searched for contraband at the start and end of shift and as soon as practical after a prisoner has been transported in the vehicle. Officers will verify the contraband search at the beginning of the shift by utilizing the CAD Mobile “Capability” tab to mark the “VHCLCHECK” check box on the electronic assigned capabilities log.
 4. All patrol vehicles should be checked for equipment and supplies. The listings of required equipment shall not limit additional equipment in department vehicles. The list shall include:
 - Spare Tire
 - Storage box w/cover
 - 20 Flares
 - Fire Extinguisher
 - Blanket
 - Broom and handle
 - First Aid Kit

Glendale Police Department General Order		
City Vehicles, Accidents and Security		22.080
Date Issued 01-29-99	Revision Date 01-29-24	Page 2 of 13

- 2 Tie Downs
 - 4 traffic cones
 - Marking Paint
5. All patrol vehicles used for routine patrol duties shall be marked and equipped with emergency lights and siren.
6. Idling Vehicles
- a. No unoccupied and/or unattended Police Department vehicle will be idled in a non-emergency situation for more than 1 minute. The operator of the vehicle is to turn-off the unit and the keys are to be removed from the ignition. Exemptions are as follows:
- When the driver is involved in an emergency incident (e.g. traffic stop, motorist assist, traffic accident, traffic direction, etc.);
 - To power auxiliary police equipment (e.g. overhead emergency lighting) when the vehicle's battery alone is insufficient to meet these needs for the time period required (this does not apply to MDC's);
 - To provide heating or cooling of the vehicle when occupied by a police canine.
 - To provide heating or cooling of the vehicle as a means of safeguarding temperature sensitive equipment related to drone operations (e.g. lithium batteries).
- b. All employees are also encouraged to restrict idling times in occupied vehicles.
- C. Officers shall not escort civilian vehicles under emergency circumstances. If a medical emergency exists, officers will notify radio and request EMS response through Fire or Ambulance.
- Escorts may be authorized for special events, in non-emergency situations, at the discretion of the Traffic Lieutenant.
- D. For additional information regarding vehicle operations, legal authority, response, pursuit, etc., refer to GPD General Order 23.100.

Glendale Police Department General Order		
City Vehicles, Accidents and Security		22.080
Date Issued 01-29-99	Revision Date 01-29-24	Page 3 of 13

E. Transporting Children

1. Any child under the age of eight years shall be properly secured in an approved child restraint system, as defined in Arizona Revised Statute 28-907.
2. Child restraint systems shall be installed in appropriate anchor locations, as designated by the child restraint and vehicle manufacturers. Child restraints should not be installed in a vehicle with a prisoner shield, cage, molded prisoner seat, or any other vehicle modification that may prevent the child restraint system from performing effectively.
3. The Advocacy Center shall maintain an appropriate supply of child restraint systems that will be readily available for use. Victim Assistance Caseworkers should be notified if a determination is made that a child needs to be transported.

22.082 Photo Enforcement Citations

- A. This policy establishes procedures for the processing, review, and investigation of photo enforcement citations to on duty personnel and is inclusive of a photo citation issued by any agency.
- B. Any employee who believes they have been photographed by a photo enforcement camera will notify a supervisor and make appropriate notes about the incident for their own future reference.
- C. When the Department receives a notice of violation, citation, or any other notice of photo enforcement from a law enforcement agency:
 1. PSU will create a record of the incident and forward to the appropriate chain of command for review and recommendation for action.
 2. Employees will be issued an NOI and interviewed about the circumstances of the violation.
 3. Supervisors will document their review of the violation and make a recommendation as to the justification of the employee's driving behavior, disposition of the citation or notice of violation, and recommended corrective action if appropriate.

Glendale Police Department General Order		
City Vehicles, Accidents and Security		22.080
Date Issued 01-29-99	Revision Date 01-29-24	Page 4 of 13

4. **All existing vehicle operations policies will apply, including 23.104.E, which prohibits exceeding the posted speed limit by more than 20 miles per hour except for the few exceptions outlined in the policy.**
5. If the employee's driving behavior is not determined to be justified, a DI will be initiated.
6. Upon chain of command approval, PSU will be notified of the results and will maintain a record of the incident.

22.083 Vehicle Security

- A. All police equipment not permanently mounted in the vehicle will be removed from take-home vehicles and personal vehicles by the assigned employee at the end of a tour of duty or when the vehicle will not be in use for an extended period of time (No more than ONE HOUR), unless the vehicle is locked and inside a fenced gate or closed garage. This does not apply to equipment in a locked police vehicle while the employee is on duty. This equipment will include, but is not limited to; weapons, ballistic vests, radios, or any other items of equipment whether departmentally owned or not, which are considered police equipment. Exceptions to this section may be included in division operations orders, or as approved by the Chief of Police or the Chief's designee.
- B. Assigned take-home vehicles will be used only for official department business.
- C. Department owned vehicles may only be driven by department employees, except when at the yard for repair, at authorized car washes, or under exigent circumstances. All police vehicles will be locked when parked and unattended.

22.084 Special Use Vehicles

- A. The department uses special purpose vehicles in an effort to deliver regular and specialized police services to the community in the most efficient manner possible.
- B. Only those persons who have been trained or authorized by a supervisor will operate special purpose vehicles. Special training may include, but not be limited to, possessing a Commercial Driver's License (CDL).

Glendale Police Department General Order		
City Vehicles, Accidents and Security		22.080
Date Issued 01-29-99	Revision Date 01-29-24	Page 5 of 13

- C. All service and repairs will be completed by the city shop. Exceptions may include, but not be limited to, vehicles covered by a warranty or the lack of shop personnel expertise to handle repairs/service.

22.085 Forensics (ID) Vans

- A. Forensic vehicles are assigned to the Forensic Services Unit for response to process crime and accident scenes, and to be used by trained and qualified staff. They are not to be used for enforcement or traffic control.
- B. Each vehicle shall be equipped with the necessary items to effectively process most crime and accident scenes. The Forensic Services Unit employees shall regularly conduct inventories of the vehicles' supplies to ensure that the required equipment is in the vehicles. Each vehicle should have the following items in inventory. Paper sacks, plastic bags, evidence envelopes, miscellaneous tools, first aid kit, flares, crime scene tape, tape measure and/or roller tape, tripod, fingerprinting supplies, physical evidence collection equipment, goggles, booties, latex gloves, bio-hazard bags, Tyvek coveralls or coats, disinfectants, and towels for clean-up. Items such as presumptive tests and chemical enhancement supplies which are sensitive to heat will not be stored in the vehicle.
- C. Only staff assigned to the Forensic Services Unit will operate the vehicles.
- D. Persons not assigned to the Forensic Services Unit will not borrow equipment without the prior approval of the Forensics Supervisor.

22.086 Prisoner Transport Vehicles

- A. Vehicles specifically designed as prisoner transport vehicles may be utilized by any employee of the Glendale Police Department assigned to the duty of transporting prisoners. The primary function of these vehicles is the transportation of prisoners to and from the county jail or other agencies outside the Glendale City limits. No special license or training is required to operate this vehicle.
- B. Patrol personnel shall receive supervisor approval to use these vehicles if the use in conjunction with standard patrol function(s) or for special events, such as a DUI task force.
- C. All prisoner transport vehicles shall be equipped with the following items:

Glendale Police Department General Order		
City Vehicles, Accidents and Security		22.080
Date Issued 01-29-99	Revision Date 01-29-24	Page 6 of 13

1. First aid kit
2. Fire extinguisher
3. Rubber gloves
4. Hand cleanser
5. Restraining device
6. Two-way radio

22.087 K-9 Vehicles

- A. K-9 vehicles are assigned on a take-home basis due to the K-9 officer's potential for callout and required training. These vehicles may be modified or altered for animal use. Officers use these vehicles for daily patrol assignments as well as special K-9 uses.
- B. Scheduling maintenance of the vehicles will be the responsibility of the K-9 officer and will be conducted as required.
- C. K-9 officers shall maintain required equipment for the handling of their animal in the vehicle and shall have it with them when responding to a call or for training.

22.088 Mobile Command Center

- A. The Mobile Command Center (MCC) is a 40-foot fully-marked, fully self-contained mobile command office that can respond to any type of situation. The MCC is equipped with police radio and computer capabilities. Use of this vehicle should be considered at any scene where there is a need for a mobile office (tactical scenes, fatalities, search warrants, violent crimes, etc.). The MCC may also be used for community meetings, training, block-watch, and other special events. The MCC provides rehab support, and shielding from inclement weather.
- B. The Mobile Command Center is maintained and operated by the officers from the Special Operations Division (SOD) Planning Unit. Drivers will be educated and go through a familiarity hands on instruction process in the use of the vehicle. For this reason a callout list will be created by the SOD Planning Unit. This list will be provided to Communications for the purposes of any MCC call-outs.
- C. Only those drivers approved by the SOD Planning Unit Lieutenant are authorized to operate the MCC.
- D. Drivers of the Mobil Command Center must do a pre-trip inspection of the vehicle as well as a post-trip inspection. The use of the checklist for both the pre-

Glendale Police Department		
General Order		
City Vehicles, Accidents and Security		22.080
Date Issued 01-29-99	Revision Date 01-29-24	Page 7 of 13

trip and post-trip is required. Drivers will also complete the pre-trip and post-trip inspection log anytime the vehicle is used.

- E. Due to the complexity of the equipment on board the MCC, drivers will remain with the MCC or arrange for another MCC driver to relieve them.
- F. Those officers who operate the vehicle do a monthly inspection and cleaning. The shop performs regular maintenance per the maintenance schedule. Maintenance is scheduled in advance to limit the downtime of the MCC.
- G. The MCC is available for pre-planned events. Those officers or staff that would like to have the Mobil Command Center at a pre-planned event should contact the SOD Planning Unit Lieutenant for the purpose of scheduling Emergencies, such as tactical callouts, may take precedence over a scheduled event.

22.089 Unified Command Center

- A. The Unified Command Center (UCC) is a mobile extended duration unified command and control vehicle. The eighty-three (83) foot long tractor-trailer combination has a thirty-six (36) foot pop-out providing over 600 square feet of climate controlled command work space. There are twenty (20) workstations with CAT 6 connection to a Cradlepoint with Verizon internet access and four (4) Smart TVs with screen casting capabilities. Users of the UCC will need to provide their own computers for deployment operations.
- B. Only those drivers approved by the SOD Commander may be authorized to operate the UCC.
- C. Only operators who maintain proper MVD licensing, undergo initial training and stay current with update training are authorized to drive and operate the UCC. Training records will be maintained by the Special Operations Division.
- D. Unified Command Center operators are required to conduct a pre-trip and post-trip inspection during every deployment. The use of the pre/post-trip snap-out guide, located in the UCC tractor door, is required.
- E. The Unified Command Center carries a wide variety of operational supplies and equipment. A monthly inventory will be conducted by Special Operations Division personnel.
- F. The City of Glendale Vehicle Maintenance shop performs required repairs and regular maintenance per the manufacturer maintenance schedule. Maintenance is

Glendale Police Department General Order		
City Vehicles, Accidents and Security		22.080
Date Issued 01-29-99	Revision Date 01-29-24	Page 8 of 13

scheduled in advance to limit the downtime of the UCC.

- G. The Unified Command Center was substantially funded using Homeland Security Grants, and as such is the unified command component to the Maricopa County Urban Area Security Initiative Regional Rapid Response Team model, making it an emergency regional resource when requested. Emergency requests would originate from IST/RRT survey teams in the event of a regional emergency. Emergency callout requests are generated through the Phoenix FD Alarm room and forwarded to the Special Operations Division Commander, or his designee, for authorization. For outside agency use of the UCC for pre-planned events, a request must be made to the UASI board who would upon approval, forward the request to the Special Operations Division Commander, or his designee, for authorization.
- H. Unified Command Center deployment outside the region may be authorized at the discretion of the Chief of Police. Long-term deployment may require crew relief dependent on operational hours necessary for mission support. Scheduling would be the responsibility of the Special Operations Division Planning Lieutenant. Deployment in support of a national Level 1 Incident may be eligible for federal reimbursement. Application for federal reimbursement shall be submitted by the Special Operations Division Planning Unit Lieutenant through the department budget office.
- I. The UCC may be made available for pre-planned events. Personnel wishing to request the Unified Command Center at a pre-planned event should contact the Special Operations Division Planning Unit Lieutenant, or his designee, for scheduling consideration. Emergency callouts may take precedence over a scheduled event deployment.

22.090 Bomb Squad Truck and Trailer

- A. Objectives and Purpose of the Vehicles:

The Bomb Squad members are assigned an unmarked truck and trailer, which is equipped with a partial containment drum. The vehicles will be used for situations involving explosives, (response and transportation).

- B. Conditions, Situations, and/or Limitations on Usage:

Glendale Police Department General Order		
City Vehicles, Accidents and Security		22.080
Date Issued 01-29-99	Revision Date 01-29-24	Page 9 of 13

The vehicles will not be used for normal patrol duties. They will be used for response to calls concerning explosives or misc. training events. The truck and trailer will be parked at a location designated by the unit supervisor.

- C. Authorized Users, Qualifications, and Training for use of the Vehicles:
Authorized users include any officers assigned to the Bomb Squad and any other employees designated by the Bomb Squad Supervisor. Special training is required due to the material being transported.
- D. Maintenance Responsibility and Required Equipment:
The truck will be equipped in accordance with emergency vehicle requirements. Any specialty equipment associated with the vehicle will be maintained by an authorized vendor of such equipment. It will be the responsibility of the Bomb Squad personnel to ensure the vehicle is properly maintained in accordance with normal fleet procedures.

22.091 Take Home Vehicles

- A. HR Policy No. 525 provides the policy and requirements necessary for take-home vehicles. In addition to that policy the following applies to Police Department personnel.
- B. Take-home vehicle privileges are not authorized, except as noted below.
 - 1. Take home vehicle privileges will be authorized at the direction of the Chief. The Fleet Manager will maintain a list of authorized take home vehicles, which will be audited on an annual basis.
 - 2. Authorization will be based on operational needs of the department.
- C. If a city vehicle is assigned to an individual employee, that vehicle will still be available for on duty use.

22.092 Sanctions

- A. Violations of HR Policy No. 525. CLASS 2

22.093 Definitions

- A. Motor Vehicle Collision: A motor vehicle collision, for the purposes of this section, is defined as any incident, involving a City of Glendale motor vehicle in

Glendale Police Department General Order		
City Vehicles, Accidents and Security		22.080
Date Issued 01-29-99	Revision Date 01-29-24	Page 10 of 13

transport while being operated by a Glendale Police Department employee that occurs when an unintentional act or contact results in death or injury to any person, or damage to any property.

1. All Motor Vehicle Collisions should be fully investigated and documented on the 'Arizona Traffic Accident Form'. Photographs are required.
 2. A supervisor is also required to complete an Administrative Investigation. A Departmental Investigation (DI) control number can be obtained from PSU. The completed DI, along with a copy of the 'Arizona Traffic Accident Report' and all photos shall be forwarded to PSU for review by the Accident Review Panel.
 3. The City's 'Employee Work Injury / Vehicle Accident Report' form must also be completed and forwarded to Risk Management along with one copy being forwarded to PSU.
- B. Traffic Incidents: For the purposes of this section a traffic incident is defined as any incident involving a City of Glendale motor vehicle while being operated by a Glendale Police Department employee that results only in damage, not to exceed \$2,000 per incident and the damage is only to City of Glendale property.
1. This type of incident would not be reported as a collision but rather would be documented only on the City's 'Employee Work Injury/ Vehicle incident Report' form by the responding supervisor. Photos should also be taken.
 2. No Departmental Investigation (DI) form need be completed and remedial driver's training for a traffic incident is not mandated. However, supervisors should complete a Vehicle Incident Report in BlueTeam. Supervisors should note on the 'Employee Work Injury / Vehicle Accident Report' form the corrective actions they have taken.
 3. The original 'Employee Work Injury / Vehicle Incident Report' form is sent to Risk Management through Origami. It is the responsibility of the supervisor to verify the damage figures to assure the incident was properly classified. If property damages exceed \$2,000.00 the supervisor will contact PSU, request a DI number, and complete an administrative investigation.
 4. PSU will track traffic incidents. If a pattern is found involving a particular employee, the information will be forwarded to the supervisor who will handle it as a performance issue.

Glendale Police Department General Order		
City Vehicles, Accidents and Security		22.080
Date Issued 01-29-99	Revision Date 01-29-24	Page 11 of 13

- C. The driver of any City vehicle involved in a motor vehicle collision or traffic incident shall notify their supervisor immediately. Failure to do so shall be deemed a breach of this regulation.

22.094 Accident Review Panel

- A. The Panel is specifically charged with the responsibility of examining all related policies and procedures governing the administrative handling of vehicle accidents and with making recommendations for changes to departmental policy and procedure.
- B. The Panel shall serve in an advisory capacity to the Chief of Police or his/her designee and shall conduct monthly inquiries into employee involved vehicle accidents. In addition, they may examine all related support documentation surrounding a vehicle accident to determine if the employee involved was acting within established department policy when the accident occurred.
- C. The Panel shall consist of seven voting members. The composition of the panel will consist of four sworn members representing separate divisions within the department, one member representing the Vehicular Crimes Unit, one member representing GPOC and the final member will be from a non-sworn position within the department that utilize department vehicles on a regular basis.
- D. The term for each member will be not more than two years.
- E. Selection of new members will be made after an existing member has served their two-year term. The selection of that member will be made by his/her division commander.
- F. Panel meetings will take place in the Professional Standards Unit (PSU) office and be facilitated by one of the PSU investigators. The PSU investigator will present the facts of each individual investigation and the panel will then vote on each investigation, indicating whether the employee involved did contribute or did not contribute to the accident they were involved in.
- G. An officer that is the subject of an internal investigation regarding a vehicle accident will have the opportunity to provide a statement to the panel in person prior to the panel voting on the matter.
- H. The PSU investigator shall keep minutes of the Panel proceedings, including the panel recommendations, which will be documented and then retained by PSU.

Glendale Police Department General Order		
City Vehicles, Accidents and Security		22.080
Date Issued 01-29-99	Revision Date 01-29-24	Page 12 of 13

- I. The Chief of Police or his/her designee is responsible for reviewing all motor vehicle collision reports and Accident Review Panel recommendations and voting results. The Chief of Police or his/her designee may take into consideration the results provided by the Panel to make a final decision on the outcome of the city vehicle / department employee motor vehicle collision and if deemed appropriate, disciplining the employees in accordance with this policy.

22.095 Accident Categories

- A. Preventable: The driver failed to recognize a hazardous condition or circumstance and failed to take appropriate action to maintain control of the vehicle to avoid a collision or drive with due regard and caution.
- B. Non-Preventable: Even though the driver did recognize a hazardous condition or circumstance and took appropriate action the collision still occurred.
- C. Not a Collision (intentional): The Collision was the result of a deliberate act by the driver that resulted in damage or injury. This type of incident may be investigated as a Use of Deadly Force matter under the appropriate policy.

22.096 Sanctions

- A. Sanctions against an employee will be on the basis of the employee's contribution to the collision. This will include any actions or driving behaviors that contributed to the collision. Also considered, as aggravating or mitigating circumstances will be the driving history. A review of an employee's accident record for the past 36 months will be completed prior to sanctions being determined.
1. Non-Preventable Collision:
 - a. No Action
 2. Preventable Collision:
 - a. 1st Occurrence: Counseling to Written Reprimand
 - b. 2nd Occurrence: Memo of Correction to 1 day Suspension
 - c. 3rd Occurrence: Written Reprimand to Termination

22.097 Remedial Training

- A. If this is the employee's first motor vehicle collision in a three-year period, remedial training will be conducted by the employee's supervisor. The supervisor

Glendale Police Department General Order		
City Vehicles, Accidents and Security		22.080
Date Issued 01-29-99	Revision Date 01-29-24	Page 13 of 13

will discuss those steps needed to prevent further occurrences. The supervisor will document this discussion in a memo, including remedial steps taken, and the employee will sign this document, which will be sent to PSU for retention.

B. The Tactical Driving Coordinator, in conjunction with PSU, will review all other motor vehicle collisions and prescribe the mandated remedial training. This review will consider the driving history and experience of the employee and those factors contributing to the accident. The remedial training prescribed will be that the Tactical Driving Coordinator considers most likely to correct the driving deficiency. This remedial training could be assigned, at the discretion of the Tactical Driving Coordinator, to either the employee's first line supervisor or a driving instructor to administer. Remedial training may include, but is not limited to, any or all of the following:

1. Viewing of approved defensive driving training videos.
2. Counseling session with supervisor or driving instructor.
3. Actual driving on the streets or in parking lots while observed and directed by a supervisor or driving instructor.
4. Use of a driving simulator.
5. Training at the Phoenix or Glendale Driving track.

C. PSU will prepare a training order to be issued to the involved employee documenting the training prescribed by the Tactical Driving Coordinator. The supervisor or driving instructor responsible for the training will document results of the training session in memo format. The employee will sign this memo and it will be sent to the Professional Standards Unit for retention.

Glendale Police Department General Order		
Administrative Investigation		22.120
Date Issued 01-29-99	Revision Date 10-31-23	Page 1 of 29

22.120 Philosophy

- A. The Glendale Police Department is committed to maintaining a positive relationship with the community and to correcting any actions, practices, or behavior on the part of department employees that are not professionally acceptable. The integrity and reputation of the department depends to a great extent upon the way the members of the department perform their duties.
 - 1. To ensure the integrity of the department, while protecting the rights and interests of private citizens and department employees, it will be the policy of the Glendale Police Department to require an appropriate investigation of all complaints against the department or its employees. Complaints initiating from anonymous or third-party complainants will require independent corroborating information of a potential violation of policy before an employee is interviewed. Corroboration is not required to investigate violations of Federal, State, or Local law.
 - 2. The City has established a disciplinary system, which is detailed in **Human Resource Policies and Procedures No. 513**. The purpose of this disciplinary process is to assure a fair and consistent procedure for the prevention, correction, and discipline of employee performance and behavioral deficiencies. This system emphasizes the prevention, identification, correction, and resolution of employee performance deficiencies.

22.121 General Information

- A. Discipline of employees shall be based on just cause. Just cause for disciplinary action shall include performance deficiencies which include but are not limited to neglect of or failure to perform assigned job duties, interference with other employee's efforts to perform their assigned job duties, violation of federal, state or local laws, and violation of City and Department policies, procedures, regulations and directives.
- B. Disciplinary deficiencies fall into two categories:
 - 1. **Serious Deficiencies** - These are acts not involving any question of trust or honesty. They do not pose threat to the orderly City operations, and they do not endanger the health, welfare, or safety of employees or other individuals. These deficiencies should normally be handled through corrective disciplinary actions. Examples include, but are not limited to:

Glendale Police Department General Order		
Administrative Investigation		22.120
Date Issued 01-29-99	Revision Date 10-31-23	Page 2 of 29

- a. Minor Insubordination
 - Disrespect toward supervisory or other authority
 - Disorderly conduct causing disruption of work unit or task
 - Disregard, omission, or neglect of duties
 - b. Instances of tardiness or unexcused absenteeism or failure to report to work
 - c. Abuse of meal or rest periods
 - d. Out of required uniform
 - e. Improper dress or untidiness in person, clothing, or work habits
 - f. Minor job performance deficiencies
2. **Major Deficiencies** - These acts involve questions of trust or honesty, constitute a threat to the orderly City operations or pose a threat to the health, welfare or safety of employees or other individuals. Major deficiencies should normally be handled through punitive disciplinary actions. Examples include, but are not limited to:
- a. Continued performance deficiencies after previous disciplinary action
 - b. Major Insubordination
 - Disobedience or refusal to obey a reasonable order or direction
 - Neglect or carelessness resulting in injury or damage
 - Promoting work unit insubordination
 - Continued incidents of minor insubordination
 - c. Conduct unbecoming of a City employee
 - Abusive attitude, language, or conduct, toward employees or the public

Glendale Police Department General Order

Administrative Investigation

22.120

Date Issued
01-29-99

Revision Date
10-31-23

Page
3 of 29

- Abuse of authority over employees or the public
 - On or off duty conduct which may bring discredit to employees of the City
- d. Violation of safety laws, regulations, or guidelines
 - e. Negligence or careless job performance
 - f. Negligence with, or loss of, City property or equipment
 - g. Misuse or inappropriate use of electronic communication system or networks, i.e., internet, saving or forwarding inappropriate materials on the network, or other similar activities
 - h. Violation of equal employment opportunity laws, policy, procedures, regulations, and directives · Participation in City political activities, other than expressing a private opinion, signing a petition or voting
 - i. Retaliation against another employee for bringing illegal activities to light (“whistle blowing”)
 - j. Conduct involving dishonesty or untruthfulness
 - k. Willful and unauthorized removal and control of property belonging to, or in possession of, the City, an employee, or the public
 - l. Misappropriation, theft or conversion of property belonging to, or in the possession of, the City, an employee, or the public
 - m. Unauthorized possession, use, consumption, abuse, manufacture, distribution, or dispensing of alcohol, illegal drugs, or other substances while on duty, during the scheduled workday or on City property
 - n. Being under the influence of alcohol, or illegal drugs, or other substances while on duty, or during the scheduled workday
 - o. Unauthorized physical restraint or contact, or verbal or physical attack upon another employee or any other person or the attempt to do so, while on duty, or during the scheduled workday

Glendale Police Department General Order		
Administrative Investigation		22.120
Date Issued 01-29-99	Revision Date 10-31-23	Page 4 of 29

- p. Willful, knowing, or reckless falsification or omission of records, reports, forms, information, or any other document submitted by an employee
- q. Conduct, which is a violation of public policy or trust, or is corrupt
- r. Criminal activity which jeopardizes effective or efficient business practices or poses a threat to the safety or security of persons or property
- s. Disclosure of confidential information that is either defined by laws as confidential or is designated confidential by the City
- t. Improper use of position, character, or confidential information for personal benefit (the benefit may be financial or any other benefit) or for the benefit of others
- u. Conduct, which is a conflict of interest or a conflict in the performance of duties
- v. Preferential treatment of individuals or firms
- w. Unauthorized display or discharge of firearms, deadly weapons, dangerous instruments, or harmful weapons while on duty or while on the work site, at any time
- x. Abandonment of one's position for three (3) or more consecutive workdays

22.122 Definitions

- A. **Administrative Investigation** – An in-depth query into a complaint or allegation conducted by any assigned supervisor or by the Professional Standards Unit, into the actions or behavior of an employee. An Administrative Investigation will be initiated only upon receipt of either a signed Citizen Complaint Statement or a written Order to Initiate an Investigation from the Chief of Police or designee.
- B. **Administrative Investigation Extension Memorandum** – Written notification that an extension to complete an administrative investigation has been authorized. This extension memorandum shall become part of the administrative investigation.

Glendale Police Department General Order		
Administrative Investigation		22.120
Date Issued 01-29-99	Revision Date 10-31-23	Page 5 of 29

- C. **Administrative Investigation Form** – An investigative document, which will be completed upon initiation of an Administrative Investigation.
- D. **Bifurcated Investigation** – An investigation into an incident that is divided to separate the criminal investigation from the administrative investigation. The Professional Standards Unit may conduct the administrative investigation. Detectives of the department or another agency will conduct the criminal investigation.
- E. **Citizen Complaint Statement** - A signed form by a citizen complainant acknowledging the truthfulness of their statement.
- F. **Complaint** - A request made to any employee, whether written, verbal, or by other media, to speak to a department supervisor about allegations of misconduct or the possible mishandling of an incident or call for service.
- G. **Complaint Brochure** – Department brochure describing the complaint investigation process, which can be provided to individuals who desire to file a complaint.
- H. **Complaint Acknowledgment Letter** – A written acknowledgment of the complaint, which can be provided to the complainant.
- I. **Administrative Investigation Response Letter** – A written notification of the investigative findings from an administrative investigation, which will be provided to the complainant.
- J. **Control Number** – The number assigned to a departmental Administrative Investigation. This number will be obtained from the Professional Standards Unit.
- K. **Duty Officer/Operations Lieutenant** – A Lieutenant or higher designated to make operational or procedural decisions.
- L. **Garrity Warnings** – Admonishments given to an employee in an administrative investigation that (1) he/she will be asked to answer questions related of official duties, or the complaint under investigation; (2) failure or refusal to do so will subject the employee to departmental charges and discipline, up to and including termination of employment; and (3) neither any statement given, nor information or evidence gained due to it, can be used in any criminal proceeding against the

Glendale Police Department General Order		
Administrative Investigation		22.120
Date Issued 01-29-99	Revision Date 10-31-23	Page 6 of 29

employee, but may be used against the employee in any subsequent administrative charges. These will be contained in the notice of investigation.

- M. **Internal Administrative Investigation** - Those administrative investigations initiated by the Chief of Police or designee and directed at specific misconduct on the part of another employee.
- N. **Notice of Investigation (NOI)** – A written memorandum that informs the employee of the specific nature of the investigation and the employee’s status in the investigation.
- O. **Notice of Admonishment (NOA)** – A written memorandum that informs the employee of their responsibilities as a witness, complainant, or Peer Representative in the investigation.
- P. **Order to Initiate an Investigation** - A written directive from the Chief of Police or designee ordering the initiation of an Administrative Investigation. If appropriate, this memo will include a description of how the Department received the complaint originally and the corroborating information that prompted the decision to move forward with an investigation.

22.123 Source and Acceptance of Complaints

- A. A request made to any employee to speak to a Department supervisor regarding allegations of employee misconduct or the possible mishandling of an incident or call for service shall be interpreted as a complaint.
- B. Citizens may also utilize the City of Glendale / Police Department web page to access the Professional Standards Unit page. On the PSU web page citizens may submit a complaint by e-mail, by completing the on-line submission form, or may print out and complete the complaint form and mail, fax, or hand deliver it to the police department.
 - 1. Electronic submissions will go to the PSU e-mail box.
 - 2. Faxed, hand delivered, or mailed complaint forms will be forwarded immediately to the Professional Standards Unit.
- C. The initial responding supervisor should assess the complaint and interview the complainant. This initial contact will provide the citizen a forum to resolve

Glendale Police Department General Order

Administrative Investigation

22.120

Date Issued
01-29-99

Revision Date
10-31-23

Page
7 of 29

questions or concerns about the handling of an incident including inquiries or objections to policies, procedures, or laws.

1. All information will be documented and finalized in the Professional Standards Unit data base. Allegations which are made by a citizen that includes a Citizen Complaint Statement or, in the absence of a Citizen Complaint Statement, independent corroborating information of a possible policy violation is discovered as the result of a citizen's allegation will be saved as an Investigation. Allegations that are not accompanied by a Citizen Complaint Statement or independent corroborating information will be saved as an Incident.
2. Administrative Investigations will only be initiated upon receipt of either a signed Citizen Complaint Statement or an Order to initiate an Investigation from the Chief of Police or designee.
3. In order for a citizen complaint to be handled as an Administrative Investigation the citizen complainant must sign a Citizen Complaint Statement within 30 days of the incident in question. This 30-day window is defined as the amount of time between when the complainant knew, or should have known, of the employee's alleged misconduct, and the time the form was signed.
4. Supervisors are required to take information about allegations of misconduct or mishandling of an incident.
5. Anonymous Complaints and/or third-party complaints will be accepted subject to the following condition. Such complaints alleging violations of department rules will not, in and of itself, be sufficient grounds for initiating an internal investigation.
6. The complaining party must sign a complaint form and sign an affidavit of truthfulness within 30 days of the date when they knew or should have known about the improper conduct on the part of a member of the Employee Organization against whom they wish to file a complaint. If the complaining party fails or refuses to sign the affidavit, no complaint will be taken. The represented employee shall be notified of the identity of the complaining party and the context of the alleged complaint against the represented member.
7. For anonymous complaints and complaints without a signed affidavit, after reviewing the complaint, the department may attempt to independently corroborate the information, through fact-finding, providing it can do so

Glendale Police Department General Order

Administrative Investigation

22.120

Date Issued
01-29-99

Revision Date
10-31-23

Page
8 of 29

without subjecting the employee to an interview. If the department independently discovers a potential policy violation, the Chief of Police or designee may initiate an internal investigation. The timeframe to corroborate an anonymous complaint is 30 calendar days. If the allegation cannot be corroborated the matter will be documented as an incident.

8. For the purposes of this policy third-party complainants will not include those persons whom have firsthand knowledge of an incident (i.e. witnesses) or parents and/or guardians complaining on behalf of a juvenile.
 9. All complaints alleging criminal behavior on the part of an employee will be investigated, regardless of the source of the information.
- D. On Scene Complaints - When an employee is accused of any misconduct, such as taking money or property, or the assault of a person who has been arrested or stopped for interrogation, the following procedure will be followed.
1. Immediately call a supervisor to the scene.
 2. The supervisor shall contact the complainant and obtain a recorded statement. Before further action is taken on the complaint the supervisor should assure that the complainant signs the Citizen Complaint Statement form. If the complainant refuses to sign the form, the supervisor must determine if the possibility to independently corroborate the information exists and make those attempts to corroborate the information received.
 3. The supervisor will have a complete, thorough investigation made of the accusation, including a search for the money or articles if applicable. The supervisor will document the complaints noting his/her actions at the scene.
 4. When determining if notification of an on-call Professional Standards Unit investigator is necessary supervisors should refer to General Order 22.500. If there is any doubt as to whether such an investigator is necessary, contact should be made with the Professional Standards Unit on-call investigator.
- E. A department brochure describing the complaint investigative process can be provided to citizens who desire to file a complaint. The investigating supervisor or a Professional Standards Unit Investigator, can either mail or hand deliver the brochure to the citizen. The brochure, which describes the complaint investigative process, is located at the main station and the two substations. All employees should be aware of the locations of the brochures and be able to direct citizens asking for such.

Glendale Police Department General Order		
Administrative Investigation		22.120
Date Issued 01-29-99	Revision Date 10-31-23	Page 9 of 29

- F. It is critical that the supervisor initiate the proceedings outlined in this policy immediately. **Supervisors shall not provide a brochure in lieu of taking a recorded statement from the complainant.** Barring extraordinary circumstances, supervisors will not direct the complainant to contact the Professional Standards Unit at a later date.
1. A telephone “hotline” number is provided in the complaint brochure. The purpose of the “hotline” number is to enable any person(s) who witness or has direct knowledge of police misconduct to file a complaint telephonically with the Glendale Police Department. Investigators of the Professional Standards Unit will check these telephone messages.
 2. Supervisors will not provide this phone number in lieu of obtaining a recorded statement from the complainant.
- G. Law Enforcement Officials from other agencies who are making an allegation as part of their official duties are not required to complete a Citizen Complaint Statement form.

22.124 Employee Notification

- A. The investigating Supervisor must provide the employee a Notice of Investigation (NOI) within three (3) duty days of either receipt of a signed Citizen Complaint Statement form or an Order to Initiate an Investigation from the Chief of Police or designee authorizing an investigation.
 1. Exception – There may be situations where it is not appropriate or possible to notify the member within three (3) duty days of a complaint being filed. In such situations, the Chief or designee must document the reason for the delay and must ensure that notification is made as soon as is reasonably possible.
- B. A represented member will have an opportunity to view any BlueTeam entry, supervisor notes, or verbal warning notations within one (1) week of entry into the BlueTeam system, receiving the verbal warning, or the notation being made in the supervisor’s notes.
- C. The Supervisor will communicate with the employee at the time the notations are complete.

Glendale Police Department General Order		
Administrative Investigation		22.120
Date Issued 01-29-99	Revision Date 10-31-23	Page 10 of 29

22.125 Notice of Investigation (NOI)

A. Criteria for Service of a Notice of Investigation – A Notice of Investigation will be given to an employee under the following circumstances:

1. The employee is under investigation by the Professional Standards Unit or a Police Department Supervisor for a matter that may lead to either corrective or punitive discipline AND,
2. The employee is being interviewed or interrogated in an investigation in which the employee is the subject of the investigation OR,
3. The employee is required to submit financial disclosure statements or documents or produce any documentation, including memorandums.

B. Garrity Warnings

1. Admonishments, commonly referred to as Garrity warnings, are contained in the Notice of Investigation and inform the employee of the following:
 - a. He/she will be asked to answer questions related to official duties, or the complaint under investigation.
 - b. Failure to do so will subject the employee to departmental charges and discipline, up to and including termination of employment.
 - c. Neither any statement given, nor information or evidence gained due to it can be used in any criminal proceedings against the employee. Exception: False statements made by the employee can be used in other criminal actions, such as Obstruction of Justice.
2. Employees will be provided the Garrity Warnings in writing as part of their Notice of Investigation. Upon explanation/reading of such the employee shall sign the Notice of Investigation document to acknowledge receipt. This document will remain in the administrative investigative file. Any employee who refuses to sign and acknowledge the NOI may be subject to disciplinary action.

C. Procedures for Peer Representative

1. If a supervisor interviews an employee and the supervisor reasonably believes that the interview could result in dismissal, demotion, or suspension the

Glendale Police Department General Order

Administrative Investigation

22.120

Date Issued
01-29-99

Revision Date
10-31-23

Page
11 of 29

employee may request to have a Peer Representative present at no cost to the Department during the interview. However, this does not apply to an interview that is:

- a. In the normal course of duty, counseling or instruction, or an informal verbal admonishment by, or other routine or unplanned contact with, a supervisor or any other employee.
 - b. Preliminary questioning to determine the scope of the allegations or if an investigation is necessary.
 - c. Conducted in the course of a criminal investigation.
2. If the employee chooses to use a Peer Representative, the employee shall select a representative who is available on reasonable notice so that the interview is not unreasonably delayed. The representative will participate in the interview only as an observer. The representative will be from the same agency, may not be an attorney or a family member of the employee being interviewed.
 3. If a Peer Representative is present, the employee does not have the right to consult with the employee representative about how to answer a question or whether to answer a question. The employee does have the right to reasonable breaks of limited duration during the interview for telephonic or in person consultation with others, including an attorney, who are immediately available.
 4. The interview will not extend longer than the employees' normal workday, except under unusual circumstances.
 5. The employee representative must not talk with or disclose to anyone the facts, circumstances, or even existence of the investigation, unless ordered by competent authority to do so. A Peer Representative will also abide by the instructions outlined in the Notice of Admonishment (NOA) served upon them. The only exception to this requirement of confidentiality is if the disclosure is necessary for the employee representative to assist the employee being interviewed in securing due process. In that event, the disclosure shall be no greater than necessary to accomplish this purpose.

D. Notice of Investigation (NOI)

Glendale Police Department General Order

Administrative Investigation

22.120

Date Issued
01-29-99

Revision Date
10-31-23

Page
12 of 29

1. Before the commencement of any interview described in this section, the supervisor shall provide the employee with a written Notice of Investigation informing the employee of the specific nature of the investigation, their status in the investigation, and all known allegations of misconduct. The date, time, and location the incident under investigation occurred should be noted, if known.
2. The employee will review the document prior to the interview/interrogations and will be required to sign the form. The employee will then be provided a copy of the signed and dated Notice of Investigation form, prior to any interview or interrogation.

E. Procedures for serving the Notice of Investigation

1. The investigating supervisor will complete and provide a Notice of Investigation to the employee prior to interviewing or interrogating the employee. This does not include preliminary questions to determine the scope of allegations or if an investigation is necessary.
2. Additional Notice of Investigations' will be served at any time throughout the investigation when new allegations are established, and further interview or interrogation of the employee is required.
3. Supervisors will not rely on a "blanket statement" for putting the employee on notice that other issues of misconduct will also be investigated.

F. Timelines Associated with the NOI

1. All Administrative Investigations must be completed within 120 days. These 120 days start when the employee is served with a Notice of Investigation and are completed on the day the assigned investigator documents the investigation, along with the findings, to the Professional Standards Unit.
2. In the unlikely situation that more than 120 days are required to complete an investigation, the Chief or designee will notify the employee and GPOC co-chairs in writing of the need for additional time. The notice will describe the projected completion date and the general nature of the reason(s) why more time is needed.
3. Investigations not completed within the timeframe discussed above and not subject to an extended time period will be dismissed. The investigation will cease, and the report will be concluded with the information obtained to that

Glendale Police Department General Order		
Administrative Investigation		22.120
Date Issued 01-29-99	Revision Date 10-31-23	Page 13 of 29

point. These cases will be retained in the Professional Standards Unit database with a finding of Not Sustained and Closed- Exceeded Time Limit.

22.126 Interviewing Employees under Investigation

- A. When so ordered by the Chief of Police or designee, employees will submit to an administrative interview during any investigation into an allegation of misconduct.
- B. The investigating supervisor will determine the time and place of an interview, as long as the involvement of an employee representative is reasonably accommodated. The interview of any department member will be conducted preferably when the employee is on duty, unless the urgency of the investigation dictates otherwise. If such interview occurs during off-duty time of the employee being interviewed, the employee will be compensated for this time in accordance with regular department procedures.
- C. The interview will take place at a location designated by the administrative investigator. The interview will not take place at the employee’s home or non-related work area, without the authorization of the Chief of Police, or designee.
- D. The interview session will be for a reasonable duration. In determining the reasonableness of the interview, the gravity and complexity of the investigation must be considered. The investigating supervisor will allow reasonable breaks during the interview to allow the employee to attend to personal or physical necessities.
- E. The employee being interviewed will not be subjected to any offensive or abusive language. The employee will not be subject to visits by the press or news media, without his/her express consent, nor will his/her home address, or phone number be given to news media or press, without his/her express consent.
- F. The employee will not be allowed to have an attorney present during an administrative interview.

22.127 Recording the Interview

- A. The employee and the police department supervisor may record the interview. If the interview is to be recorded, the individual recording the interview shall inform the other party of their intentions to record the interview prior to the start of the interview. (Note: This privilege does not extend to investigations conducted by Human Resources Staff.)

Glendale Police Department General Order		
Administrative Investigation		22.120
Date Issued 01-29-99	Revision Date 10-31-23	Page 14 of 29

- B. The department reserves the right to transcribe any recorded interview for the purpose of verifying the accuracy of such interview.
- C. The employee may request and receive an electronic copy of the recorded interview.
- D. Overtime is not authorized for the purpose of dropping off or picking up recordings by the affected employee.

22.128 Employee Responsibilities During An Administrative Interview

- A. Employees are required to answer truthfully all questions during any interview whether administrative or criminal. Failure to answer questions, or giving false or misleading information during the interview, will be the basis for disciplinary action, which may include termination. False statements made by the employee can be used in other criminal actions, such as Obstruction of Justice. Any sustained false, deceptive, or misleading statements that are made by a sworn employee can lead to possible suspension or revocation of the employee's AZPOST Peace Officer Certification. (R13-4-109)
- B. During the course of an administrative investigation, the employee has the responsibility to bring to the attention of the investigating supervisor any witness information or evidence that the employee may believe is relevant to the investigation.
- C. The affected employee will be advised, in writing, upon disposition of the administrative investigation. Any administrative investigation may be postponed, at the direction of the Chief of Police, when conducting such investigation could hinder, impede, or interfere with an ongoing criminal investigation or prosecution.

22.129 Joint Criminal and Administrative Investigations

- A. Interviews
 - 1. Employees served a Notice of Investigation – To ensure bifurcation, an employee who has been, or under the circumstances is likely to be issued a Notice of Investigation, shall not be interviewed jointly by a criminal and administrative investigator. This order shall apply to any interview of an employee who was directly involved in a criminal incident that could result in criminal charges.

Glendale Police Department General Order		
Administrative Investigation		22.120
Date Issued 01-29-99	Revision Date 10-31-23	Page 15 of 29

2. Employees not served a Notice of Investigation – A criminal and administrative investigator may interview an employee who has not been, and under the circumstances is not likely to be, issued a Notice of Investigation. If during the joint interview, it appears that there may be serious criminal liability on the part of the officer, the administrative investigator will leave the interview.

B. Crime Scene Walk-through

1. Administrative investigators shall not accompany criminal investigators during a crime scene walk-through with an officer who was directly involved in a criminal incident that could result in criminal charges.

C. Disclosure of Information

1. Administrative investigators shall not disclose to criminal investigators any information obtained during or after compelled interviews. Information gathered by administrative investigators after a compelled statement, that is obtained independent of the compelled statement, cannot be disclosed to criminal investigators unless approved by the Legal Advisor.
2. The purpose of this order is to prevent the intentional or inadvertent use, directly or indirectly, of an employee’s compelled statements in a criminal prosecution against the employee.
3. Administrative investigators may disclose to criminal investigators any information that was not discovered as a result of a compelled interview.
4. Criminal investigators may disclose to administrative investigators any information discovered during their investigation unless prohibited by law (i.e., grand jury proceeding, wiretap investigation, etc.).

22.130 Administrative Investigation Process for Supervisors

A. Documentation: Administrative Investigation Form

1. All Administrative Investigations will be maintained in the Professional Standards Unit database, which will be maintained by PSU. All required information will be completed.
2. Report Formats – The following outline will be utilized for all administrative investigations. This administrative investigation outline will be an

Glendale Police Department		
General Order		
Administrative Investigation		22.120
Date Issued 01-29-99	Revision Date 10-31-23	Page 16 of 29

independent document included as an attachment to electronic entries made into the Professional Standards Unit database:

- a. *Executive Summary* – Each allegation will be listed, followed by a brief summary of the interviews and evidence that relates directly to the individual allegation.
- b. *Interviews* - Concisely convey to the reader the facts surrounding the investigation. Describe the facts and explain the details of the investigation. The sequence taken by the investigator should be delineated in this section. Impairments to a complete investigation should be noted, such as uncooperativeness of any person or the reason a vital piece of evidence could not be obtained. Extension requests should be noted in this section. The investigation can include memorandums from employees, which contain direct statements about the allegation. Either a narrative summary of each interview or the actual transcription of the interview should be included in this section. If interview tapes are utilized, they will be logged into property as evidence and noted in this section.
- c. *Evidence* – All reports and analysis examination documents should be summarized, and the original supporting documents sent to PSU for retention. Photographs should be included in a separate folder or envelope for ease of presentation. The location of physical evidence should be noted.
- d. *Medical documentation* – All documents related to medical information, injuries, toxicology reports, and autopsy information should be summarized.
- e. *Communication records* – This would include a summary of all communication tape transcriptions, computer printouts, and other such information.
- f. *Police reports* – This would include any report prepared by agency personnel concerning the incident-giving rise to the complaint or requested during the complaint investigation.
- g. *Location of supportive materials* – This should list all materials related to the administrative investigation but not included in this report.
- h. *Conclusion Section* – See section 22.130.B (below).

Glendale Police Department General Order		
Administrative Investigation		22.120
Date Issued 01-29-99	Revision Date 10-31-23	Page 17 of 29

- i. *Font format* – All administrative investigations will be completed with a size 10 font utilizing margins that are fully justified.
 - j. All correspondence relating to administrative investigations will be completed on Glendale Police Department letterhead.
 - k. There may be violations or misconduct that will not require documentation in all the above sections. It will be acceptable procedure to utilize an abbreviated report format for minor internal violations such as being late for duty, failure to appear in court, and uniform discrepancies. Abbreviated report formats need not include all the above sections, only those sections that are applicable and that directly relate to the administrative investigation.
- B. Conclusion Section – Upon completion of the Administrative Investigation the investigator will determine a conclusion of fact for each allegation as follows:
1. **Sustained** - The investigation disclosed sufficient evidence to clearly prove the allegations made in the complaint. The allegations in the complaint are substantially true and the employee's conduct is improper.
 2. **Unfounded:**
 - a. Not Involved - The investigation disclosed that the named employee was not involved in the alleged incident.
 - b. Unwarranted - The allegation was made in good faith without malicious intent, however, the investigation disclosed that the allegation lacks basis in fact.
 - c. False - The allegation is false, i.e., the alleged incident never took place.
 3. **Exonerated** - The acts which provided the basis for the complaint or allegation occurred, however, investigation revealed that they were justified, lawful, and within accepted procedure and policy. The employee's conduct was as alleged (or very similar to the allegations) but was proper conduct.
 4. **Not Sustained** - The investigation failed to disclose sufficient evidence to prove the allegation made in the complaint. The allegations in the complaint may or may not be true; there is insufficient evidence to reach a conclusion.

Glendale Police Department General Order		
Administrative Investigation		22.120
Date Issued 01-29-99	Revision Date 10-31-23	Page 18 of 29

- C. The investigating supervisor will notify the complainant of the status of the investigation, as well as the affected employee. These notifications will occur every 30 calendar days while the case remains open.
- D. Upon completion of the investigation it will then be forwarded to PSU where it will be reviewed for quality and completeness. The Professional Standards Unit has the final responsibility to ensure the proper completion of all administrative investigations of allegations of employee misconduct. If further investigation or corrections are needed the investigation may be sent back to the investigating supervisor. When PSU deems the investigation is complete, they will forward the investigation to all supervisors in the employee's chain of command (through assignment in the tracking system in IAPro) up to and including the Assistant Chief.
1. Each supervisor shall review the complaint and ensure that it is an accurate and complete investigation. If any supervisor has questions or concerns with the investigator's findings (conclusion) they may request a chain of command review meeting by submitting a written request to the PSU Lieutenant. Otherwise, the supervisor will note the date they reviewed the investigation. In the case of sustained allegations the supervisor should also note in the "Tracking" section any aggravating or mitigating factors they believe should be considered when determining discipline. Supervisors should complete their review of the investigation within two business days of receipt.
- E. When the chain of command review is complete, PSU will staff these investigations and the disciplinary recommendations made by the chain of command with the Chief of Police or designee who will make a final recommendation of discipline on any investigation that has a sustained finding. This recommendation could include training or no further action needed.

Disciplinary actions are as follows:

1. **Corrective Disciplinary Actions:** These actions are intended to correct, prevent, and document serious deficiencies.
 - a. **Verbal Counseling** - A discussion to explain an actual performance deficiency and emphasizing expected standards followed by documentation of the verbal counseling in the supervisor's log notes.

Glendale Police Department General Order		
Administrative Investigation		22.120
Date Issued 01-29-99	Revision Date 10-31-23	Page 19 of 29

- b. **Letter of Counsel** – A discussion to explain an actual performance deficiency and emphasizing expected standards followed by formal written documentation of the verbal counseling.
 - c. **Memo of Correction** - A written notice requiring the need for immediate and sustained improvement in performance to expected standards.
 - d. **Written Reprimand** - A written notice to an employee stating that a performance deficiency exists or that a violation of work rules has taken place. The contents of the notice must be explained to the employee in an interview. A written reprimand is appropriate when a number of related or unrelated performance deficiencies have occurred or when previous disciplinary actions have not been effective or when a violation of rules has occurred.
 - e. **Employee Decision Making Leave With Pay** – The employee shall be instructed to make a decision during this “decision-making” suspension on whether he or she will correct each performance deficiency and meet the City’s expected standards. The employee will be instructed that upon return, he or she must tell the supervisor whether the employee will meet the expected standards or leave the City’s employment. This will not exceed one working day.
2. Memo of Correction, Written Reprimand, and Employee Decision Making Leave with Pay shall include:
- a. Reason for the disciplinary action reflecting each performance deficiency and its impact upon the City, its employees or the public.
 - b. Reference to any prior disciplinary actions.
 - c. The expected performance standard and a time frame for achieving the standards.
 - d. A general indication of the consequences if there is no immediate and sustained improvement.
3. Record Keeping

Glendale Police Department General Order

Administrative Investigation

22.120

Date Issued
01-29-99

Revision Date
10-31-23

Page
20 of 29

- a. Written documentation of the verbal counseling can be retained in the supervisor's log notes under the appropriate employee. The employee will be given an opportunity to review any such notation.
 - b. The Memo of Correction and Written Reprimand will be placed in the employee's official personnel file maintained by Human Resources. An additional copy will be provided to the employee. These disciplinary actions are not appealable to the City's Personnel Board. An employee may respond in writing to corrective discipline and their response will become part of the action.
 - c. Records of these actions may be removed from the employee's file (held by the supervisor) if sustained performance / behavior improvement has been observed for one (1) year after the action. The Professional Standards Unit will retain these records for a minimum of (5) years. The purging of a corrective disciplinary document is not automatic. It is the employee's responsibility to request removal in writing, to the Department head.
4. **Punitive Disciplinary Actions:** These actions are intended to record, discipline and / or correct major deficiencies.
- a. **Suspension Without Pay** - This action may be taken for major deficiencies to permit the employee and the City to evaluate the future course of the employment relationship. Exempt and non-exempt employees may be suspended without pay for a minimum of eight (8) hours. No suspension without pay shall exceed 40 working days or 320 working hours.
 - b. **Involuntary Demotion** – Involuntary demotion is the placement of an employee, as a result of a disciplinary action, in a classification assigned a lower pay range. This action may be taken for an employee who is unwilling or unable to perform his or her assigned duties at expected performance standards but should be able to perform the assigned duties of a lower classified job at expected performance standards.
 - c. **Disciplinary Probation** - This measure will return the employee from permanent to probationary status. It may be assessed against an employee for serious or major performance deficiencies that have not been corrected after other disciplinary measures have been implemented. It may also be assessed against an employee for major performance deficiencies

Glendale Police Department General Order		
Administrative Investigation		22.120
Date Issued 01-29-99	Revision Date 10-31-23	Page 21 of 29

regardless of prior discipline. Refer to [HR Policy 513](#) for details on the disciplinary probation period.

d. **Termination** – Termination is the permanent involuntary separation of an employee from employment as a disciplinary measure.

5. **Authority** - The immediate supervisor or higher authority may implement Counseling. They do not require a department head signature. All other discipline shall be approved and signed by the Chief of Police or designee. The Human Resources Director or designee must review all punitive disciplinary actions before they are served on the employee.

a. Investigations that result in a disposition of a Suspension will be reviewed by the employee’s Division Commander or Manager, the Assistant Chief of Police, the Chief of Police or designee, and Human Resources.

b. Investigations that result in a disposition of a Termination will be submitted to the Chief’s office and will be reviewed by the Assistant Chief of Police, the Chief of Police or designee, City Attorney, and Human Resources.

F. Review Period

1. When an investigation is completed in draft form and one or more of the allegations have a finding of “sustained”, the employee will be notified and allowed three (3) business days (excluding holidays) to review the completed draft form of the investigation.

2. The employee may review the completed draft form of the investigation with their peer representative.

3. If the employee chooses not to review the investigation, the employee’s declination will be maintained as part of the completed investigation in written form.

4. The purpose of this review is to assure that the employee’s supervisor or PSU has conducted a thorough investigation from the employee’s perspective and for providing a written response to the investigation prior to any initial recommendations from the employee’s supervisors.

G. Employee Due Process Rights

Glendale Police Department General Order

Administrative Investigation

22.120

Date Issued
01-29-99

Revision Date
10-31-23

Page
22 of 29

1. **Notice of Intent** - Punitive disciplinary actions requires notice of intent and opportunity for the employee to respond to the charges prior to taking the intended punitive disciplinary action. All intended punitive disciplinary action shall be written and presented to the employee. The notice must include:
 - a. Notice of intended disciplinary action and date of implementation.
 - b. Reasons for the action, including identification of each performance deficiency and a statement of the particular facts, which evidence each performance deficiency.
 - c. A list of exhibits and witnesses supporting the statement of facts.
 - d. Refer to [HR Policy 513](#) for time limit to respond.

2. **Notice of Disciplinary Action** - After consideration of any employee response to a Notice of Intent, and decision to effect the action, a Notice of Disciplinary Action shall be written and presented to the employee. The notice must include:
 - a. Notice of the effective date of the action.
 - b. Reasons for the action, including a statement of the particular facts, which evidence each performance deficiency, and identification of each performance deficiency.
 - c. A list of exhibits and witnesses supporting the statement of facts.
 - d. Please refer to [HR Policy 513](#) for time limit to appeal.
 - e. A contact number for the Benefits Division of Human Resources to obtain the status of fringe and retirement benefits after dismissal.

3. **Record Keeping** – Record keeping for punitive disciplinary action must comply with all employee due process rights. The Department head or designee shall present a copy of all notices of punitive disciplinary action to the employee and forward a copy to the Human Resources Director for the employee’s official personnel file. Records of these actions may be removed from the employee’s file if sustained performance / behavior improvement has been observed for five (5) years after the disciplinary action. The purging of a

Glendale Police Department General Order		
Administrative Investigation		22.120
Date Issued 01-29-99	Revision Date 10-31-23	Page 23 of 29

punitive disciplinary document is not automatic and requires the Department heads approval. It is the employee's responsibility to request in writing to the Department head, removal after five years.

4. All employees are entitled to the final findings and disposition regarding any administrative investigations in which they are the subjects of the investigation. Upon receipt of signed disciplinary documents Division Commanders are responsible to ensure that discipline is served during the affected employee's next tour of duty. The task of serving discipline may be delegated at the Commander's discretion, provided it meets the aforementioned deadlines.

G. Completed Administrative Investigations dispositioned as exonerated, not sustained, or unfounded:

1. All complaints dispositioned as exonerated, not sustained, or unfounded will be reviewed by the Chief of Police or designee and the affected employee's Division Commander. The employee and complainant should be notified and advised of the results of the Administrative Investigation by PSU.
2. The completed Administrative Investigation will be electronically forwarded directly to the Professional Standards Unit for retention in the PSU database.
3. Supervisors will not make any log notations of the allegation or of the investigation in the employee's file.

22.131 Reassignment of Employees Under Investigation

A. Temporary non-field and/or non-public contact

1. In some cases it is in the best interests of the employee, agency, and/or community that the employee not be allowed to remain in an assignment. Any supervisor has the authority to temporarily alter an employee's normal assignment if, in his/her judgment, it is in the best interest of the employee, agency, and/or community. When determined by a supervisor, the assignment change will remain in effect until the next regular business day. If there is concurrence by the employee's Division Commander, this temporary assignment change will continue until rescinded by the Division Commander or the Chief of Police. The Division Commander has the responsibility of notifying the Chief of Police or designee of all temporary reassignments.

Glendale Police Department General Order		
Administrative Investigation		22.120
Date Issued 01-29-99	Revision Date 10-31-23	Page 24 of 29

B. Administrative Leave

1. Administrative leave is similar in concept and purpose to the temporary non-field and/or non-public contact assignment. The only difference is that the employee does not report for duty at the police facility. The employee's Division Commander grants administrative leave with the concurrence of the Chief of Police as in accordance with Human Resources Policies and Procedures.
2. At the discretion of the employee's Division Commander, the employee may be required to remain available or accessible by telephone during selected hours.
3. The employee's absence is with pay and he/she shall not lose any pay status during this period of administrative leave.

C. Restriction of Police Authority - The Chief of Police can restrict or remove the police authority of any sworn officer who is on medical leave that extends beyond one week, serving in a modified duty capacity, on administrative leave, or serving a disciplinary suspension. This restriction can include any of the following:

1. The employee shall surrender their Department issued weapon, ammunition, badge, and police identification. This property will be surrendered to the employee's Division Commander or designee, who will retain said property in a secure location until the employee returns to full duty.
2. The employee shall surrender their assigned police vehicle.
3. The employee shall observe and report activity normally requiring a police response, but is prohibited from taking self-initiated activity unless it is a life-threatening situation.
4. The employee is prohibited from wearing the uniform.
5. The employee is prohibited from engaging in extra duty/off duty employment in a police capacity.

22.132 Polygraph Examinations

No employee will be compelled to submit to a polygraph during the course of any administrative investigation regarding employee conduct.

Glendale Police Department General Order		
Administrative Investigation		22.120
Date Issued 01-29-99	Revision Date 10-31-23	Page 25 of 29

22.133 Medical or Laboratory Examinations

- A. A represented employee who is reasonably suspected of being under the influence of any drug(s) or intoxicants while on duty, or unlawful drug(s) while off duty, may be required by a supervisor to submit a sample of his/her breath, urine, or swab for chemical analysis. Non-represented employees may be required by a supervisor to submit to a sample of blood for chemical analysis. The sample shall be taken under hygienic conditions and with due regard for the privacy of the affected employee. If blood is drawn, it shall be extracted by personnel medically qualified to draw blood.
- B. Refusal to submit a sample will furnish the department with the basis for a disciplinary action of up to termination and will also create a presumption that the affected employee was at the time under the influence of drug(s) or intoxicants.
- C. Upon the order of the Chief of Police or designee, employees shall submit to any medical or other chemical tests, which are reasonably related to allegations of misconduct, performance of duty, or fitness for duty. The Glendale Police Department will pay for these tests.

22.134 Handwriting Samples, Photographic and Physical Lineups

- A. Upon the order of a Division Commander, employees shall submit handwriting samples as related to an administrative investigation.
 - 1. Upon the order of a Division Commander, employees shall submit to any photographs for the purpose of a photographic lineup, as related to an administrative investigation.
 - 2. Upon the order of a Division Commander, employees shall submit to a live lineup as related to an administrative investigation.
 - 3. All procedures carried out under this section shall be specifically directed and narrowly related to a particular administrative investigation being conducted.

22.135 Financial Disclosure Statements

Employees shall provide financial disclosure documents as requested by a Division Commander. Financial disclosure requires the written authorization of the Chief of Police and must be directly related to an ongoing administrative investigation.

Glendale Police Department General Order		
Administrative Investigation		22.120
Date Issued 01-29-99	Revision Date 10-31-23	Page 26 of 29

22.136 Inspections

There is no expectation of privacy in Department owned computers, cell phones, desks, lockers, storage space, rooms, offices, equipment, work areas, and vehicles as these are the sole property of the department. As such, they are subject to inspection at any time deemed necessary by the Chief or any other supervisor. Private property can be stored in areas mentioned above, however, the employee shall not expect privacy. Employees not acting in an official capacity shall be authorized to search areas assigned to others. All locks used in securing department owned desks, lockers, storage areas, rooms, offices, equipment, work areas, and vehicles will be department issued.

22.137 Telephone

Telephone calls made or received on a departmental phone, including cell phones, are restricted to official business or personal business of an urgent nature. Examples of urgent personal business would be transportation to and from work, medical emergencies of a family member, and other personal business that cannot be accomplished during off duty times. Employees shall not abuse their access to telephones and may be required to substantiate unauthorized telephone use. Due to the need for accuracy in the reporting of a crime, those employees using department telephone lines can reasonably expect security to take the form of monitoring and/or recording of incoming calls.

Employees are encouraged to makes themselves familiar with City Manager Directive 13, as it also outlines the use of city owned cell phones and personally owned cell phones that are used for department business.

22.138 Police/Personal Correspondence

At no time will employees of this department use the Glendale Police Department address for personal correspondence. All correspondence utilizing the police department address must be of a police related nature.

22.139 Remedial Training

- A. Remedial training may be assigned in place of or in addition to formal disciplinary or corrective measures. Supervisors are encouraged to complement discipline with training as a positive and constructive means to improve employee productivity and effectiveness. Remedial training may be used in place of lower levels of corrective action, so long as there is appropriate training for the

Glendale Police Department General Order		
Administrative Investigation		22.120
Date Issued 01-29-99	Revision Date 10-31-23	Page 27 of 29

applicable policy violation. Remedial training is intended to provide employees with skills necessary to correct poor performance.

- B. The suggested remedial training issues will be addressed in a timely manner. The type of deficiency exhibited by the employee will determine the type of remedial training required.

22.140 Administrative Investigation Evidence

- A. To ensure the integrity of the chain of custody for all administrative investigations, all supervisors not assigned to PSU who conduct administrative investigations that require the logging of items of evidence directly related to their investigation will utilize the following procedure.
 1. If a Departmental Report (DR) number has not been assigned to the original call for service, obtain a new Departmental Report (DR) number and disposition it as a # 9. If the call for service has a Departmental Report (DR) number assigned, utilize the assigned Departmental Report (DR) number.
 2. Log the property into evidence at the Main Station only using the assigned Departmental Report (DR) number.
 3. In the notes field, add the control number (Departmental Investigation Number), which was obtained from the Professional Standards Unit.
 4. Investigating supervisors will not utilize a temporary property locker for storage of any items considered to be evidence from an administrative investigation.

22.141 Responsibilities of All Department Supervisors

Any supervisor who fails to properly document employee misconduct, whether learned through investigation or actually witnessed, will be subject to discipline as set forth in the General Orders.

22.142 Schedule of Retention

- A. The following retention schedule applies to all written documentation, including those retained within the Professional Standards Unit database. Purging of any discipline from the PSU and Human Resources file are not automatic. Records of these actions may be removed from the employee's file if sustained performance /

Glendale Police Department General Order

Administrative Investigation		22.120
Date Issued 01-29-99	Revision Date 10-31-23	Page 28 of 29

behavior improvement has been observed. The purging of a disciplinary document is not automatic and requires the department heads approval.

- B. An employee wishing to have their PSU and/or Human Resources Employee file purged must submit a request in writing through their chain of command to the Chief of Police. This memo must detail the documents they wish to have purged.
- C. Approval by the Chief of Police is necessary to have discipline purged from the PSU files. Approval by the Chief of Police and the Human Resource Director is necessary to have documents purged from your Human Resource Personnel file.
- D. The retention schedule below is the minimum timeframe for retention, and it is based on the Arizona State Library, Archives and Public Records. The purging of a disciplinary document is not automatic and requires the department head's approval. Additionally, any internal documents that may be deemed Brady Material by the legal advisor are ineligible for purging.

Document Type	Supervisor File	Professional Standards Unit (PSU) File	Human Resources/City Hall
Counseling	12 Months	5 Years (after discipline is served)	5 Years (after discipline is served)
Memo of Correction	12 months	5 Years (after discipline is served)	5 Years (after discipline is served)
Written Reprimand	12 Months	5 Years (after discipline is served)	5 Years (after discipline is served)
Suspension, Demotion and/or Termination	5 Years	5 Years (after discipline is served)	5 Years (after discipline is served)
Departmental Investigations with Findings: Exonerated/Unfounded/ Not Sustained	N/A	3 Years (after review is completed)	3 Years (after review is completed)

Glendale Police Department General Order

Administrative Investigation

22.120

Date Issued
01-29-99

Revision Date
10-31-23

Page
29 of 29

Incidents	12 Months	3 Years (after entry)	N/A
Vehicle Incidents	12 Months	3 Years (after entry)	N/A
Monthly Inspections	N/A	18 Months (after entry)	N/A
Performance Notes	12 Months	2 Years (after entry)	N/A
Response to Resistance	N/A	3 Years (after entry)	N/A
Personnel Assessment System	N/A	2 Years (from date of author)	N/A

Glendale Police Department General Order			
Appeals			22.150
Date Issued 10-01-01		Revision Date 09-19-23	Page 1 of 1

22.150 Appeals Process

In conjunction with an employee’s right to due process, the appeals process guidelines are located in Human Resources Policy No. 513.

22.151 Arizona Revised Statute 38-1101

ARS 38-1101 provides additional appeal guidelines for certain disciplinary actions involving police officers and detention officers. Refer to this statute for further information.

Glendale Police Department General Order

Chart of Sanctions

22.180

Date Issued
01-29-99

Revision Date
N/A

Review Date
05-10-22

Page
1 of 1

OFFENSE	FIRST OFFENSE		SECOND OFFENSE		THIRD	
	MINIMUM	MAXIMUM	MINIMUM	MAXIMUM	MINIMUM	MAXIMUM
1	N/A	MEMO OF CORRECTION	N/A	WRITTEN REPRIMAND	MEMO OF CORRECTION	ONE DAY SUSPENSION
2	LETTER OF COUNSEL	WRITTEN REPRIMAND	MEMO OF CORRECTION	ONE DAY SUSPENSION	WRITTEN REPRIMAND	THREE DAY SUSPENSION
3	MEMO OF CORRECTION	ONE DAY SUSPENSION	WRITTEN REPRIMAND	THREE DAY SUSPENSION	ONE DAY SUSPENSION	FIVE DAY SUSPENSION
4	WRITTEN REPRIMAND	THREE DAY SUSPENSION	ONE DAY SUSPENSION	FIVE DAY SUSPENSION	THREE DAY SUSPENSION	FIFTEEN DAY SUSPENSION
5	ONE DAY SUSPENSION	FIVE DAY SUSPENSION	THREE DAY SUSPENSION	FIFTEEN DAY SUSPENSION	TEN DAY SUSPENSION	TERMINATION
6	FIVE DAY SUSPENSION	TERMINATION	FIFTEEN DAY SUSPENSION	TERMINATION	TERMINATION	N/A
7	TERMINATION	N/A	N/A	N/A	N/A	N/A

Glendale Police Department General Order		
Grievance Procedures		22.190
Date Issued 07-18-00	Revision Date 12-07-20	Page 1 of 1

22.190 GPD Grievance Procedure

- A. Grievance related issues will be handled in conjunction with the City of Glendale Human Resources Department Policies and Procedures.
- B. The City of Glendale Human Resources Department will retain all grievances for the City of Glendale.
- C. The Personnel Management Unit will work with the Human Resource Department to compile an annual analysis of grievances involving personnel from the Police Department.
- D. The Employee Organization maintains the right to be present during any meeting regarding an alleged breach of any term contained in the MOU. This does not include pre-planning (preparatory) meetings among City Council, City/Management and/or the City Attorney Office. No person other than the Co-Chair(s) of the Employee Organization (GPOC) may reach a written agreement with the City that interprets or alters the rights or benefits covered under the MOU.
- E. See City of Glendale Human Resources Policy & Procedure Manual, Grievance Process, policy number 514.

Glendale Police Department General Order		
Legal Processes		22.200
Date Issued 03-15-00	Revision Date 06-16-22	Page 1 of 15

22.200 Court Appearances

- A. Duty to Attend: Employees will, when notified by subpoena, magistrate or prosecutor, attend court or quasi-judicial hearings. Permission to absent oneself must be obtained from the prosecuting attorney handling the case or other competent court officials.

- B. Clothing: When appearing in court, either the official uniform or clothing conforming to standards imposed on employees.

- C. Conduct: Employees will present a neat and clean appearance, avoiding any mannerism that might imply disrespect to the court or bring discredit to the Department.

- D. Punctuality Required: Employees will appear punctually for court sessions.

- E. Service Weapon: For the safety and protection of police employees, victims, witnesses, spectators, judges, court personnel, etc., all armed police employees may carry their service weapon while in attendance at a Glendale Municipal Court proceeding. While in attendance at Maricopa County Superior Court facilities such as the downtown Phoenix facility, east Valley (Mesa) facility, Northeast facility (Surprise), Juvenile Court at Durango, etc. officers are hereby directed to comply with the following:
 - 1. Officers appearing at Court shall not use the “bypass” and thus avoid the metal detectors and x-ray machines at the security checkpoint when at the court to conduct personal business.

 - 2. Officers appearing at the court shall not carry their weapons on their person when at court to conduct personal business.

 - 3. Officers appearing at court shall not wear their uniform when at court to conduct personal business.

 - 4. Officers shall not, with the intent to by-pass security sign-in, check-in, or weapon screening, either verbally represent to the court security personnel that they are there on official business, or use a badge or other form of police identification, when they are at court to conduct personal business.

Glendale Police Department General Order

Legal Processes

22.200

Date Issued
03-15-00

Revision Date
06-16-22

Page
2 of 15

5. The term “personal business” means that the officer is present to attend to personal legal matter, or who has a pending matter unrelated to official police business, e.g:
- a. Family court case
 - b. Criminal court case
 - c. Order of protection
 - d. Injunction against harassment
 - e. Eviction, or
 - f. Any pre-disciplinary or disciplinary proceedings against the officer pursuant to A.R.S. 38-1101.
- F. Preparation Required: Employees will have cases properly prepared for prosecution and will be responsible for obtaining related evidence from the Property Custodian.
- G. Property Procedure: Property accepted by the courts as evidence will remain in the possession of the Clerk of Court, who will then be responsible for disposition. Any property not admitted to evidence or retained by the court will be returned to the Property Custodian by the employee. If the court retains the property, employees will so advise the Property Custodian by memorandum. Eventually, property admitted into evidence and retained by the court will be released back to the department. The employee will be responsible for picking up the property at the court and returning it to the Property Custodian.
- H. Miscellaneous: Employees will remain in the courtroom while court is in session unless given permission by the court to leave or excluded by the court, and while there, will give their undivided attention and respect. Employees will not smoke or indulge in private conversation while court is in session, nor loiter or make unnecessary noise in the hallways or anterooms of the court building.
- I. Industrial Leave: When an employee is injured and placed on industrial leave for an extended period of time, he will submit a memorandum through channels to the City Prosecutor's office advising approximately how long he will be unavailable to act as a witness. If the employee is unable to complete the memo, his immediate supervisor will be responsible for seeing that a memo is submitted. When the employee returns to duty, he/she will contact the Prosecutor's office.

Glendale Police Department General Order		
Legal Processes		22.200
Date Issued 03-15-00	Revision Date 06-16-22	Page 3 of 15

- J. Adherence to Policy: It will be the duty of each employee to adhere to all provisions of this policy. Any employee, under subpoena, failing to appear may be subject to disciplinary action.

22.201 Testifying

- A. Testifying Truthfully: Employees will be truthful at all times while under oath.
- B. Testifying for the Defendant: Employees subpoenaed or otherwise requested to testify for the defense in any trial or hearing, or against the City or Department in any hearing or trial, will notify their supervisor by memorandum upon receipt of the subpoena or request, setting forth the following information:
1. Date and time of appearance.
 2. Type of court and trial, i.e., civil, criminal or traffic.
 3. Name of person on whose behalf the employee is to appear.
 4. Whether subpoenaed or requested due to knowledge of the case or as an expert witness.
- C. Defense Interview: When required by the Arizona Rules of Criminal Procedure, employees should not refuse to be interviewed in connection with a particular criminal case by the defendant's attorney. However, officers should not be interviewed without the presence of the appropriate prosecuting attorney unless the officer has contacted the prosecuting attorney and obtained consent to be so interviewed.
- D. City Court Non-Jury Trials
1. City court non-jury trial calendars have been modified to show times of 8:15am and 1:15pm. Subpoenas and appearance orders should reflect those times for non-jury trials.
 2. For all non-jury trials (victim cases only), employees will be placed on unrestricted standby for 1 hour.

Glendale Police Department General Order		
Legal Processes		22.200
Date Issued 03-15-00	Revision Date 06-16-22	Page 4 of 15

22.202 Subpoenas

- A. In General: Employees will accept all subpoenas legally served and make every effort to be available at the designated time. Suspended employees are required to testify in criminal prosecutions and are entitled to compensation at straight time. A copy of the subpoena must be submitted for reimbursement.

- B. Subpoenas will be delivered to the department via fax, hand-delivery, email, court appearance notification system, or postal mail. The department designated representative pick up all subpoenas from their designed delivery spot(s). Subpoenas will be scanned and sent via e-mail to the employee(s) noted on the subpoena and their supervisor(s). Subpoena distribution will continue in the current manner:
 - 1. Electronic distribution to both the employee and their supervisor.
 - 2. Electronic copies of the subpoenas will be retained for a minimum of 30 days after the court appearance date.

- C. Confirmation of appearance may be obtained by contacting the applicable court prior to the scheduled date and time.

- D. Delay or Absence: When employees are unable to appear as directed, they will notify the Court, the subpoenaing party, and a supervisor as soon as possible and explain the absence or delay.

- E. Subpoenas for Civil Actions: Subpoenas for civil actions will be processed as follows:
 - 1. Any process server attempting to serve subpoenas which are not directed to a specific individual for a civil action will be referred to the Office of the Police Chief where the document may be accepted by the staff or Legal Advisor. Such subpoena must be accompanied by the appropriate fee.
 - 2. All civil subpoenas naming a specific individual must be served on that individual. They may not be accepted by any other person, unless the subpoenaed employee gives verbal or written authorization for an authorized employee to accept service on their behalf.
 - a. If the employee is on duty, he/she shall be summoned to the station to accept service.

Glendale Police Department General Order		
Legal Processes		22.200
Date Issued 03-15-00	Revision Date 06-16-22	Page 5 of 15

- b. If the employee is off duty, the process server shall be advised of his/her next tour of duty.
 - The subpoena should not be accepted by the employee unless the required witness fee for one day's attendance and one way mileage to the court is attached (a minimum of \$12.00)
- 3. This policy does not affect the serving of subpoenas for criminal action, including subpoenas duces tecum. They may be accepted according to other current procedures.
- F. All supervisors are required to maintain a log of subpoenas/summons received for each of their employees. The log will contain the employee's name, the court issuing the subpoena/summons, the date of the proposed appearance, the time of the proposed appearance, the name of the defendant, the date of the subpoena was delivered to the employee, and the signature of the employee acknowledging receipt of the subpoena.

22.203 Employees No Longer Employed by the City of Glendale Police Department

Employees will sign a temporary contract upon separation from the police department, regardless of whether it is voluntary or involuntary. When a former employee receives a criminal subpoena, they will follow the same procedures as shown above. The former employee will be compensated for time spent in court at the last rate of pay the former employee had received. Former employees will submit a copy of the subpoena, which has been signed by the court indicating appearance and time spent at court. That document will be submitted to Administrative Services Division Command. The hours will be submitted through the city payroll process. The check for court appearance will be sent to the employee's home address, via postal service mail.

22.204 Witness Fees

- A. Non-Duty Related: If an employee receives a witness fee relative to a matter which is not related to his official duties or status as a Department employee the employee must appear during off-duty time or use vacation leave for the time away from duty. The employee shall notify his supervisor by memorandum of his required attendance.
- B. Duty Related: If a Department employee receives a fee as the result of being subpoenaed for witness service (including travel expenses, subsistence, etc.) relating to his official duties or status as a Department employee, he will notify his supervisor by memorandum and forward the cash or endorsed check received as fees and a copy

Glendale Police Department General Order		
Legal Processes		22.200
Date Issued 03-15-00	Revision Date 06-16-22	Page 6 of 15

of the subpoena to the Division Commander. If the subpoena and fee are for an appearance outside the City, involving expenses for travel, food, and lodging, the employee will comply with the procedures for travel expenses.

- C. Funds Advance: Funds for travel, food, and lodging (which will be paid in advance if necessary) may be received from the City by forwarding a memorandum through the Chain two weeks in advance where the necessary forms to obtain the funds will be processed.
- D. Filing Travel Report: Upon return from witness duty under these conditions, employees will submit their expense receipts for the trip and complete the necessary travel report forms, within three (3) days of their return.
- E. Expert Witness: When employees of the Department are subpoenaed into court as expert witnesses and if information or knowledge to be used as testimony has been gained through any investigation conducted while on duty (including any investigation performed during overtime), employees will NOT be allowed to retain any fees for testimony.

22.205 Legal Advice

- A. When obtaining legal advice from the department's legal advisor, the following procedures are to be adhered to:
 - 1. Oral Opinions: Any employee may request verbal advice or a legal opinion in-person or telephone from the legal advisor, when the legal advisor is on-duty. If the legal advisor is off-duty, such request must be made by a supervisor or approved by a supervisor. The legal advisor has the authority to require the request be made in the form of a request for a written opinion if the matter will have sufficient impact on the department. When requesting an opinion, the employee must volunteer if another attorney or a supervisor has given an opinion in the matter.
 - 2. Written Opinions: A written opinion request is to be forwarded to the legal advisor via the employee's chain of command. Written opinions will only be issued upon matters of substantial impact on the department or the officer, or in cases or situations that may prove repetitive. Otherwise, the matter is probably better suited to an oral opinion.
 - 3. Requests for Field Investigative Assistance, Review of Documents, etc.: All requests for the services of the legal advisor, other than for written or oral

Glendale Police Department General Order		
Legal Processes		22.200
Date Issued 03-15-00	Revision Date 06-16-22	Page 7 of 15

opinions, shall be made by or approved by the Duty Officer unless procedures to the contrary are established.

22.206 Court Orders

- A. The purpose of this directive is to establish guidelines for the receiving, acceptance, and service of Court Orders under ARS 13-3602; and 12-1809.
- B. Court Orders meeting the requirements listed in 22.206 H will be accepted at the Glendale Police Department in the following manner:
 - 1. Lobby Personnel – Monday through Friday 0800-1700
 - 2. Records Personnel - Via fax machine
 - 3. Court Services Officer - Via U.S. mail
 - 4. AZ Point
- C. Upon receipt, personnel accepting these court orders at the Glendale Police Department Main Station will stamp the document with the following information:
 - 1. Date received
 - 2. Time received
 - The appropriate stamp is located in the Lobby and Records areas.
- D. Personnel accepting the court order will forward the order to the Court Services Officer, or their designee.
 - In the case of mental health orders, a supervisor should be contacted to evaluate the order.
- E. The Court Services Officer or designee is responsible for checking incoming trays for court orders on a regular basis.
- F. The Court Services Officer or designee will log receipt of all orders on the Court Order Log Form. This log form will document the following:
 - 1. Date and time received
 - 2. Type of legal process, civil or criminal
 - 3. Nature of document
 - 4. Source of document

Glendale Police Department General Order

Legal Processes

22.200

Date Issued
03-15-00

Revision Date
06-16-22

Page
8 of 15

5. Name of plaintiff/complainant or name of defendant/respondent
 6. Officer assigned for service
 7. Date of assignment
 8. Court docket number
 9. Date service due
- G. After logging the court order, it will be distributed to the appropriate supervisor for service or served by the Court Services Officer.
- H. Types of Court Orders accepted for service by Glendale Police personnel:
1. Orders of Protection issued by any city court within Arizona
 2. Orders of Protection issued by a Justice Court or Superior Court
 - a. The plaintiff may call to have patrol serve any order of protection issued in Arizona. This will be treated as a regular call for service.
 - b. The plaintiff must call from a location close to where the defendant is physically located in the City of Glendale and possess a certified copy of the order of protection that can be served-or verified in the AZ Point system.
 - c. If the defendant cannot be served, the order of protection should be returned to the plaintiff (if a hard copy was provided by the plaintiff).
 3. Injunctions Against Harassment Orders issued by the Glendale City Court
 - a. GPD officers will only serve Glendale City court orders if the defendant resides or works within the City of Glendale.
 - b. If party resides outside the City of Glendale, the plaintiff will be directed to seek the services of a process server or law enforcement where the party resides.
 - c. GPD Officers will not serve injunctions against harassment issued by other city courts, they should be referred to a process server or the city where the defendant works or resides unless they meet the requirement as stated in section D listed below. A supervisor may authorize the service of an injunction against harassment from an outside Arizona municipal court if the defendant can be served within the city limits.

Glendale Police Department General Order

Legal Processes

22.200

Date Issued
03-15-00

Revision Date
06-16-22

Page
9 of 15

The supervisor may use current staffing levels, calls for service and situational basis for this decision. (ARS 12-1809.D).

- d. GPD officers will serve other jurisdiction Injunctions Against Harassment that arose out of a dating relationship or sexual violence, where the service fee was waived by the court, and if the defendant can currently be served within the Glendale City limits.
4. Superior Court Mental Health Detention Orders
5. Emergency Mental Health Evaluation Pickup Orders
- I. Exceptions:
 1. If a GPD officer is present on a “call for service” and both parties are present, any order of protection, injunction against harassment, or mental health order should be served, regardless of issuing Court.

22.207 Serving / Executing Court Orders

- A. Patrol personnel who serve court orders per G.O. 22.026 will document the information following guidelines listed in this order. The officer serving the order will complete a Certificate of Affidavit of Service in AZ Point. If AZ Point is not available a hard copy may be used and turned in to the Court Service Officer as soon as possible.
- B. A record on the execution or attempted service of legal process documents is maintained by the Court Services Officer and includes:
 1. Date and time service was executed/attempted;
 2. Name of officer(s) executing/attempting service;
 3. Name of person on whom legal process was served/executed;
 4. Method of service/reason for non-service; and
 5. Address of service/attempt.
- C. Unsuccessful services should be documented as a Dispo 9 on the officers log. All successful services should be completed as a Dispo 1 with a GPD departmental report number (DR) associated with the service. All attempts and successful services shall be documented in the AZ Point system.

Glendale Police Department General Order		
Legal Processes		22.200
Date Issued 03-15-00	Revision Date 06-16-22	Page 10 of 15

22.208 Service of Justice Court or Superior Court Orders of Protection

- A. The Glendale Police Department will serve Orders of Protection from a Justice Court or Superior Court under the following circumstances:
1. The plaintiff will first ascertain if the defendant is present at a location in Glendale. No service will be attempted unless the presence of the defendant has been verified.
 2. Once a location within the City has been determined, the plaintiff will then request an officer to meet with him/her at a location. This request will be done as any other call for service through the Communications Unit.
 3. Once the officer has met with the plaintiff, the officer shall ascertain that the order was issued from a Justice Court and is valid. After confirmation the plaintiff should be instructed to remain at the prearranged location while the service is attempted.
 4. If the service is successful, the officer will complete the court order service section and the Police Department service form if the order is in hard copy form. If completed in AZ Point a copy should be printed and provided to the plaintiff to document the service.
 5. If the service is unsuccessful, the court order will be returned to the plaintiff. No Police Department form is needed. If the plaintiff has departed, the court order will be returned to the Police Department's Court Services Officer, who will return the order to the Justice Court without service.
 6. Officers will log successful services as a Dispo 1 with a GPD DR number and unsuccessful attempts on their log sheet using a Dispo 9.

22.209 Order of Protection (ARS 13-3602)

- A. A person may file a verified petition, as in civil actions, with a magistrate, justice of the peace or superior court judge for an order of protection for the purpose of restraining a person from committing an act included in domestic violence. If the person is a minor, the parent, legal guardian or person who has legal custody of the minor shall file the petition unless the court determines otherwise.

Glendale Police Department General Order

Legal Processes

22.200

Date Issued
03-15-00

Revision Date
06-16-22

Page
11 of 15

- B. Full Faith and Credit – A protection order is valid if the issuing court had jurisdiction over the parties and the matter under the laws of the issuing state, a United States territory or an Indian tribe and the person against whom the order was issued had reasonable notice and an opportunity to be heard. If the order is issued ex parte, the notice and opportunity to be heard shall be provided within the time required by the laws of the issuing state, a United States territory or an Indian tribe and within a reasonable time after the order was issued (A.R.S. 13-3602.V.2). A peace officer may presume the validity of and rely on a copy of a protection order that is issued by another state, a United States territory or an Indian tribe if the order was given to the officer by any source. A peace officer may also rely on the statement of any person who is protected by the order that the order remains in effect. A peace officer who acts in good faith reliance on a protection order is not civilly or criminally liable for enforcing the protection order pursuant to this section (A.R.S. 13-3602.V.4).
- C. Once the order is served, it is good for one year, unless renewed for a longer period. If our department serves the order, the officer who provides the service must fill out and return to the appropriate court an affidavit of service.
1. An order not served within one year expires.
 2. A modified order is effective upon service and expires one year after service of the initial order and petition.
- D. Violators of an order of protection will be charged with ARS 13-2810.A.2, Interference with Judicial Proceedings.
- If violator commits a class 1 or 3 misdemeanor assault and a valid order of protection is in effect, the violator will be charged with felony aggravated assault under ARS 13-1204.A.7.
- E. Officers responding to domestic violence calls must serve orders of protection if the victim provides them with a certified copy of the court order.
- F. Conditions of release should be handled in a similar manner as Order of Protection Violations and are also charged under ARS 13-2810.A.2 Interference with Judicial Proceedings.
1. Conditions must be verified with court only (PD Records only maintains initial set).

Glendale Police Department General Order

Legal Processes

22.200

Date Issued
03-15-00

Revision Date
06-16-22

Page
12 of 15

- a. Criteria can change as quickly as later the same day after release.
- b. Officers should ask the suspect about the conditions of release and whether they have been altered or dismissed.

22.210 Emergency Orders of Protection. (ARS 13-3624)

- A. Judges are available by telephone to issue Emergency Orders of Protection during times when the courts are closed. The officer must state that there are reasonable grounds to believe that a person is in immediate and present danger of domestic violence based upon an allegation of a recent incident of actual domestic violence. If the judge finds that a person's life or health is in imminent danger, the judge may issue an Emergency Order of Protection.
- B. The officer will contact the Maricopa County Superior Court Initial Appearance Court at (602-372-9421 and will be connected to the on-call judge.
- C. The officer will advise the judge of the circumstances surrounding the request for the Emergency Order of Protection.
- D. If the judge grants an Emergency Order of Protection, the officer will complete the Emergency Order Section of the form which is located on the GPD Hub. The emergency order can be issued either oral ex parte or written. If an order was issued oral ex parte, the form shall be completed by the officer and the service will be documented on the Emergency Order. An emergency order of protection expires at the close of the next day of judicial business following the day of issue or seventy-two hours after issuance, whichever is longer, unless otherwise continued by the court.
- E. The original copy of the form must be sent directly to the Clerk of the Superior Court through interdepartmental mail. The victim (plaintiff) receives a copy and the suspect (defendant) receives a copy.
- F. The officer will notify a police communications supervisor of the service of the emergency order of protection. The emergency order shall be entered into NCIC by communications. Communications is responsible for removal of the order from NCIC after its expiration.

Glendale Police Department General Order		
Legal Processes		22.200
Date Issued 03-15-00	Revision Date 06-16-22	Page 13 of 15

22.211 Injunction against Harassment, ARS 12-1809

- A. Harassment means any of the following: (1) a series of acts over any period of time that is directed at a specific person and that would cause a reasonable person to be seriously alarmed, annoyed or harassed and the conduct in fact seriously alarms, annoys or harasses the person and serves no legitimate purpose, (2) one or more acts of sexual violence as defined in 23-371, (3) any contact if the person is the victim of a crime that was committed by the defendant. In this context, “crime” means a conviction for an offense whether completed or preparatory, that is a dangerous offense defined in 13-105, a serious offense or violent or aggravated felony as defined in 13-706 or any offense in title 13, chapter 14 or 35.1. The remedy for a victim is to obtain an Injunction against Harassment from any magistrate.
- B. Officers will relate the following information to the complainant:
1. The definition of harassment.
 2. A petition to file for an Injunction against Harassment may be obtained from a magistrate, and in most instances, the complainant may take the petition before the judge the same day.
 3. Specific statement showing events and dates of acts constituting the harassment.
 4. Name the court where there are or have been any proceedings or orders concerning the defendant’s conduct for which restraint is being sought.
 5. The telephone number for the Glendale Police Department and any other appropriate emergency numbers.
- C. Violations of this injunction will be handled similarly to a violation of an Order of Protection.
1. Officers will serve injunction against harassment when they respond to civil situations and the plaintiff supplies them with a certified copy of the injunction. A copy of the petition for the injunction must also be served to the defendant. Officers are authorized to serve these orders by A.R.S. 12-1809(D).

Glendale Police Department General Order

Legal Processes

22.200

Date Issued
03-15-00

Revision Date
06-16-22

Page
14 of 15

2. MCSO Records or AZ Point can ~~will~~ be utilized to verify specific conditions of an Injunction against Harassment.
3. Officers may use their own discretion whether or not to arrest violators of an Injunction against Harassment.
4. Arrested persons must be booked. A citation cannot be issued.
5. Violators of an Injunction Against Harassment will be charged with ARS 13-2810.A.2, Interference with Judicial Proceedings.
6. Officers who make an arrest, per ARS 12-1809, are not civilly or criminally liable for the arrest if the officers act on probable cause and without malice. (A.R.S. 12-1809(Q)).

22.212 Access Interference ARS 13-1305

- A. Access order means a court order that allows a person to have direct access (visitation) to a child or incompetent person during a specific time, day or place.
 1. The order may be either in a divorce (dissolution of marriage) decree or a separate access order.
 2. The order can give access (visitation) to a parent, grandparent, or other person.
- B. Situations where both persons have joint custody of a child or incompetent person and one is denied physical custody would be considered a violation of custodial interference, ARS 13-1302, and not access interference.
- C. Complaints will be advised that they must have a certified copy (contains a stamped seal of the court and either a judge's signature or that of a custodian of records; i.e., clerk) of the access order in their possession before an officer is dispatched and a report taken. Officers should not arrest a violator without supervisory approval.

22.213 Preliminary Injunctions

- A. A preliminary injunction is a temporary court order issued to maintain the status quo pending any further hearings and orders dealing with the subject

Glendale Police Department General Order		
Legal Processes		22.200
Date Issued 03-15-00	Revision Date 06-16-22	Page 15 of 15

matter of the preliminary injunction (not to be confused with Conditions of Release). Preliminary injunctions are often issued in domestic relations cases by the Superior Court.

- B. The party seeking enforcement of preliminary injunction should be advised to contact the court where the injunction was issued for potential action for contempt of court.
- C. Officers will not arrest a subject solely for violating a preliminary injunction. Officers should arrest for any criminal acts committed in conjunction with the preliminary injunction violation.
- D. When domestic violence is involved, officers will follow the Glendale Police Department Domestic Violence Policy. Include in the DR that a preliminary injunction has been issued.

22.214 Mental Health Court Orders

For Information regarding Mental Health Court Orders refer to General Order 24.400, *Responding to Mental Illness*.

Glendale Police Department General Order		
Professional Standards Unit		22.500
Date Issued 04-27-03	Revision Date 10-03-23	Page 1 of 10

22.501 Philosophy

- A. The Glendale Police Department is committed to maintaining a positive relationship with the community and to correcting any actions, practices, or behavior on the part of department employees that is not professionally acceptable. The integrity and reputation of the department depends to a great extent upon the manner in which the members of the department perform their varied duties.

- B. To ensure the integrity of the department, while protecting the rights and interests of private citizens and department employees, it will be the policy of the Glendale Police Department to require an appropriate investigation of all complaints, including anonymous complaints, against the department or its employees.

22.502 Responsibilities of the Professional Standards Unit

- A. Receive, record, and investigate or refer for investigation all complaints made against the Glendale Police Department and/or its employees.

- B. Coordinate the departmental complaint process and assist other components of the department in the process of receiving and investigating complaints and routing completed investigative files through the complaint disposition process.

- C. Track and maintain records of all complaints made against the police department and/or its employees, as well as the disposition of the complaint.

- D. Conduct investigations of incidents as required by policy.

- E. Administer the Internal Affairs Professional Standards Software (IAPro), the Random Drug Screening Program, and the Early Warning System.

- F. Handling complaints regarding customer service issues that have been forwarded to PSU to evaluate whether it should be sent for mediation.

22.503 Professional Standards Unit Authority

- A. Professional Standards Investigators are to be considered direct representatives of the Chief of Police, in all matters of concern to the Professional Standards Unit. Department owned desks, lockers, storage space, rooms, offices, equipment, work areas, and vehicles are the sole property of the department and subject to

Glendale Police Department General Order

Professional Standards Unit		22.500
Date Issued 04-27-03	Revision Date 10-03-23	Page 2 of 10

inspection at any time deemed necessary by the Chief, or any other supervisor. Therefore, members of the Professional Standards Unit will have unimpeded access to all Glendale Police facilities, lockers, storage, equipment, records, and personnel for the purposes of investigations; and will receive full cooperation from all members of the Glendale Police Department.

- B. The Professional Standards Unit will report directly to the Chief, or their designee, and will keep them apprised of the following:
1. New and on-going cases.
 2. Shall ensure the Chief, or their designee, is immediately notified of all serious or significant allegations that are received, or updates to ongoing cases.

22.504 Professional Standards Unit Cases

- A. The Professional Standards Unit will investigate the following allegations or situations:
1. Violations of state/federal statues or City of Glendale ordinances. The appropriate criminal investigative unit (i.e., Violent Crimes, Sex Crimes, etc.) will conduct the criminal investigation. The Professional Standards Unit will conduct the administrative investigation of allegations of criminal activity.
 2. Complaints made by employees of another law enforcement agency, which may be referred to other department supervisors based upon the severity of the allegation.
 3. Abuse or misuses of authority
 4. Unnecessary or excessive use of force
 5. Harassment, rudeness, discourtesy, or verbal abuse, which may be referred to other department supervisors based upon the severity of the allegation.
 6. Discriminatory conduct-racial/ethnic slurs (Workplace Harassment cases will be forwarded to the Human Resources Department for investigation).
 7. Untruthfulness

Glendale Police Department General Order

Professional Standards Unit		22.500
Date Issued 04-27-03	Revision Date 10-03-23	Page 3 of 10

8. Officer involved shootings
9. Death or life-threatening injury of person in custody
10. Sex on duty
11. Other acts of serious nature, and matters as directed by the Chief of Police, or their designee.

22.505 On Call Responsibilities

- A. The Professional Standards Unit will maintain an on-call phone number. The on-call Professional Standards Unit Investigator will be notified for immediate response to:
 1. Any officer involved shooting. The Professional Standards Unit Investigator will also facilitate a weapon exchange, when applicable.
 2. Any death or serious injury (life threatening) of a subject while in the custody of the Glendale Police Department.
 3. Any death or life threatening injury caused by or attributed to a Glendale Police Officer/Detention Officer.
 4. Any instance in which an officer is involved in a criminal violation where there is a likelihood of an arrest, or where the officer has been arrested.
 5. Any situation in which a departmental violation has been committed by an officer that is of such magnitude and complexity that the Operations Lieutenant / On-Call Duty Officer deems the response of a Professional Standards Unit investigator to be necessary.
 6. The Professional Standards Unit Supervisor and/or designee will immediately notify the Chief of Police or his designee of all serious or significant cases.
 7. Any vehicle pursuit which results in serious injuries or death of any person.

Glendale Police Department General Order

Professional Standards Unit		22.500
Date Issued 04-27-03	Revision Date 10-03-23	Page 4 of 10

22.506 File Maintenance and Security

- A. The Professional Standards Unit is responsible for maintenance of the following employee complaint form files:
1. Allegations of employee misconduct
 2. All administrative investigative reports
 3. A log of all administrative investigations
 4. Other information which requires retention
- B. Internal or Administrative Investigation files will be segregated from all other department files and maintained within the Professional Standards Unit Office.
- C. Professional Standards Investigative and Administrative files are considered confidential and access is limited to the following:
1. Sworn or civilian employees holding the rank of Commander or higher.
 2. Employees assigned to the Legal Unit and attorneys employed or retained by the City of Glendale. When court orders requiring the release of these reports are received, the matter will be handled by the Legal Unit or the City Attorney's Office.
 3. Personnel assigned to the Professional Standards Unit. Employees assigned to that unit on a temporary basis will only be given access to files they need to complete specific assignments. This access may be authorized by any Professional Standards Unit supervisor.
- D. Review of the files by any other person, either inside or outside the department, will be permitted when it is determined to be in the best interest of the department, and with the approval of an Assistant Chief of Police, Assistant Director of Police Services, or higher.
- E. Requests for Professional Standards Unit files will be made in writing and reviewed by the department Legal Unit. Requests from the media will be processed through the Public Information Officer (PIO). Upon receipt of such request, the PIO will notify the Legal Unit, and the decision about what information will be released will be reached by that unit.

Glendale Police Department General Order

Professional Standards Unit		22.500
Date Issued 04-27-03	Revision Date 10-03-23	Page 5 of 10

- F. The Professional Standards Unit may also facilitate a file review for current or former employees seeking employment with another law enforcement agency. The file review will take place in person within the Professional Standards Unit office and must be accompanied by a waiver signed by the current or former employee seeking employment. File review request are generally made through the Personnel Management Unit (PMU).
- G. Document reproduction costs will be consistent with the fees charged by the Records Department.

22.507 Reporting Requirements

- A. The Professional Standards Unit will prepare a weekly report, which is forwarded to the Executive Assistant Chief or the Chief of Police. This report will include, at a minimum, information such as the number of open complaints, employee involved and assigned investigator, and allegation being investigated.
- B. The Professional Standards Unit will prepare an annual report. The annual report will include a summary of complaints for the previous calendar year.
- C. This information is available for dissemination in a manner that is consistent with existing policies governing the release of such information.

22.508 Mediation Program – Purpose

The Glendale Police Department Mediation Program is intended to provide a structured, confidential, and voluntary process, which allows citizens and Department employees the opportunity to use mediators to discuss citizen concerns involving customer service issues, to share their views, and to work to resolve their differences.

22.509 Mediation Procedures

- A. Case Eligibility – Citizen complaints received within the PSU or by the employee’s supervisor alleging customer service issues (e.g. rudeness and demeanor complaints) or a violation of General Order 22.046 shall be evaluated by PSU to determine if mediation may be appropriate.
- B. Employee/Complainant Eligibility – All employees of the Glendale Police Department are eligible. However, in all cases, the determination regarding case eligibility for mediation will be made by the department. In preparing

Glendale Police Department General Order

Professional Standards Unit		22.500
Date Issued 04-27-03	Revision Date 10-03-23	Page 6 of 10

recommendations regarding possible opportunities for the use of mediation, the PSU staff will review the following information:

1. Prior mediations by both the employee and complainant, if any
 2. Prior complaint history of both the employee and complainant, if any
 3. The nature of the present allegation(s)
- C. The Executive Assistant Chief or designee shall make the final determination for the use of mediation based on the following criteria:
1. PSU Recommendation for Mediation
 2. Case eligibility
 3. Complainant/employee eligibility
- E. **Definition: Mediation Specialist** – The person selected to conduct the mediation.

22.510 Mediation Process

- A. When supervisors receive a citizen complaint that may be eligible for mediation, the following steps will be taken:
1. The supervisor will initially handle the complaint following normal policies and procedures, including asking the citizen to sign a citizen complaint form.
 2. The PSU Lieutenant or their designee will review the complaint to determine if the complaint may be eligible for mediation.
 3. Once mediation for a compliant has been authorized, the PSU Lieutenant or their designee will contact the Department employee and the complainant to ascertain if **both** parties are willing to participate in the program.
 - a. The citizen will be advised if they choose to have their complaint handled through the mediation process, no other investigative action will be taken as a result of their complaint unless the mediation is categorized as “Unsuccessful” due to the actions of the employee, as described below.
 - b. If the employee or the citizen does not wish to participate in mediation, then the issue will be handled like any external complaint.

Glendale Police Department General Order

Professional Standards Unit

22.500

Date Issued
04-27-03

Revision Date
10-03-23

Page
7 of 10

- B. If both parties agree to mediation, the PSU Lieutenant or their designee will obtain contact information and scheduling preferences from each party and forward it to the Administrative Services Commander for processing.
1. The Administrative Services Commander or their designee will facilitate the mediation process.
 2. Contact information (only) for both parties will be provided to the Mediation Specialist.
 3. The Mediation Specialist will then contact each party and schedule the actual mediation. (location TBD)
 - a. Every attempt will be made to schedule the mediation during the employee's duty hours. When attending mediation while on-duty, employees shall dress in their respective uniform of the day.
 - b. When attending during off-duty hours, dress shall be court attire as described by *General Orders, 22.020, "Court Appearances" and General Orders, 60.350 "Dress Code."*
 - c. Employees attending a mediation meeting while off duty will be compensated as described by GO 21.320, "Overtime."
 - d. Employees shall follow the court conduct performance guidelines as described by *General Orders, 22.020, "Court Appearances."*
 - e. Employees shall abide by behavioral guidelines issued by the mediator.
 4. Once a Department employee accepts a date and time for mediation session, the employee shall appear on the scheduled date and time.
 - a. Department employees who are ill, or have an emergency on the mediation date and are unable to attend, are responsible for contacting the Administrative Services Commander or their designee during normal business hours (0700-1700). After hours the employee shall contact the on call PSU Sergeant.
 5. The employee and the complainant will each be permitted to re-schedule **one** mediation session for reasons of illness or unforeseen emergencies.

Glendale Police Department General Order

Professional Standards Unit

22.500

Date Issued
04-27-03

Revision Date
10-03-23

Page
8 of 10

- a. Department employees are required to re-schedule a mediation session in the event of a court conflict and this re-scheduling is an excused absence and not counted against the officer
 - b. If the employee or complainant attempts to re-schedule a second time, the complaint will be returned to PSU utilizing the Mediation Disposition Form.
- C. At the conclusion of the mediation, the Mediation Specialist will forward the Mediation Disposition Form to PSU through the Administrative Services Commander categorizing the mediation as one of the following:
1. Agreement:
 - a. The citizen and the employee successfully met with the mediator and both agree they understood each other's issues, and the incident was created by miscommunication or a misunderstanding of procedures.
 2. Non-agreement:
 - a. The citizen and the employee successfully met with the mediator and voiced their concerns or viewpoints. Although neither party agrees with the viewpoint of the other person, the parties do agree they will use the information to work towards a more positive interaction in the future, if that interaction were to occur.
 3. Unsuccessful:
 - a. Employee or the citizen fails to abide by the behavioral expectations of the mediation session. *Employees may be subject to discipline if appropriate under the circumstances.*
 - b. Employee or the citizen fails to attend without proper notification. *If the absence is intentional, employees may be subject to additional discipline.*
 - c. Employee or citizen fails to meet scheduling criteria. *If the scheduling issue is intentional, employees may be subject to additional discipline.*
- D. No tape recording, witnesses, or evidence will be allowed during the mediation.

Glendale Police Department General Order

Professional Standards Unit

22.500

Date Issued
04-27-03

Revision Date
10-03-23

Page
9 of 10

E. There shall be no appeal or grievance of the mediation agreement.

22.511 Mediation Resolutions

- A. If the mediation receives a disposition of either **“Agreement”** or **“Non-Agreement,”** the complaint will be withdrawn and will not appear on the employee’s PSU history. The case will be assigned a mediation number and logged in the mediation database. Both parties will receive a letter advising of the disposition of the mediation.
- B. If the mediation receives a disposition of **“Unsuccessful”** the complaint will be returned to PSU for processing as an External Complaint if the employee’s actions resulted in a disposition of **“Unsuccessful.”**
1. The Department employee will be considered to have fulfilled his/her obligations to the Mediation Program and the complaint will be withdrawn and will not appear on the employee’s PSU history if an **“Unsuccessful”** disposition is the result of one of the following:
 - a. Complainant fails to attend without proper notification
 - b. Complainant fails to meet with the scheduling criteria
 - c. Complainant fails to abide by the behavioral expectations
 2. The case will be assigned a mediation number and logged in the mediation database. Both parties will receive a letter advising of the disposition of the mediation.
- C. The mediation file shall contain the following items:
1. The “Consent to Mediate” Form
 2. The “Mediation Disposition” Form
 3. A copy of the letter advising the participants of the outcome of their mediation session
- D. The mediation file shall be retained by PSU for a period of three years after calendar year resolved.

**Glendale Police Department
General Order**

Professional Standards Unit		22.500
Date Issued 04-27-03	Revision Date 10-03-23	Page 10 of 10

- E. All parties shall strive to complete the mediation process within thirty calendar days of acceptance of a mediation date from a Mediation Specialist.

Glendale Police Department		
General Order		
Response to Resistance		23.000
Date Issued 02-02-00	Revision Date 10-13-22	Page 1 of 37

23.001 Purpose

- A. The policies of the Glendale Police Department regarding the use of physical force, less lethal and lethal weapons and equipment, deadly force, and discharging firearms will be set forth in this order. Each sworn officer, employee, and police recruit will have access to this order and will be instructed in these applicable policies before employing any of the weapons or tactics set forth herein. Only Department-issued or approved weapons, equipment, and chemical agents will be authorized.
- B. These policies are intended to provide guidance to employees in carrying out public safety activities and the mission of the Department. They are definitely not intended to be standards of conduct that, if breached, expose employees to civil liability because to do so would seriously undermine the department's ability and motivation for writing policy and severely restrict employee discretion.

23.002 Philosophy

- A. **Response to Resistance:** It is the philosophy of the Glendale Police Department to use only the amount of force or control reasonably necessary to conduct lawful public safety activities and the mission of the Department. The method of force/control used is predicated on the circumstances of the contact and the amount of resistance presented by the suspect. Employees will only use the amount of force/control reasonably necessary to overcome this resistance, protect property, and save lives. Under no circumstances will the force/control used be greater than necessary to achieve lawful objectives. Deadly force should not be used unless an employee reasonably believes it is necessary to protect the employee or other persons from imminent danger of death or serious physical injury.
- B. **Use of Physical Control/Force and Less Lethal Weapons:** It is the philosophy of the department to use only the amount of control/force necessary to conduct lawful public safety activities and missions of the department. The type and method of control/force will be only that which is reasonable and necessary based upon the circumstances. Once it is determined that a subject is fully in control of affected Officers during an incident that requires the use of force, and it is reasonable to do so, the force being utilized must terminate.
- C. **Use of Deadly Physical Force:** It is the philosophy of the department to use deadly physical force only to overcome an attack, which could produce serious physical injury or death to the employee or to another person, where no other means are reasonably available to overcome the attacker. Any other

Glendale Police Department		
General Order		
Response to Resistance		23.000
Date Issued 02-02-00	Revision Date 10-13-22	Page 2 of 37

use of deadly physical force will be presumed to be a deviation of policy and as such, the employees must substantiate the necessity for the use of the weapon and/or force.

In situations where the employee must overcome an attack that the employee reasonably believes would produce serious physical injury or death to the employee or another person, the employee may resort to any method to overcome the attack. Once the situation has stabilized and the threat of serious physical injury or death is past, the employee must once again immediately resort to approved less-lethal force tactics.

D. **De-Escalation**: It is the philosophy of this department that when all of the reasonably known circumstances indicate it is safe, prudent, and feasible to do so, an officer(s) shall attempt to slow down, reduce the intensity, or stabilize the situation so that more time, distance, space and tactical flexibility may become available for incident resolution.

E. **Force Used** - Use of force should conform with the following cases and factors:

1. *Graham v. Connor*, 490 U.S. 386, 109 S.Ct. 1865, 104 L.Ed.2d 443, 57 USLW 4513 (1989)
 - Severity of the crime at issue
 - Whether the suspect poses an immediate threat to the safety of the officers or others
 - Whether the suspect is actively resisting arrest or attempting to evade arrest by flight

2. *Tennessee v. Garner*, 471 U.S. 1, 105 S.Ct. 1694, 85 L.Ed.2d 1, 53 USLW 4410 (1985)
 - Under the Fourth Amendment of the U.S. Constitution, a police officer may use deadly force to prevent the escape of a fleeing suspect only if the officer has a good-faith belief that the suspect poses a significant threat of death or serious physical injury to the officer or others.

3. *Estate of Hill v. Miracle*, 853 F. 3d 306 (2017)
 - Whether the individual is experiencing a known medical emergency rendering them incapable of making a rational decision under the circumstances that posed an immediate threat of serious harm to himself or others;

Glendale Police Department General Order

Response to Resistance

23.000

Date Issued
02-02-00

Revision Date
10-13-22

Page
3 of 37

- Some degree of force was reasonably necessary to ameliorate/stop the immediate threat;
- The force used was not more than reasonably necessary under the circumstances (i.e., was it excessive?)

23.003 Definitions

- A. **Deadly or Lethal Physical Force:** Any control tactic or response to resistance, which by its design or intended use could produce serious physical injury or death to an employee or to another person. Deadly force does not include the discharge of a firearm for training or qualification, hunting or sporting events, test firing in the Crime Lab, dispatching of injured animals, or SWAT tactical extinguishing of lights or any other circumstances or situations as directed by a member of senior staff.
- B. **Deadly Force Incident:** All instances in which an officer uses deadly force/control in the line of duty or when acting in a law enforcement capacity.
- C. **Deadly Weapon:** Anything designed for lethal use in a lethal manner, including a firearm.
- D. **Dangerous Instrument:** means anything that under the circumstances in which it is used, attempted to be used or threatened to be used is readily capable of causing death or serious physical injury.
- E. **Empty Hand Control:** A method of control employed by officers without the aid of equipment or weapons. There are two subcategories called “soft empty hand techniques” and “hard empty hand techniques”.
- F. **Hard Empty Hand Techniques:** The subcategory in the “*empty hand control*” that includes kicks, punches, or other striking techniques such as a brachial stun, or other strikes to key motor points that have a moderate chance of injury.
- G. **Soft Empty Hand Techniques:** The subcategory in the “*empty hand control*” that includes escort control holds, touch pressure points, and take down techniques that have a minimal chance of injury.
- H. **Less Lethal Extended Range Launcher:** Less Lethal launcher that deploys a launched kinetic impact round.
- I. **Impact Weapons:** Authorized Department equipment for which the officer has received training in techniques for striking an aggressive violator. This

Glendale Police Department		
General Order		
Response to Resistance		23.000
Date Issued 02-02-00	Revision Date 10-13-22	Page 4 of 37

method of control/force includes tools like the FN 303 less lethal extended range launcher, side handle baton, straight baton, and expandable baton.

- J. **Intermediate Weapons**: The method of control employed by officers that include the use of authorized or improvised weapons for which the officer has been trained. Some of the weapons are OC, TASER, impact weapon strikes, FN 303, less lethal extended range launcher, light and sound diversion device, and canines.

- K. **Less Lethal**: The application of force and/or tactics, that when properly applied, are not likely to result in death or serious physical injury. Approved less lethal weapons include: Less lethal extended range launchers, FN303, 37mm munitions, chemical weapons, noise flash diversion devices, and Taser. Only those techniques that are taught by AZPOST, Academy, and Department instructors should be used.

- L. **Officer Presence**: The method of control/force which includes the mere presence of an officer in uniform and/or identified by a badge, police identification, police vehicle, or other form of police identification such as a raid jacket.

- M. **Oleoresin Capsicum (OC)**: Authorized Department organically based pepper spray/foam, less lethal weapon.

- N. **Preclusion**: Elimination of all lesser means of control/force. The lesser means of control/force have been tried and they have not been effective, or the type of resistance is greater than the method of control/force.

- O. **Progression of Force/Control**: Increasing the amount of control/force used until a level is reached, which enables the employee to control the subject and/or situation in a safe manner.

- P. **Reasonable Belief**: The conclusion based upon facts and/or totality of the circumstances that a reasonable police officer would believe to be true.

- Q. **Serious Physical Injury**: Any physical injury, which causes serious and permanent disfigurement, serious impairment of health, or loss or protracted impairment of the function of any bodily organ or limb.

- R. **Response to Resistance Reporting**: The inclusion in a department offense report narrative and check box sections of the specific actions of a violator, which resulted in the method of control/s by the officer. The officer will also accurately document their actions taken to overcome the type of resistance of the violator, to effect the arrest, or to protect life or prevent injury. Lastly, the

Glendale Police Department General Order		
Response to Resistance		23.000
Date Issued 02-02-00	Revision Date 10-13-22	Page 5 of 37

narrative should include a description of the observable injuries and the injuries claimed by the violator.

- S. **Verbal Control/Force:** The method of control/force that includes instruction or direction from an officer in the form of verbal statements or commands.
- T. **De-Escalation:** The strategic slowing down of an incident in a manner that allows officers more time, distance, space and tactical flexibility during dynamic situations.

23.004 Methods of Response to Resistance (examples)

- A. **Officer Presence:** Presence is established through the identification of authority, which includes, but is not limited to, the mere presence of an officer in uniform, identification by a badge, police ID, police vehicle, and/or raid jacket. The presence of a canine is also an example of officer presence.
- B. **Verbal Control - Persuasion, Negotiation, or Command:** Includes instruction or direction from an officer in the form of a verbal statement(s) or command(s). An example of Verbal control is an officer's communication with a subject that results in the officer controlling the actions of the subject.
- C. **Chemical Agents:** The use of chemical agents is considered a less lethal tactic. Oleoresin Capsicum (Cayenne Pepper) is a less lethal weapon designed to disrupt the intended thought process, with no lasting after effects. Oleoresin Capsicum is commonly referred to as OC, MACE, and pepper spray/foam.
- D. **Soft Empty Hand Techniques:** Includes control/force and restraint defensive less lethal tactics that have a minimal chance of injury. Soft empty hand techniques include, but are not limited to:
 - 1. Wrist Locks
 - 2. Joint Locks
 - 3. Pressure Points
 - 4. Impact Push (used to create distance)
- E. **Conducted Electrical Weapon:** The use of a TASER is considered a less lethal tactic. It is designed for pain compliance or confuses the signals going from the brain to the voluntary muscles and thereby achieves incapacitation without harming the human body.
 - 1. Taser: Less than lethal defensive tactics may be used in situations that are consistent with departmental training guidelines, to include:

Glendale Police Department General Order

Response to Resistance

23.000

Date Issued
02-02-00

Revision Date
10-13-22

Page
6 of 37

- a. Threaten Use of Taser [verbal or any display]
- b. Drive Stun
- c. Three Point Drive Stun
- d. Deployment

F. **Hard Empty Hand**: Arrest tactics that are considered less lethal tactics, referred to as personal weapons. Examples of hard empty hand arrest tactics are as follows:

1. Fist, Palm Heel, Knee, and Elbow Strikes
2. Shin, Bicycle, Hip Thrust, and Snap Kicks

These techniques have a probability of injury and should be avoided unless all lesser means of force/control and procedures have been attempted or are not considered possible or reasonable; to prevent injury to the officer and the subject(s) involved. Employees should not purposely strike suspects in the face or head, except in situations where the suspect has become assaultive/aggressive toward the officer, due to the high probability of injury.

G. **Intermediate Weapons - Less Lethal Defensive Tactics**:

1. **Police Baton (Straight or Expandable)**: A police baton may be used if empty-hand control techniques have failed, are not possible, or a baton is necessary and reasonable under the circumstances. Passive resistance or resistance such as a prisoner's refusal to enter a police vehicle or holding room, let go of a railing, etc. is not sufficient in and of itself to justify the use of baton strikes. A police baton will permit officers to defend themselves or others in situations where the use of deadly force may not be justified or necessary. When the use of the baton is warranted, officers will attempt to impact the suspect per policy. Employees will not purposely strike or jab suspects on the head, neck, sternum, spine, groin, or kidneys unless faced with a deadly force situation.
2. **Flashlights**: Flashlights are not designed as an impact weapon, however, a flashlight may be used in a baton-like manner if empty-hand control techniques have failed or are not possible under the circumstances and a baton is not readily available. Employees will not purposely strike or jab suspects on the head, neck, sternum, spine, groin, or kidneys unless faced with a deadly force situation.
3. **Less Lethal Launched Kinetic Impact Round**: Less-lethal tactic where an impact projectile similar to a flexible baton or rubber baton, etc. is fired from a departmental less lethal extended range launcher. Less lethal can be fired in situations that are suitable to Departmental training guidelines.

Glendale Police Department General Order

Response to Resistance

23.000

Date Issued
02-02-00

Revision Date
10-13-22

Page
7 of 37

4. FN303: Less Lethal extended range launcher tactic, or PAVA/OC delivery mechanism may be deployed in situations that are suitable to departmental training guidelines.
 5. Canines: Canines, properly employed, are considered a less-lethal tactic. Police canines will not be used in any circumstances where a strong potential exists for discrediting the Department.
 - a. Canines may be used to search for or apprehend felony suspects when use of other methods is impractical, or when public or officer safety is threatened sufficiently to justify this method of force. Canines may be used to search for misdemeanor suspects, however, the animal will remain leashed unless officer safety is threatened.
 - b. Whenever time and circumstances permit, a verbal warning will be given to a suspect before unleashing the canine to conduct a search. An announcement identifying police authority and giving directions to the suspect should be made in addition to stating that the canine will be released if the suspect fails to comply.
 - c. Detailed procedures for canine use are found in Operations Order #51.150.
- H. **Deadly Force**: In situations where the employee must overcome an attack that the employee reasonably believes would produce serious physical injury or death to the employee or another person, the employee may resort to any method to overcome the attack (see #23.002.C). Examples:
1. Police Vehicles: Use of police vehicles against persons could be considered use of deadly force, if the vehicle was used as a method of control/force as outlined in #23.004.H.
 2. Discharging of Firearms: Lethal defensive tactics may be used in situations that are consistent with Departmental training guidelines.
 3. Vehicle Engagements:
 - Officers shall not discharge their firearm at a moving vehicle for the sole purpose of disabling the vehicle.
 - Officers may discharge their firearm at the occupant of a vehicle whether moving or stationary if they believe the vehicle or occupant poses an imminent risk of serious physical injury and/or death to the

Glendale Police Department General Order		
Response to Resistance		23.000
Date Issued 02-02-00	Revision Date 10-13-22	Page 8 of 37

officer or another. Discharging a firearm at a vehicle is considered a use of deadly force.

- Officers shall not intentionally place themselves in the path of a moving vehicle or a vehicle capable of immediate movement.
4. Announcements: In circumstances where the use of deadly force is authorized, and when it is reasonably practical to do so, Officers will identify themselves as law enforcement Officers (“Glendale Police”) and give a verbal warning of their intent to use deadly force.

23.005 Guidelines on use of Response to Resistance and Less-Lethal Weapons

- A. **Oleoresin Capsicum [OC]:** Oleoresin capsicum (OC) may be used when physical force is necessary and justified to subdue a person who is threatening, resisting, rioting, interfering with an arrest, or to prevent the possibility of injury to any person. OC may also be used to ward off threatening dogs or other animals and in tactical building entries such as search warrants.
1. All uniformed officers below the rank of Lieutenant and civilian detention employees will be trained in the use of OC.
 2. Other civilian employees and certified officers above the rank of sergeant may receive training in the use of OC.
 3. Once the employee is departmentally trained and issued OC, it becomes mandatory equipment, unless the employee receives written permission/direction from their Division Commander indicating that the OC may not be worn. This document will be permanently stored in the employee’s personnel file and forwarded to the Training Unit.
 4. Sworn employees in plainclothes may carry approved OC as readily available as their weapon.
 5. Carrying OC is optional for Department employees assigned to undercover operations.
- B. **Use of Oleoresin Capsicum Spray/Foam:** Employees using the issued OC spray/foam will direct a one-second burst into the face of the suspect. The suspect should then be immediately handcuffed and moved to a well-ventilated area.

Glendale Police Department General Order

Response to Resistance

23.000

Date Issued
02-02-00

Revision Date
10-13-22

Page
9 of 37

1. Use of Stream: Minimum application distance is 24 to 36 inches, as the Oleoresin Capsicum may not atomize at shorter distances and the maximum accuracy distance is 12 feet.
2. Use of Foam: Minimum application distance is 24 to 36 inches, as the Oleoresin Capsicum may not atomize at shorter distances and the maximum accuracy distance is 4-8 feet.
3. Decontamination: Warm water can be used to flush the eyes without rubbing. Suspects should recover within 45 minutes; however, intense sensation of skin burning may persist 30 to 90 minutes after exposure to OC. If water is not readily available, the Fire Department will be summoned to the scene.
4. Salve or ointments should not be used on affected areas.
5. Employees who have used OC will not leave a suspect unattended and will continue to provide post-use care of the suspect until the suspect has recovered from the effects of the OC.
6. Should a suspect exposed to OC complain or display any severe or abnormal reaction to OC at any time, the Fire Department will be immediately summoned to the scene.
7. Employees will avoid laying suspects on their stomach in a prone position for any length of time as this can contribute to positional asphyxiation.

C. Tactical Size Oleoresin Capsicum Spray

1. Only officers and supervisors of SIU, SWAT, MFF and Canine Officers, in addition to Patrol Supervisors, will be authorized to carry department-issued tactical size OC spray (example – Mark 9). Supervisors may give tactical size OC spray to an officer to deploy in a tactical field force situation.
2. Employees using tactical size OC spray will direct a 1-second burst into the face of the suspect from a minimum distance of 15 feet. The suspect should then be immediately handcuffed and moved to a well-ventilated area. Decontamination procedures for tactical size OC spray are the same as those used for the issued OC spray/foam.
3. Employees using tactical size OC spray in a riot control situation should direct the spray face level, from a minimum distance of 15 feet, into the crowd until the desired effect is achieved.

Glendale Police Department General Order		
Response to Resistance		23.000
Date Issued 02-02-00	Revision Date 10-13-22	Page 10 of 37

D. Tactical Chemical Agents

1. Chemical agents (example-CS gas) are man-made chemical or organic mixtures that are designed to cause lachrymation (uncontrollable tearing), irritation, inflammation, or a combination of any of the three. Chemical agents are minute solid particles that are deployed in a variety of munitions, including spray, grenade, 37mm, and other conventional delivery systems. Decontamination procedures for chemical agents are the same as those used for the issued OC spray/foam.
2. Tactical chemical agents by design are considered less-lethal weapons. There is, however, a possibility of serious allergic reaction in some people. Small children or persons with respiratory health problems can develop serious illness after exposure.
3. A CID Sergeant, Patrol Sergeant, SWAT Sergeant, or higher-ranking department supervisor may authorize use of tactical chemical agents.

E. Conducted Electrical Weapons: This policy establishes guidelines for the training, use, and documentation of the Taser.

1. The only authorized conducted electrical weapon will be Department issued Tasers. The units will be carried on the duty belt or approved outer vest carrier (molly system only) in a Department issued holster. In either case, the device will be located on the support side of the officer. No officer will be permitted to carry the device on duty without successful completion of a training program.
2. On successful completion of the Taser End User Course, the Taser will be issued equipment and mandatory to carry unless assigned in a non-uniform capacity.
3. Definitions:
 - a. “Deployment” – Defined as the actual firing of probes from the Taser at an intended target at a range likely to cause N.M.I. (Neuromuscular Incapacitation).
 - b. “Use” – Defined as utilizing a conducted electrical weapon in a drive-stun capacity to gain compliance by placing the Taser either indirect physical contact or 2 to 3 inches from the intended target with or without probe deployment. The Three Point Drive Stun, is defined as deploying probes directly into the intended target from 2 to 3 inches, followed up with a drive-stun to create N.M.I.

Glendale Police Department General Order

Response to Resistance

23.000

Date Issued
02-02-00

Revision Date
10-13-22

Page
11 of 37

- c. “Threatened Use” – Defined as any display of a Taser to include unholstering, displaying of the electrical arc, or the targeting laser dot in an effort to gain compliance. Threatened use also includes a verbal warning.
4. Tasers should be used only against subjects whose actions are threatening in nature, that in an officer’s judgement, is likely to result in injuries to themselves or others (psychological intimidation) or who are actively resisting (defensive resistance, active aggression, aggravated active aggression, or attempt to injure self) in a manner that, in the officer’s judgement, is likely to result in injuries to themselves or others. Caution should be used on prolonged exposure with the Taser.
5. When deciding whether or not to deploy the Taser, officers shall consider the risk of secondary injury caused by the sudden incapacitation of the subject. If the risk of serious physical injury is greater than the need to incapacitate, the officer will not use the Taser. Fleeing should not be the sole justification for Taser deployment.
6. The Taser will only be used against a “vulnerable person” when the need for immediate restraint is evident. For the purpose of this policy, a “vulnerable person” is defined as elderly persons, pregnant females, small children, and any other person with a suspected or known medical condition that increases the risk of secondary injury due to falling during incapacitation.
7. The Taser should not be deployed under any of the following circumstances:
 - a. Near **FLAMMABLE GASSES** or **LIQUIDS**.
 - b. **DRUG HOUSES** where ether or other volatile substances are suspected to be in use.
 - c. Against a **DEADLY WEAPON** unless lethal coverage is presented by another officer or during a rapidly escalated situation where insufficient time exists to utilize other force options and the Taser is readily available.
 - d. In cases of **PASSIVE RESISTANCE** unless:
 - The use is reasonable and necessary under the circumstances.
 - A lesser means of control/force has been attempted and failed.

Glendale Police Department General Order

Response to Resistance

23.000

Date Issued
02-02-00

Revision Date
10-13-22

Page
12 of 37

- e. The risk of secondary injury is greater than the need to make an immediate arrest. For example, the subject is in an elevated position that could lead to a significant fall, or in a location that could lead to the suspect becoming submerged under water, or the subject is operating a motor vehicle.
 - f. To threaten or attempt to GAIN INFORMATION from a suspect.
 - g. Against a restrained subject (handcuffed, TARPed, or otherwise restricted) unless physical resistance has to be overcome and the need to overcome the physical resistance by use of the device is reasonable and necessary. This is due to the higher likelihood of secondary injury presented by the restraint.
 - h. To wake up a suspected intoxicated individual.
 - i. As a "PROD"
8. No officer shall playfully, maliciously, recklessly, or intentionally misuse the Taser in a display of power or against an individual as a punitive measure. Violation of this policy will result in disciplinary action.
 9. The actual deployment and/or use of the Taser will normally require an arrest and a supervisor being made aware of the deployment as soon as practical.
 10. The Taser should only be used in accordance to training guidelines and should not be aimed at the head and neck area of a suspect. The primary target for the Taser probe deployment should be the frontal lower center mass of an individual. The back of an individual is still the preferred target area. **Chest shots should be avoided when possible.** Secondary targets will include other major muscle groups on the legs and arms.
 11. Post treatment and medical requirements for the Taser:
 - a. If the probes have penetrated the skin, officers will remove the probes following training techniques and guidelines.
 - If the probe(s) penetrated a sensitive/soft tissue area such as the face, neck, head, or female/male genitalia, medical personnel will remove the probes (paramedic, nurse, EMT, or a physician).
 - Once the probes are removed, pictures will be taken of the affected area as well as any secondary injuries from the Taser application.

Glendale Police Department General Order

Response to Resistance

23.000

Date Issued
02-02-00

Revision Date
10-13-22

Page
13 of 37

- The probes, wires and cartridge will be logged into property as BIO-HAZARD evidence on all deployments. The cartridge, probes and wire will be logged in a paper bag in as close to post-deployment condition as possible for measurement of spooled and unspooled wire (Officers should not wrap wire around cartridge).
 - Document treatment in departmental report.
- b. Medical requirements:
- Whenever the Taser is deployed or used on a person, that person's medical condition will be monitored to ensure the person recovers from the deployment or use. If the person has not completely recovered within minutes of the Taser being deactivated, emergency medical personnel will be called to the scene to evaluate the subject.
 - If the Taser is deployed or used on a "vulnerable person" as defined by this policy, emergency medical personnel will be called to the scene to evaluate the condition of the "vulnerable person."
 - All Taser deployments 15 seconds or longer will require an immediate medical evaluation.
 - i. Repeated and multiple applications.
 - ii. Cycling time that exceeds 15 seconds in duration, whether the time is consecutive or cumulative.
 - iii. Simultaneous applications by more than one Taser.

12. Reporting requirements

- a. Anytime the Taser is deployed, used, or threatened (with the exception of the use of the red targeting laser dot) an Incident Report will be completed listing the person who was subjected to the device as the suspect.
- b. The officer who actually deploys, uses, or threatens to use the Taser will document the use of force on either an Incident Report or a supplemental report utilizing the provided use of force checkboxes and detailing the use of force in a narrative.

Glendale Police Department General Order		
Response to Resistance		23.000
Date Issued 02-02-00	Revision Date 10-13-22	Page 14 of 37

- c. After the deployment or use of the Taser, the officer will have the deployment or use information uploaded from the Taser. This upload consists of simply docking the taser battery into a docking station which must be completed before the end of the officer's shift. The uploaded information will be accessible/available in evidence.com.

F. TARP (Total Appendage Restraint Procedure)

- 1. The restraint will be a Department issued restraint and will be used in accordance with current training practices. No officer will be permitted to carry the device on duty without successful completion of a training program.
- 2. If the TARP restraint is used:
 - a. NEVER place the suspect in a "hog-tied" position, where the feet are cinched tightly to the suspect's hands.
 - b. Once the TARP restraint has been utilized, the individual will be placed in an upright, sitting position if possible. Officers are reminded of the dangers of positional asphyxia. Any exceptions to this would be transportation by a medical unit only.
 - c. A supervisor will be notified when a TARP restraint has been used, as will any transporting units, or detention personnel, if the suspect is booked into jail.
 - d. The incident will be documented appropriately in the narrative section of the DR, referring to the restraint as a TARP (Total Appendage Restraint Procedure). The reference to "hobble" and "hog-tying" are in-correct terms and should not be utilized to describe the TARP restraint.

G. Prisoner Restraints

- 1. Use of Restraints:
 - a. To prevent injury or destruction of property by a combative or belligerent prisoner, a department issued leg restraint may be used.
 - b. Hog-tying, a procedure where the restraint has been wrapped around a prisoner's feet, and then cinched tightly to the prisoner's hands, behind their back, should not be used.

Glendale Police Department		
General Order		
Response to Resistance		23.000
Date Issued 02-02-00	Revision Date 10-13-22	Page 15 of 37

- c. A medical unit may be summoned to transport those prisoners who are a risk factor because of their medical condition, or who cannot be restrained in a safe and practical manner, in accordance with current training practices.

H. **Spit Sock Hood (SSH)** - This policy provides the guidelines for the proper use of the Spit Sock Hood and the circumstances in which its application is authorized.

1. Policy

- a. In response to police and detention officers being potentially exposed to bodily fluids from being spat upon, the Department authorizes the use of the Spit Sock Hood (SSH). The SSH is designed to be placed over the head of an in-custody suspect who is spitting or threatening to spit at officers or other police personnel. The SSH deters them from spitting but is thin enough to allow the suspect to breath freely and communicate. It may also prevent the transmission of blood borne diseases, such as HIV, Hepatitis B or C, in the event blood was present in their saliva/spit.

2. Guidelines for use of the Spit Sock Hood (SSH)

- a. It will only be used for a suspect that is in custody and actively spitting, has spat on an officer or other person, or threatens to spit on an officer or another person.
- b. When the SSH is being put on or taken off, caution should be taken to stay out of the breathing zone and officers are to wear personal protective equipment, including nitrile gloves and eye protection.
- c. The SSH is to be taken off as soon as it safe to do so.
- d. The SSH is not to be used on any person that is unconscious, vomiting, profusely bleeding from the nose or mouth, or is in respiratory distress. In these circumstances, officers should protect their mucous membranes (eyes and mouth) by wearing eye wear or a full-face shield.
- e. Special precautions, including calling for emergency medical support, should be taken in situations where the suspect is exhibiting behavioral and psychological problems potentially associated with recent drug/alcohol use or due to a mental health issue.

Glendale Police Department General Order		
Response to Resistance		23.000
Date Issued 02-02-00	Revision Date 10-13-22	Page 16 of 37

- f. Anyone wearing a SSH will be continuously monitored and will not be left attended.
- g. Use of the SSH is not considered a use of force, however, your supervisor is to be notified and use of the SSH shall be documented into the arrest report; include details such as if the suspect spat on the officer or if they were about to spit on the officer.
- h. For patrol personnel, the SSH is to be kept in the police vehicle and will not be issued to the individual officer. There will be a supply of the SSH's at the detention facility.
- i. After an SSH is used it is to be placed in a biohazard bag and disposed of per departmental policy.

I. Police Baton - General Information

- 1. Police batons should only be used when elevated methods of control are necessary and justified under the circumstances, and lesser means of control have been precluded. Any use of the baton not specifically allowed or permitted will have to be justified by the officer based on the circumstances that exist.
- 2. Employees may carry batons at their discretion. Employees who elect to carry batons must satisfactorily complete a basic baton course, (straight, side-handle, or expandable) taught by a department impact weapons instructor, or have been previously certified while in the academy. Employees not previously certified in basic baton may receive training on duty. If they are unable to complete the training during their assigned shift, an authorized off-duty-training program may be utilized.
- 3. The certification for Side-Handle, Straight, and Expandable Batons will be an AZ POST/GPD approved course of instruction, and re-certification will be by a qualified instructor every two years thereafter. The re-certification will consist of a written test (80% passing score) and a proficiency test at an acceptable level.

J. Straight Baton: Officers may carry straight batons at their discretion. When the straight baton is carried the baton and the method of carry will comply with department uniform policies and the documentation of certification will comply with GPD Directives.

K. Expandable Baton: Officers may carry the expandable baton at their own discretion. When the expandable baton is carried the baton and method of

Glendale Police Department General Order		
Response to Resistance		23.000
Date Issued 02-02-00	Revision Date 10-13-22	Page 17 of 37

carry will comply with Department uniform policy and the documentation of certification will comply with GPD Directives.

L. **Side-Handle Baton:** Officers may carry the side-handle baton at their own discretion. When the side-handle baton is carried the baton and the method of carry will comply with Department uniform policies and the documentation of certification will comply with GPD Directives.

M. **Use of Police Impact Weapon:** When the police impact weapon is used, it will be used in accordance to the training the officer received in the Police Academy and/or Continued Officer Training provided by/or authorized by the Glendale Police Department. When used properly, it is an effective defensive tool for police use when dealing with unarmed assailants and has proven to be an effective tool in self-defense where the use of a firearm may not be justified or expedient.

1. **The Primary Striking Points** are nerve groupings located in the large muscle groups:

- RADIAL NERVE (Outside forearm)
- MEDIAN NERVE (Inside forearm)
- COMMON PERONEAL (Outside thigh)
- FEMORAL NERVE (Inside thigh above knee)
- TIBIAL NERVE (Top of calf)

2. **The Secondary Anatomical Striking Points** are generally a less-lethal technique, but may be subject to "serious injury"; Consequently, caution should be used in applying force:

- SHIN
- INSTEP
- KNEE JOINT
- ACHILLES TENDON
- ELBOW
- INSIDE OF WRIST
- BACK OF HAND
- LOWER ABDOMEN

3. **Serious Injury Anatomical Striking Points** are areas that have a higher potential for serious injury and/or death (**Caution and justification must be used when striking these areas**). As a general rule, unless lethal force is necessary, avoid striking the head and neck areas:

Glendale Police Department General Order

Response to Resistance

23.000

Date Issued
02-02-00

Revision Date
10-13-22

Page
18 of 37

- TEMPLE
- THROAT
- HOLLOW BEHIND EAR
- BACK OF NECK
- COLLARBONE
- SOLAR PLEXUS
- BRIDGE OF NOSE
- UPPER LIP
- EYES
- EARS
- JAW
- KIDNEY
- TAIL BONE (COCCYX)
- GROIN (TESTES)
- SPINE

N. **Flashlights**: Flashlights are not designed as an impact weapon, however, a flashlight may be used in a baton-like manner if empty-hand control techniques have failed or are not possible under the circumstances, and a baton is not readily available. If a flashlight is used as an impact weapon, its use is governed under this policy, and the tactics will follow the training received for a police baton.

O. **FN 303 Less Lethal Launcher**

1. The FN 303 Less Lethal Launcher will only be carried and operated by certified operators. The operator must attend an FN 303 Operators Course that is authorized by the Training Unit. Only certified and current Instructors on the FN 303 will instruct the course. Officers attending the FN 303 Operators Course must pass a written test (90%) and the qualification course (90%).
2. FN 303 operators must re-qualify (90%) every year with their issued launcher.
3. FN 303 operators must complete yearly skills training.
4. No employee will be exposed to the FN 303 launcher for the purpose of practical demonstration.
5. Always treat the FN 303 as if it is loaded and operational.

Glendale Police Department General Order

Response to Resistance

23.000

Date Issued
02-02-00

Revision Date
10-13-22

Page
19 of 37

6. Point the muzzle in a safe direction at all times.
7. Keep your trigger finger straight along the frame until your sights are on the target and you have decided to deploy.
8. Never deploy the FN 303 at any person without a lawful objective/purpose.
9. Deployment of the FN 303 - When deploying the FN 303, shot placement is crucial to prevention of serious injury, therefore:
 - a. Depending upon the distance between the operator and subject, FN 303 projectiles must be targeted at a person's torso or extremities. NEVER TARGET THE HEAD OR NECK.
 - b. Although classified as less-lethal, the potential exists for less-lethal projectiles to inflict injury when they strike the face, eyes, neck, spine, and groin. Therefore, officers deploying the FN 303 will avoid intentionally striking those areas.
 - c. An operator should maintain a reactionary zone of 3-6 feet between the operator and the subject. If deploying the FN 303 in close combat situations (3-12 feet) between the operator and the subject, the recommended primary target area is the subject's thighs (NOT CENTER MASS).
 - d. Subject Factors: children, elderly persons, malnourished and / or persons with some medical conditions, and developing fetuses may be more prone to bone fracture and injury of soft tissues of the thorax and abdomen from blunt force trauma.
 - e. Operators should deploy two rounds and then re-evaluate the threat. Then if needed, deploy additional rounds. Most individuals tend to bend over and turn after being struck with a projectile. Be prepared to aim lower on follow-up rounds in order to avoid the head and neck.
 - f. When deploying the FN 303, give loud verbal commands and allow a few seconds for the projectiles to take effect before the team moves in to make an apprehension.
10. Special precautions should be taken in situations where the suspect is exhibiting behavioral and psychological problems potentially associated with recent drug/alcohol use or due to a mental health issue.

Glendale Police Department General Order		
Response to Resistance		23.000
Date Issued 02-02-00	Revision Date 10-13-22	Page 20 of 37

11. Whenever the FN 303 is used against a subject, a supervisor will be notified. Subjects that have been struck with an FN 303 projectile will be examined for any injuries sustained and rendered first aid. Request paramedics to respond if needed. Supervisors will ensure that all reports are completed prior to the officer's end of shift and should notify the Shift Commander of the deployment.

P. Choke Holds/Neck Restraints

Any sort of intentional neck restraint, such as the *Carotid Control Technique*, shall be considered deadly force. As such, their use is prohibited except as authorized per use of deadly force. If circumstances exist for the application or attempted application of the carotid or other neck restraint to be applied, a supervisor shall be notified immediately. The officer shall inform any person receiving custody or any person placed in a position of providing care that the individual has been subjected to the carotid/neck restraint hold, and whether the subject lost consciousness as a result. Any supervisor notified of the occurrence shall complete the proper Response to Resistance documentation or Departmental Investigation, as outlined in policy section 23.006.

23.006 Reporting/Documenting Response to Resistance Incidents (“Blue Team” Entry, Departmental Report (Officer Incident Report), and Reviews or Administrative Investigation):

A. Response to resistance (R2R) reviews or investigations will be broken down into the following categories:

Category 1 - PSU will conduct the investigation:

- Use of deadly force
- In custody deaths
- Any strike to the head with an impact weapon
- Use of force which results in the person who the force was used against being admitted to the hospital.
- Other incidents at the discretion of the chief of police, particularly those which have a potential for significant liability.

Glendale Police Department General Order		
Response to Resistance		23.000
Date Issued 02-02-00	Revision Date 10-13-22	Page 21 of 37

- Response to resistance which results in serious injuries, including but not limited to broken bones, dislocated joints, or lacerations which require stitches.
- Any allegations of inappropriate or excessive use of force

Category 2 - PSU must be contacted to determine who will complete the administrative investigation:

- Force used by an organized squad in a crowd control or riotous situation

Category 3 - Must be documented on a Response to Resistance (use of force) entry into “Blue Team” by a supervisor who did not take part in the use of force:

- Hard empty hand strikes and/or kicks
 - All Taser deployments (to include Deployment and Use, per G.O. 23.005.E.3.A and G.O. 23.005.E.3.B)
 - All FN 303 deployments
 - All baton strikes
 - All cap-stun usage
 - When a firearm is displayed to gain compliance
 - SWAT/MFF less lethal impact/gas deployments
1. Any employee who uses force outlined above, or who becomes aware of an excessive force allegation, will ensure that a Patrol Sergeant is immediately notified.
 2. A Patrol Sergeant will respond to the scene to determine what type of investigation needs to take place. It is the responsibility of the responding Sergeant to initiate the appropriate inquiry at that time. Referring the matter to another supervisor or delaying the start of the investigation is not acceptable.
 - a. Response to Resistance reports must be completed (in “Blue Team”) by the end of the shift. The affected supervisor must include the following information when documenting an applicable response to resistance event:

Glendale Police Department General Order

Response to Resistance

23.000

Date Issued
02-02-00

Revision Date
10-13-22

Page
22 of 37

- Completion of all the associated fields in the “Blue Team” database, which includes a specific overview of all the circumstances of the R2R event.
 - A link to any/all Body Worn Camera (BWC) video that relates to the incident, which enables the chain-of-command reviewers to look at the exact footage associated with the incident.
 - If no body camera video footage exists of the incident, a notation should be made as to the reason the BWC was not activated. This information shall be in conjunction with BWC “User Guidelines”, as outlined in GPD policy 51.604.
 - Ensure all Taser usage (deployment and drive stun) deployment reports are downloaded from Evidence.com and added to reports as a link for chain-of command reviews.
- b. The completed “Blue Team” documented R2R incident, including the BWC video links, shall be routed in the system up the chain-of command for subsequent reviews.
- c. At the completion of the initial review process, the affected Sergeant may make an immediate determination if the R2R incident was within departmental policy or needs to be routed to PSU for further review, and/or administrative investigation.
3. The Division Commander or designee will be notified of all excessive force allegations or response to resistance investigations that are initiated during the shift. The Division Commander or designee is responsible for notifying the following staff members of the allegation via email before the end of their shift.
- a. Assistant Chief of Police who oversees the involved division(s).
 - b. Commander who oversees the involved unit(s).
 - c. Professional Standards Unit (category 3 investigations only, as category 1 and 2 investigations requires they be notified immediately).
- B. Any time there is an injury or an alleged injury as a result of a method of force/control used by department personnel, or following any law enforcement response where obvious severe injuries have occurred, medical distress is apparent, or the individual is unconscious, employees will do the following as soon as practical:

Glendale Police Department General Order

Response to Resistance

23.000

Date Issued
02-02-00

Revision Date
10-13-22

Page
23 of 37

1. Examine any person claiming injury and render first aid
 2. Request paramedics to respond to the scene if needed
 3. Notify a supervisor
 4. Special precautions should be taken in situations where the suspect is exhibiting behavioral and psychological problems potentially associated with recent drug/alcohol use or due to a mental health issue.
- C. Departmental Report (Incident Report): Employees will document all methods of force/control deployed and the types of suspect resistance in the following manner within the Incident Report.
1. Employees will include in a departmental offense report all methods of control used, as well as when, how, and why methods of control were escalated or de-escalated. This includes the check box and narrative sections of the offense report.
 2. Employees will include in a Departmental Incident Report all types of resistance used by a suspect. This includes the applicable areas and narrative sections of the Incident Report.
 3. Documentation of the totality of the circumstances faced by the employee is extremely important at the time the original report is completed. Facts such as lighting conditions, call information, officer perception of the facts, and overall suspect actions should be included in the departmental report.
 4. In those incidents where a criminal investigator responds to the incident and conducts an interview with the affected employee, the criminal investigator's report will take the place of the affected employee's documentation.
- D. Employees will contact a supervisor when any of the following occurs as it relates to methods of control:
1. When injury or alleged injury to a suspect occurs
 2. Allegation of excessive force/control
 3. Citizen complaint
- Responsibilities of the involved employee: Determine seriousness or potential seriousness of the injury and immediately notify the radio dispatcher of the need for emergency medical aid and a supervisor. If

Glendale Police Department General Order		
Response to Resistance		23.000
Date Issued 02-02-00	Revision Date 10-13-22	Page 24 of 37

uninjured and not in need of medical aid, the employee will remain at the scene until advised otherwise by supervisory personnel.

- E. A Supervisor will be contacted as soon as possible after the use of any of the following:
1. Less lethal extended range launcher or FN 303 deployment Incidents:
 - a. The Division Commander or designee will be immediately notified of all incidents involving the deployment of the FN 303 (see G.O.#23.005).
 - b. Documentation is completed per 23.006.A.
 2. Use of chemical agents:
 - a. Employee/supervisor ensures suspect has been decontaminated.
 - b. Documentation is completed per 23.006.A.
 3. Use of a TARP restraint:
 - a. To prevent injury, leg restraints or department issued TARP restraint may be used in conjunction with the handcuffs, in order to minimize the movements of belligerent or combative prisoners.
 - b. A supervisor will be contacted to evaluate the suspect's potential for SCDS (sudden in custody death syndrome).
 - A supervisor will respond to the scene or to the booking area (whatever is the most practical) to conduct the evaluation.
 - c. Documentation is completed per 23.006.A.
 4. Canines:
 - a. Exceptions: Any Glendale Police Canine injury will be investigated by a Canine Unit Supervisor. The supervisor will submit additional documentation utilizing the standard Bite Report format.
 - b. In addition, the Canine Unit Supervisor will complete the Response to Resistance/ Prisoner Injury Report.
 5. Taser:
 - a. Any usage, except for the threatened use of a Taser.

Glendale Police Department General Order

Response to Resistance

23.000

Date Issued
02-02-00

Revision Date
10-13-22

Page
25 of 37

b. Documentation is completed per 23.006.A.

6. Deadly Force:

a. All incidents will be investigated by the Professional Standards Unit, involved employee's supervisor, and in some cases, the Investigations Division.

23.007 Types of Resistance and Methods of Control: (Table Displaying)

Types of Resistance	Methods of Control	Threaten Methods of Control
<u>Passive:</u> (Suspect fails to obey any command or direction of the officer, displays no acts of assault, threat, verbal non-compliance and never resists control attempt of the officer)	Verbal commands Soft Empty Hands	Threaten OC Threaten Taser
<u>Verbal Non-Compliance:</u> (Acts where suspect voices their unwillingness to obey officer's commands)	Verbal Commands Soft Empty Hands OC	Threaten OC Threaten Impact Weapon Threaten Taser Threaten FN 303 Threaten use of K-9
<u>Psychological Intimidation:</u> (Physical acts, verbal or non-verbal cues indicating the suspect's attitude or readiness to resist. Officer may perceive actions as threatening in nature)	Verbal Commands Soft Empty Hands Taser OC Spray FN 303 <u>Extended Range</u> <u>Less Lethal Impact</u>	Threaten OC Threaten Impact Weapon Threaten Taser Threaten FN 303 Threaten use of K-9
<u>Physical (Defensive resistance):</u> (Physical acts of fleeing or escaping suspect attempts to resist arrest without assaulting officer)	Verbal Commands Soft Empty Hands OC Taser FN 303	Threaten OC Threaten Impact Weapon Threaten Taser Threaten FN 303 Threaten use of K-9

Glendale Police Department General Order

Response to Resistance

23.000

Date Issued
02-02-00

Revision Date
10-13-22

Page
26 of 37

	Extended Range Less Lethal Impact Hard Empty Hands (Avoid head/neck) Use of K-9 (felony)	
<u>Active Aggression:</u> (Physical acts of assault on an officer)	Verbal Commands Soft Empty Hands OC Hard Empty Hands Impact Weapons Taser FN 303 Use of K-9 Extended Range Less Lethal Impact	Threaten OC Threaten Impact Weapon Threaten Taser Threaten FN 303 Threaten use of K-9 Threaten Deadly Force
<u>Aggravated Active Aggression:</u> (Attempts to severely injure or kill officer)	Verbal Commands Soft Empty Hands OC Spray Hard Empty Hands Impact Weapons Taser FN 303 Use of K-9 Deadly Force	Threaten OC Threaten Impact Weapon Threaten Taser Threaten FN 303 Threaten use of K-9 Threaten Deadly Force
<u>Attempt to Injure Self:</u> (Subject who poses a threat only to themselves and no other person)	Verbal Commands Soft Empty Hands OC Spray Hard Empty	Threaten OC Threaten Impact Weapon Threaten Taser Threaten FN 303 Threaten use of

Glendale Police Department General Order		
Response to Resistance		23.000
Date Issued 02-02-00	Revision Date 10-13-22	Page 27 of 37

	Hands Impact Weapons Taser FN 303 Use of K-9	K-9
--	---	-----

23.008 General Information / Shooting Incidents

- A. A shooting incident shall be defined as the discharge of any firearm by a department employee.
- B. Exceptions include (not requiring a Shooting Review Board):
 - 1. Off duty recreational purposes
 - 2. Training
 - 3. Dispatching of injured animals
 - 4. Extinguishing of lights to obtain a tactical advantage at the direction of a supervisor
 - 5. Any reason deemed sufficient by a member of senior staff
- C. NOTE: Although the shooting out of lights will not be considered a shooting incident, the on-call duty officer should be notified prior to this being done, if possible, or immediately afterwards.
- D. Non-injury accidental discharges not involving a police action and shootings involving animals, will not normally be investigated by Professional Standards, but will be investigated by the employee’s supervisor. If an accidental discharge occurs while the employee is performing a police function and a citizen or suspect is in close proximity, the Investigations Division and Professional Standards Unit will conduct investigations.
- E. The deployment of a Shotgun Launched Kinetic Impact Round or FN 303 rounds will not normally be investigated as a shooting, but instead will be considered a “use of force” incident.

Glendale Police Department General Order		
Response to Resistance		23.000
Date Issued 02-02-00	Revision Date 10-13-22	Page 28 of 37

23.009 Immediate Investigation of Officer Involved Shooting

A. Responsibility of the involved employee(s):

1. Determine the extent of injuries, if any, and render appropriate first aid.
2. Immediately notify the radio dispatcher of the shooting, advising of any injuries and the need for emergency medical attention.
3. The involved employee should protect and secure the weapon used for examination and submit the weapon only to the appropriate investigator.
4. The involved employee will not discuss the situation with anyone except supervisory and/or investigative personnel. Officers may consult legal advisers of their choice to provide guidance to them.
5. Involved Officers will be provided the opportunity to contact their family members as soon as possible.
6. Involved Officers may choose a peer or union representative to be assigned to the officer immediately following the incident to provide support. Involved officers should not discuss the events of the situation with their peer or union representative as these conversations are not confidential and are subject to disclosure.

B. Responsibility of the first responding Patrol Supervisor

1. Immediately obtain an overview of what occurred from the involved officer(s)
 - a. Identify involved Shooter and Witness Officers.
 - b. Locate and secure scene and potential evidence.
 - c. Ensure the safety of the public.
 - d. Complete recorded public safety statement with involved shooting Officers.
 - e. Gather information and make first responding officers available for briefing of investigations personnel upon their arrival.
2. Sergeants shall send an officer to the hospital with any persons who are injured as a result of the incident.

Glendale Police Department General Order

Response to Resistance

23.000

Date Issued
02-02-00

Revision Date
10-13-22

Page
29 of 37

3. If deemed necessary, the Sergeant or Shift Lieutenant may elect to have the involved officer(s) removed from the scene by another supervisor and taken to the nearest police facility prior to the arrival of investigators. If this is not practical, they should be taken to another appropriately private and safe remote location.
4. After initial contact Involved Officers should be separated and advised not to discuss the incident until contacted by an investigator. Another supervisor should be assigned to stand-by with the officers until contacted by investigations personnel.

C. Responsibilities of Shift Lieutenant:

1. Respond immediately to the scene, assume command, and gather preliminary information.
2. Notify their Division Commander or designee of the incident and the preliminary information.
3. Notify the on-call Investigations supervisor.
4. Notify the Professional Standards Unit.
5. Notify the on-call GPOC representative and the on-call Critical Incident Stress Management (CISM) team member.
6. Notify the Public Information Officer (PIO)
7. Notify the Department Legal Advisor. Response of the Legal Advisor to the scene will depend upon the particular circumstances, but is mandatory if injuries are involved.

D. Responsibility of Division Commander

1. The affected Division Commander will notify the Chief, the Assistant Chiefs, the affected Division Commander, the on-call GPOC representative, the on-call Critical Incident Stress Management (CISM) team member, and the PIO.
2. A Division Commander will then respond to the scene for the purpose of providing pertinent information to the involved officer. This information should include, but is not limited to, an explanation of how the investigation(s) should proceed and the services available through Victim Assistance.

Glendale Police Department		
General Order		
Response to Resistance		23.000
Date Issued 02-02-00	Revision Date 10-13-22	Page 30 of 37

3. A Division Commander will oversee the entire investigation and will be responsible for the dissemination of all reports, i.e. Glendale Police Significant Incident Report. This will ensure that the distribution of information is accurate and complete before informing the agency as a whole.

23.010 Criminal Investigation of Officer Involved Shooting

- A. For those incidents that occur within the city of Glendale, and only at the direction of the Police Chief (or designee), the West Valley Incident Response Team (WVIRT) will be activated and shall conduct the criminal investigation of officers involved in any discharge of their firearms and/or if a person dies while in the custody or control of an employee or officer. The focus of the investigation is to determine any criminal conduct of all involved persons and submitting the facts through the appropriate legal process for review and potential charges. The Glendale Death Investigations/ Violent Crimes Squad will act as department liaisons to the investigating agency during these incidents.
- B. For those incidents that the Death Investigations/Violent Crimes Squad is activated for an out of city WVIRT incident, they shall conduct the criminal investigation of officers involved in any discharge of their firearms and/or if a person dies while in the custody or control of an employee or officer. The focus of the investigation is to determine any criminal conduct of all involved persons and submitting the facts through the appropriate legal process for review and potential charges.
- C. The on-call Investigation Supervisor, upon notification of the WVIRT activation will notify an appropriate number of investigators and have them respond to the scene.
- D. The Homicide/Death Investigations Squad Supervisor, or in their absence the on-call Investigation Supervisor, will respond to the WVIRT scene and assume command of the scene.
- E. All officer involved shootings will be investigated in accordance with the procedures set forth in the directives concerning the responsibilities of Investigations regarding Death Investigations. It should be noted that if another agency investigates one of our officers their policies and procedures will be followed concerning the investigation, with the exception of MOU employee rights.

Glendale Police Department		
General Order		
Response to Resistance		23.000
Date Issued 02-02-00	Revision Date 10-13-22	Page 31 of 37

- F. WVIRT responding investigators will conduct an on scene briefing with first responding supervisors and officers to determine the scope and direction of the investigation.
 - 1. Identify involved shooting officers and witnesses.
 - 2. Locate and identify scene and potential evidence.

- G. Assigned WVIRT investigators will contact and advise involved officers of the course and protocol of the investigation prior to the officer being released from duty.
 - 1. Investigators will direct photos of all involved officer(s).
 - 2. Investigators will conduct a weapons check and a count of all ammunition of all weapons available to the involved officer(s).

- H. As soon as it is appropriate a walk-through of the scene to conduct an overview interview will be conducted with the involved officers. A second interview may be conducted away from the scene at a later date.

- I. WVIRT investigators should make every effort to expedite the completion of the criminal investigation and keep the involved officers informed of the outcome as soon as possible.

- J. All reports, photos and any other documents relating to an officer involved shooting incident will be retained indefinitely, regardless of the disposition of the criminal investigation. Physical evidence can only be disposed of after written notification is received from the City Attorney and/or all State of Arizona Statute requirements have been satisfied.

23.011 Administrative Investigation of Officer Involved Shooting

- A. An Administrative Investigation is conducted to determine if the conduct of the involved employee is consistent with departmental policy and procedures, and this investigation will be subordinate to any criminal investigation.

- B. The Assistant Chief will designate the Primary Administrative Investigator.

- C. The Administrative Investigation will be conducted in accordance with the procedures set forth in the directives concerning Police Internal Investigations/Class "A" (Alleged Criminal Activity).

Glendale Police Department General Order		
Response to Resistance		23.000
Date Issued 02-02-00	Revision Date 10-13-22	Page 32 of 37

23.012 Post Lethal Force Trauma and Employee Welfare

A. Philosophy

1. The Glendale Police Department recognizes that the most stressful event to be endured in a police career is involvement in a police shooting or other use of lethal force.
2. The purpose of this policy is to provide guidance for supporting the employees who were directly involved in a lethal force incident, in order to ensure their wellbeing, as much as possible. These procedures will be referred to as the “administrative post-lethal force process” and are intended to compliment the guidelines contained in the *Employee Line-Of-Duty Checklists*, should the incident command system associated with these checklists be activated.

B. Applicability

1. The contents of this order apply, but are not necessarily limited to the following situations:
 - a. A Police Officer or armed Detention Officer discharged his or her weapon at another person.
 - b. A Police Officer or Detention Officer employs lethal force by other means.
 - c. A Police Officer or Detention Officer has clearly been subjected to an attack perpetrated by a person or persons with the intent to kill.
2. The provisions of this order may also apply to other police employees who are witness to the use of lethal force and/or those who provide first aid to an injured police employee. This includes Communications personnel (normally the channel one dispatcher) who are involved in a lethal force incident by virtue of direct radio contact with involved officers, or personnel who were providing close support to that dispatcher during the time the incident was transpiring.

C. Immediate Concerns

1. The Critical Incident Stress Management (CISM) Coordinator, or designee, shall be contacted by the Scene Commander and will respond to the location as dictated by the unique dynamics of the incident, such as where the involved employees have been assembled.

Glendale Police Department General Order		
Response to Resistance		23.000
Date Issued 02-02-00	Revision Date 10-13-22	Page 33 of 37

2. Involved employees will be briefed on the administrative post lethal force process as described below, provided with written information containing pertinent information (to which they may want to refer at a later time), and assisted in arranging their transportation home at the completion of their duties, if such assistance is desired.

D. Administrative Post-Lethal Force Process

1. There are three phases in the administrative post-lethal force process:
 - a. Decompression - As soon as possible, involved employees will be afforded time away from work in order to process emotions to which they have may have been exposed, and to reassure family members and friends who might have been affected by the incident.
 - b. Checkup - Prior to returning to duty, employees placed on administrative duty, or otherwise directed by their chain-of-command, may be required to attend a mandatory visit with a licensed psychologist, contracted by the Department, as stipulated on the *Post-Critical Incident Administrative Leave* form.
 - c. Return to Duty - The supervisor(s) of affected employees (as outlined in paragraph 5b) should be briefed on how to recognize PTSD symptoms by the Employee Assistance and Support Coordinator or Police Psychologist. Supervisors are to report to the Police Psychologist subsequent behaviors, which may indicate ongoing emotional distress.

2. Decompression: Administrative Leave

- a. Any employee involved in a lethal force incident, as described above in paragraph B.1, will be placed on administrative leave following the completion of all necessary interviews.
- b. Employees placed on administrative leave will continue to receive their pay and benefits, as if they were at work.
- c. The period of administrative leave will initially be a minimum of 3 duty days, to commence at the start of the involved employee's next duty day.
- d. Employees placed on administrative leave as a result of their involvement in an incident covered by this order may request an

Glendale Police Department General Order		
Response to Resistance		23.000
Date Issued 02-02-00	Revision Date 10-13-22	Page 34 of 37

extension of administrative leave, which may be approved by their Division Commander, or designee, who will then;

- Notify the involved employee’s supervisor(s)
 - Notify the Patrol Scheduler (if applicable)
 - Notify their respective Assistant Chief
- e. Employees placed on administrative leave under this order are not required to stay at home. They will be asked provide their preferred contact information so that they may be contacted in order to facilitate both the investigative and administrative processes that follow lethal force incidents.

3. Check Up: A Mandatory Appointment

a. While on administrative leave, and normally as soon after the incident as reasonably possible, the CISM Coordinator, or designee, will advise all involved employees on how to make an appointment with the licensed psychologist contracted by the Department. Each employee will be provided with the psychologist name; address; phone number; and website to assist with scheduling their visit. It is the employee’s responsibility to make this appointment. The criteria for psychologists selected for this role shall include:

- Law enforcement experience and/or exposure that has been significant enough to create an advanced awareness of the nature and special requirements of the police profession - its dangers, activities, requirements for service, and even its jargon.
- Specialization in stress related illnesses, including but not necessarily limited to, Post Traumatic Stress Disorder.

b. Wherever possible, the appointment will be scheduled at a time most convenient for the employee, but subject to the availability of services.

- It is the employee’s responsibility to schedule the appointment with the psychologist the next business day, or within 48 hours of being placed on Administrative Leave.
- Failure to schedule an appointment in a timely manner may impact the Division Commander’s decision to extend the Admin Leave and may require the employee to use personal leave time until the appointment has been scheduled and attended.

Glendale Police Department General Order

Response to Resistance

23.000

Date Issued
02-02-00

Revision Date
10-13-22

Page
35 of 37

- An employee will not be returned to regular duty unless they have kept the mandatory appointment. If an employee refuses to attend they may be reassigned to other duties, at the Department's discretion, pending further review.
- c. The purpose of this appointment shall be strictly for the employee's wellness.
- d. Involved employees may elect to continue visits with the designated psychologist. The first six of these additional appointments shall be provided at no cost to the employee. Members of the employee's immediate family may also use these benefits; however, the total number of paid visits per family, including the involved employee, shall not exceed six.
- e. The psychologist will email the Assistant Chiefs and the Manager over Personnel Management to confirm the employee's attendance at the mandatory appointment. The appropriate Assistant Chief will notify the employee's Commander upon receipt of the email. Personnel Management will maintain a copy of the email.
- f. The content of an employee's conversations with the psychologist will be kept confidential, in accordance with ARS 36-517.02.
- The only exception to confidentiality is when a client discloses information that indicates a clear and imminent danger to self or others.
 - In any case when a client's condition indicates a clear and imminent danger to self or others, potential victims and appropriate authorities must be informed.
 - Should an involved employee disclose information as outlined above, the Division Commander shall be notified and take all reasonable and immediately necessary steps in order to inform any affected party of possible danger, inform the chain-of-command, and determine any further actions to protect all parties.
4. Extended Administrative Leave - Administrative leave may be extended by the Division Commander for a time not to exceed 4 additional duty days when;
- An appointment with the psychologist cannot be obtained prior to the employee's scheduled return to duty.

Glendale Police Department General Order

Response to Resistance

23.000

Date Issued
02-02-00

Revision Date
10-13-22

Page
36 of 37

- The employee requests additional time for reasons of mental health or preparedness for duty.
 - a. If after a reasonable interval of administrative leave, an employee is not ready to return to full duty, the possibility of modified duty in an appropriate capacity may be explored.
 - b. Employees desiring additional time off past the maximum allowed Admin Leave time will have the option of using personally accrued leave time (vacation, compensatory time, sick).
 - c. Prior to exercising any of the options outlined above, the employee will be required to speak with their Division Commander about their plan for getting themselves to a point where they are ready to return to their regular duty assignment. The plan should include;
 - A second mandatory meeting with the psychologist
 - An estimated timeline describing the process for getting back to a regular duty assignment
 - Detailed information on what will be done in the event the initial plan cannot be achieved
5. Return to Duty
- a. Preparation – When applicable, the Rangemaster will contact the officer on Administrative Leave and work with them to schedule them for re-qualification. The employee must re-qualify prior to going back to their regular duty assignment.
 - b. The Critical Incident Stress Management CISM Coordinator, or designee, will contact the supervisors of involved employees and provide information about recognizing symptoms of Post-Traumatic Stress Disorder (PTSD) and other possible stress reactions that include the following:
 - Supervisors should be attentive to any increase in an involved employee's use of sick, vacation, or compensatory time.
 - Supervisors should also be on alert for an employee's involvement in disciplinary issues which would have been considered a deviation from their behavior prior to the incident. Incidents should be documented and monitored through the AIMS system.

Glendale Police Department General Order

Response to Resistance

23.000

Date Issued
02-02-00

Revision Date
10-13-22

Page
37 of 37

- Should trend in leave usage or discipline patterns be noted, supervisors should attempt to ascertain the reason for the change. If an involved employee is having difficulty as the result of the incident in which they were involved, an offer of help should be extended and the CISM Coordinator or contracted psychologist should be contacted for advice pertaining to resources available.

Glendale Police Department General Order		
Response to Resistance / Shooting Review		23.025
Date Issued 03-20-01	Revision Date 02-20-24	Page 1 of 5

23.025 Purpose

This policy is being created to outline the review procedures for certain Response to Resistance and Officer Involved Shootings. This review process will be administered by the Glendale Police Department Professional Standards Unit and is designed to ensure that a fair and impartial review of the incident takes place, and to make recommendations for the Chief of Police to consider as part of the decision-making process.

23.026 Response to Resistance (Use of Force) Review Process

- A. The review process will be utilized to examine incidents that are defined as follows:
 - 1. Any strike to the head with an impact weapon.
 - 2. Any Response to Resistance which results in the person who the force was used against being admitted to the hospital.
 - 3. Any Response to Resistance which results in the person who the force was used against sustaining a broken bone or dislocated joint.
 - 4. Any other Response to Resistance deemed necessary by the Chief of Police.
- B. The purpose of the review is to determine if the Response to Resistance was within established guidelines as set forth in existing policy, procedures, and written directives.

23.027 Shooting Review Process

- A. The review process will be utilized to conduct timely reviews of all Officer Involved Shootings. These reviews will be made as soon as possible, however the shooting must be cleared by the Maricopa County Attorney’s Office before the review can be initiated.
- B. An officer involved shooting investigation is outlined in G.O. 23.009.
- C. The Chief of Police will be the final determining authority as to whether a shooting incident not covered by this policy needs to be reviewed.

Glendale Police Department General Order		
Response to Resistance / Shooting Review		23.025
Date Issued 03-20-01	Revision Date 02-20-24	Page 2 of 5

D. The purpose of this review is to determine if the use of force was within established guidelines as set forth in existing policy, procedures, and written directives.

23.028 Response to Resistance / Shooting Review Panel Composition

A. The following is a breakdown of the composition of the Panel:

1. Two members of Command Staff, selected by the Chief of Police or their designee. Whenever possible, these staff members will not be from the chain of command of the employees whose actions are being reviewed.
2. Two citizens who meet the criteria established in this policy.
3. One Peer Representative chosen by the employee whose action is being reviewed. The employee may select the Peer Representative of their choice, with the following exceptions:
 - Employees may not choose family members as their Peer Representative.
 - Employees may not choose Peer Representatives who were involved in the same Response to Resistance or shooting that is being reviewed.
 - Employees may not choose Peer Representatives who were involved in the internal or criminal investigation for the incident being reviewed.
 - In other circumstances not covered in this policy, the Chief or designee will be the final authority.
4. The department Legal Advisor.
5. The City Attorney, or their representative.

23.029 Citizen Panel Member Criteria

A. The purpose of this section will be to establish guidelines for the selection and the maintenance of a list of eligible Citizen Members for the Panel. Citizen Members are individuals that have shown a willingness and desire to work

Glendale Police Department General Order		
Response to Resistance / Shooting Review		23.025
Date Issued 03-20-01	Revision Date 02-20-24	Page 3 of 5

with the Glendale Police Department to review Response to Resistance and Officer Involved Shooting incidents.

- B. Citizen Members will be those chosen to serve the Glendale Police Department in an advisory capacity during a Response to Resistance or Shooting Review processes.
- C. Citizen Members provide a citizen’s perspective on Response to Resistance and Officer Involved Shooting incidents that the members of the Glendale Police Department encounter.
- D. To ensure fair and impartial reviews of Response to Resistance and Officer Involved Shooting incidents, the Citizen Members selected will embody a broad cross section of the citizenry of the Glendale Community. Citizen Members will not be relatives of Glendale Police Department employees, and in the event a conflict of interest arises, will excuse themselves from the proceedings.
- E. Citizen Members can be recommended for consideration from a wide variety of sources including but not limited to department employees, elected officials, other citizens, and City of Glendale employees. The Chief of Police will be the final determining authority on who will be placed on the Citizen Member list and are eligible for the Panel.
- F. The list of Citizen Members eligible for the Panel will consist of up to twelve individuals.
 - 1. Only two Citizen Members will be called upon when a Response to Resistance/Shooting Review Panel is scheduled.
 - 2. The Citizen Members will be utilized on a rotational basis.
 - 3. Citizen Members will serve a term of three years. Citizen Members may not serve more than 2 consecutive terms and may be rotated at different intervals to ensure experienced civilians are always available.
 - 4. The number of Citizen Members may be changed at any time, to meet the needs of the Glendale Police Department.
 - a. The Chief of Police will be notified of the change and the need for the addition or deletion of Citizen Members eligible for the Panel.

Glendale Police Department General Order

Response to Resistance / Shooting Review

23.025

Date Issued
03-20-01

Revision Date
02-20-24

Page
4 of 5

- b. The Chief of Police will have the final decision in any changes made to the Citizen Member list or Members selected to a Panel.
 - c. The Professional Standards Unit will maintain the list of citizens who serve in this capacity and ensure that contact information is updated whenever required.
- G. Citizen Members will be encouraged to attend the following:
- 1. Glendale Citizens Police Academy.
 - 2. Completion of sponsored training by the Glendale Police Department covering:
 - a. Federal and state laws concerning use of force
 - b. Departmental policies governing use of force
 - c. Police Department complaint procedures
 - d. Familiarization with Glendale Police Department operations

23.030 Response to Resistance Review / Shooting Review Panel Function

- A. The Panel is specifically charged with the responsibility of examining all related policies and procedures governing the administrative handling of Response to Resistance and Officer Involved Shooting incidents.
- B. The Panel shall serve in an advisory capacity to the Police Chief and, as such, shall conduct timely hearings into Response to Resistance and Officer Involved Shooting incidents at their discretion. In addition, they may examine all related support documentation surrounding a Response to Resistance or Officer Involved Shooting incidents to determine if the event was consistent with established department policy.
- C. The Legal Advisor shall serve with the Panel for the purpose of providing legal assistance and advice. The Legal Advisor may participate in the hearing but shall not be a voting member of the Panel.
- D. The City Attorney or their designee may attend all Shooting reviews for administrative review by a non-police department employee. The City

Glendale Police Department General Order

Response to Resistance / Shooting Review

23.025

Date Issued
03-20-01

Revision Date
02-20-24

Page
5 of 5

Attorney or their designee may participate in the hearing but shall not be a voting member of the Panel.

- E. Departmental employees shall be subject to call before the Panel.
- F. The Police Chief and members of the Panel may participate in the hearing and in the examination of any person appearing before the Panel.
- G. The Defensive Tactics subject matter expert, or their designee, and the Proficiency Sergeant/Range Master, or their designee, at the request of a Professional Standards Unit supervisor, will attend all Response to Resistance and Officer Involved Shooting hearings in order to provide technical advice on training issues.
- H. The Panel shall keep minutes of its proceedings, including the Panel recommendations, which will be documented and then retained by PSU.
- I. Recommendations and minutes will be forwarded to the Police Chief for review.
- J. Individuals who appear before a response to resistance or officer involved shooting review Panel, regardless of their role, shall dress within the same guidelines established for court appearances (G.O. 22.051.D).

Glendale Police Department General Order			
Less Lethal Weapons and Munitions			23.050
Date Issued 12-27-99		Revision Date 12-07-23	Page 1 of 6

23.050 Purpose - Less Lethal Munitions

- A. Provide guidelines and procedures for the deployment of less lethal munitions.
- B. The Glendale Police Department recognizes and respects the value of human life. However, officers in the performance of their duties occasionally face situations where the use of force or deadly physical force is reasonable and necessary to protect themselves or others. Reasonable force should be used in these situations and the level of force must be based on the totality of the circumstances, but especially on the actions and behavior of the suspect. Less Lethal munitions may be considered an alternative to deadly physical force when and if the circumstances will allow it. In incidents that appear to have a subject trying to force officers to use lethal force to accomplish their own goal of suicide, or those in which a hostile/violent subject is armed with an impact device or edged weapon, these munitions may be effective. Less Lethal munitions enable officers to utilize an intermediate range of force when it may be unsafe to get close enough to deploy chemical agents or standard police impact weapons.

23.051 Definitions

- A. **Impact Weapons** - approved for use by the Glendale Police Department; these include the straight, expandable, and side-handle batons, and extended range impact weapons. Impact weapons work on the principle of pain compliance and may cause blunt trauma injuries and temporary nerve or muscle dysfunction.
- B. **Less Lethal Force** - less lethal force is that force which is used with the intent of disrupting or neutralizing a subject’s ability to harm the officer, bystanders, or themselves, primarily through pain compliance.
- C. **Less Lethal Munitions** - munitions designed to cause substantially less bodily harm than a firearm, but which have the potential to cause substantial bodily harm or death. These munitions ARE NOT considered non-lethal. For the purpose of this policy “Less Lethal Munitions” will include the following:
 - 1. “A variety of less lethal munitions designed to be used with a 37mm launcher include, but are not limited to multiple rubber balls and/or foam or rubber “baton” munitions, as well as chemical agents.

Glendale Police Department General Order			
Less Lethal Weapons and Munitions			23.050
Date Issued 12-27-99		Revision Date 12-07-23	Page 2 of 6

2. Projectiles designed specifically for use with a department approved FN303. These projectiles will contain "OC" type chemical agent.

23.052 Use and Deployment of Less Lethal Munitions

- A. Successful completion of a department approved training course, and annual refresher courses, are required before employees are authorized to deploy them. Trained personnel will only deploy less lethal munitions they have been given specific training on.
- B. If possible, attempts should be made to notify a supervisor before deployment.
- C. At the direction of the field force commander, or designee, the 37mm launcher and its less lethal munitions will generally be used in mobile field force and SWAT type situations.
- D. Less lethal weapons will be stored in their assigned cases. Officers should ensure that their assigned weapon and its designated munitions are functioning properly at the beginning of their work shift.
- E. When a less lethal weapon is handed to another trained officer for deployment, the new designated handler of the weapon will check the weapon and its munitions prior to deploying it again.

23.053 Justification for Deployment

- A. When possible, deployment of less lethal weapons and munitions will be planned in order to reduce the risk of injury and/or death to officers, innocent citizens, and/or suspects.
- B. Incidents that may call for the use of less lethal munitions include but are not limited to:
 1. Violent subjects armed with impact weapons or non-traditional weapons such as baseball bats, clubs, sticks, shovels, etc.
 2. Suspects armed with any type of edged weapons, such as knives or machetes.
 3. Civil disturbances, or in the case of a deployment of a mobile field force.

Glendale Police Department General Order

Less Lethal Weapons and Munitions

23.050

Date Issued
12-27-99

Revision Date
12-07-23

Page
3 of 6

4. In the case of a Limited Negotiations Response (LNR) callout.
 5. Armed suicidal subjects who may attempt to force officers to shoot them in order to achieve their suicide.
 6. Use of force situations that have escalated to a point at or higher than the use of a traditional impact weapon, in which the use of less lethal munitions may prevent further escalation of force.
 7. As deemed necessary by a Supervisor.
- C. Target Areas
1. Primary target areas:
 - Lower extremities, including the legs and buttocks
 - The arms, especially below the elbows
 - Lower abdomen and waist area
 2. Secondary target areas:
 - Back and or shoulder areas
 - The chest area
 3. Areas to avoid, non-target areas:
 - Head
 - Neck
 - Kidneys
 - Liver
 - Spleen

23.054 Safety Precautions

- A. The safety of officers, citizens, and suspects is paramount.
- B. Less lethal munitions should not be fired through glass or similar media unless exigent circumstances exists. Operators will attempt to seek a supervisor's approval prior to deployment through barriers.
- C. Anticipate firing follow up shots if the first shots miss or are ineffective.

Glendale Police Department General Order			
Less Lethal Weapons and Munitions			23.050
Date Issued 12-27-99		Revision Date 12-07-23	Page 4 of 6

- D. Officers will not deploy without a cover officer and proper planning.
- E. Only department issued weapons and/or munitions will be utilized during actual deployment.
- F. Unless exigent circumstances exist, less lethal weapons should not be fired if the risk of secondary injury is greater than the need to make an immediate arrest. Examples include, but are not limited to:
 - The subject is in an elevated position that could lead to a significant fall.
 - The subject is in a location where they could fall and be submerged in water.
 - The subject is operating a moving vehicle (unless the vehicle is subject to a vehicle containment operation).
- G. Special consideration should be given when information indicates that the suspect has pre-existing physical or medical conditions that could exacerbate the effects of the less lethal munitions.

23.055 Basic Tactics for the Deployment of Less Lethal Munitions

- A. Officers will have another officer present to provide lethal force coverage. Cover officer responsibilities will include verbal communications to both the suspect and police personnel along with providing lethal force coverage.
- B. Prior to deployment of less lethal munitions at any scene, on scene units should be notified immediately either by radio or in person.
 1. This should be done based either a prior explanation, operational plan, or through the use of a phrase containing the words “impact”, “prepare for impact”, or something similar.
 2. This is done to avoid “contagion fire” by other officers.
 3. This should be done out of the audible range of the suspect.
 4. Less lethal weapons and munitions should be used from a position of cover.
 5. All movements should be communicated to other on scene personnel.

Glendale Police Department General Order			
Less Lethal Weapons and Munitions			23.050
Date Issued 12-27-99		Revision Date 12-07-23	Page 5 of 6

6. Multiple officers may deploy less lethal munitions for simultaneous impacts, if available and necessary.

23.056 Handling of Suspects and Medical Treatment

- A. The suspect(s) will not be approached until it can be done safely in accordance with high-risk arrest tactics.
- B. Officers will not make contact with a suspect who has a weapon in their hands.
- C. All suspects will be immediately handcuffed.
- D. Paramedics should be called to the scene to examine any suspect impacted by less lethal munitions.
- E. Any suspect impacted by less lethal munitions will be booked into jail or other appropriate facility, such as a psychiatric hospital.
- F. Each impact area on the suspect's body will be photographed to document the existence or lack of visible injury.

23.057 Reporting Procedure

- A. When an officer deploys munitions a departmental report, either in the form of an original offense report or an approved supplemental report attached to the original offense report, will be completed. The appropriate check boxes regarding the level of resistance offered by the suspect, and the method of police force used, will be used. A narrative outlining the totality of the circumstances that led to the deployment of the less lethal munitions and the result of said deployment to include any injuries or lack of injuries sustained will be included. The narrative should also contain information for each less lethal round deployed, including the type of round, the distance it was deployed from, and its area of impact on the suspect. All less lethal deployments will be documented on a department Response to Resistance form.
- B. When a suspect receives more than diagnostic treatment by a hospital or physician, it will be investigated on a Departmental Investigation form and submitted to the Response to Resistance Panel for review.

Glendale Police Department General Order

Less Lethal Weapons and Munitions

23.050

Date Issued
12-27-99

Revision Date
12-07-23

Page
6 of 6

- C. A supervisor must be notified, and that supervisor must make appropriate notifications based on current protocol.

- D. If a death or a serious injury is caused the incident will be investigated as an officer involved shooting.

Glendale Police Department General Order			
Administrative Review Board			23.060
Date Issued 03-26-09	Revision Date N/A	Review Date 01/06/21	Page 1 of 2

23.060 Administrative Review Board

- A. The Administrative Review Board is specifically charged with the responsibility of reviewing all large scale Critical Incidents deemed necessary by the Chief of Police. This board is non-disciplinary in nature and is intended to be a management tool designed to improve departmental performance.

- B. Nothing in this policy is intended to replace or take responsibility away from any of the department's existing review processes.

- C. The Administrative Review Board will focus on five areas:
 - 1. **Training** - To determine if department employees were properly trained to handle the incident, with which they were faced.
 - 2. **Tactics** - To determine if the tactics utilized by department employees during the incident were properly employed and suitable for the situation.
 - 3. **Policy** - To determine if the policy that was in place at the time of the incident was current or needs to be updated.
 - 4. **Supervision** - To determine if the incident was properly supervised and managed from the start of the incident to the conclusion.
 - 5. **Equipment** - To determine if the employees on scene were properly equipped to handle the situation.

- D. The Chief of Police, or his designee, will be the final authority in determining whether this board will review an incident. The following situations are examples of when this board may be convened to review a Critical Incident:
 - 1. Officer Involved Shootings
 - 2. In Custody Deaths
 - 3. Vehicle Pursuits where serious or fatal injuries occur
 - 4. Serious or fatal injuries sustained by an officer or civilian following a police action

Glendale Police Department General Order

Administrative Review Board

23.060

Date Issued
03-26-09

Revision Date
N/A

Review Date
01/06/21

Page
2 of 2

5. High Profile Incidents
 6. Any other incident deemed worthy or review by the Chief of Police
- E. Once the decision has been made to convene this board, the Chief of Police will select a chairperson.
1. The chairperson will then select at least four additional supervisors, who are equal to or greater in rank than the employees that are involved in the incident.
 2. The chairperson can select Subject Matter Experts to assist the board in the review process. The chairperson has the authority to select Subject Matter Experts from outside of the agency if deemed necessary.
 3. The case agent and / or supervisor in charge of the criminal investigation will present the known facts and circumstances to the board.
 - a. Photographs taken as part of the criminal investigation may be utilized.
 - b. Radio transmissions and MDC messages regarding the Critical Incident may be utilized.
 - c. Departmental reports, prepared for the purposes of the criminal investigation, may be utilized.
- F. The chairperson has the responsibility of drafting a memo, which outlines the findings of the board. This should be completed no later than five working days after the board meets. That memo will then be presented to the Chief of Police for any action that is deemed necessary.

Glendale Police Department		
General Order		
Firearms Training		23.075
Date Issued 08-01-02	Revision Date 10-31-23	Page 1 of 17

23.075 Authorization to Carry Firearms

- A. During scheduled work hours all certified officers, except those specifically prohibited by administrative decision, will carry a department issued Glock model 17, 21, or 41 as their primary duty firearm. On duty certified officers **in a non-uniform assignment** may substitute their primary department issued firearm for a department issued or non-issued unmodified Glock model 19, 22, 23, 26, 27, 30, 43X, or 48. On duty certified officers in an undercover capacity and when necessary to complete an undercover assignment may substitute their primary weapon with an unmodified Glock 43, 43X, and 48. All certified officers substituting their primary firearm must pass the Glendale AZPOST qualification course and the weapon must have yearly preventative maintenance. Additionally, these officers must complete Handgun Skills with their primary issued firearm.

- B. Handgun Red Dot Sights [RDS] are authorized for primary duty carry, only on factory Glock 17 MOS and Glock 41 MOS issued or non-issued pistols. Non-uniformed personnel may also substitute a factory Glock 19 MOS, 43X MOS, or 48 MOS non-issued pistol. Officers must complete and pass the Department's RDS school as determined by the Proficiency Sergeant/Rangemaster prior to deployment. All RDS pistols will be equipped with co-witness height iron sights. The Proficiency Sergeant/Rangemaster will maintain a list of approved RDS, suppressor height sights and holsters for RDS equipped pistols. This list is accessible via the GPD-HUB portal within Training's Range & Proficiency Section.

- C. All issued and non-issued firearms must be inspected and approved by the Proficiency Sergeant/Rangemaster or a designee.

- D. During scheduled work hours, a certified officer may carry a concealed secondary duty firearm if the Proficiency Sergeant/Rangemaster has approved it and the officer has met qualification standards.
 - 1. Detention Officers are not authorized to carry a concealed secondary while on duty at any time.

- E. During non-scheduled work hours, a certified officer may carry a concealed firearm in a law enforcement capacity if the Proficiency Sergeant/Rangemaster has approved it and the officer has met AZPOST qualification standards.
 - 1. Officers will have their police identification card with them whenever an off-duty firearm is being carried.

Glendale Police Department General Order		
Firearms Training		23.075
Date Issued 08-01-02	Revision Date 10-31-23	Page 2 of 17

2. Officers will not carry firearms while consuming alcohol or while in an intoxicated state.
- F. The only handgun calibers authorized for secondary or off duty officers to carry in a law enforcement capacity will be:
 1. .38 caliber.
 2. 9 MM
 3. .40 S&W
 4. .45 ACP
 - G. Certified officers who display or use a firearm off duty in a law enforcement capacity will be governed by the same policies that apply to on duty officers.
 - H. Any other carrying of an off-duty firearm will be in accordance with federal, state, and local laws and ordinances.
 - I. All firearms, issued and non-issued, must be carried in a holster designed for the specific weapon and accessories, of a non-collapsible construction design, and must have at least one type of retention device (strap, pinch, screw, etc.); level 1 retention. Any deviation from this guideline must be approved by the Proficiency Sergeant/Rangemaster.
 - J. All firearms with an attached flashlight must have a holster designed to carry the flashlight. A second handheld flashlight must still be carried if a weapon mounted light is attached.

23.076 Specialized Firearms

- A. Specialized firearms such as rifles, shotguns, and/or automatic firearms, are authorized for law enforcement purposes.
- B. Only certified officers who have qualified by Glendale Police Department standards and whose assignments require such firearm will be issued these firearms.
- C. Refer to the Tactical Operations Procedures for detailed training requirements, procedures, authorized equipment listings, and tactical considerations.

Glendale Police Department General Order		
Firearms Training		23.075
Date Issued 08-01-02	Revision Date 10-31-23	Page 3 of 17

23.077 Handling, Display, and Use of Firearms

- A. Officers and authorized Detention Officers will not carelessly or unjustly draw, display, handle, or use a firearm at any time.
- B. Officers and Detention Officers will follow the standard safety rules at all times, as listed herein.
- C. **Officers and authorized Detention Officers will not fire warning shots.**
- D. Officers and authorized Detention Officers will display or use firearms in accordance with current training and procedures.
- E. Officers will not discharge firearms in connection with Law Enforcement activities either on or off duty, except under the following circumstances:
 - 1. In defense, to overcome an attack that could produce great bodily harm or death to the officer, or to another person, where no other means are reasonably available to overcome the attacker.
 - 2. At an approved range.
 - 3. Killing seriously wounded (or dangerous) animals when other means of disposal are impractical or unavailable, and only with the permission of a supervisor. If an officer encounters a dangerous animal and an immediate threat is posed, the officer may take the appropriate action to protect the community and/or the officer, without supervisory pre-approval.
 - 4. Any other use or display of the firearm will be considered a deviation from policy; therefore, the officer shall justify the necessity for the use or display.
- F. Officers and authorized Detention Officers who discharge a firearm, except while participating in firearms training, will notify their immediate supervisor as soon as circumstances permit.
- G. If their immediate supervisor is off duty the officer should immediately report this to any on duty supervisor, who will forward the information to their supervisor.

Glendale Police Department General Order		
Firearms Training		23.075
Date Issued 08-01-02	Revision Date 10-31-23	Page 4 of 17

23.078 Ammunition

- A. All firearms that have been authorized for law enforcement use will only be loaded with Glendale Police Department issued ammunition when the firearm is carried in a law enforcement capacity.
- B. Reloads and/or non-jacketed lead ammunition will not be used in department issued firearms.
- C. The Proficiency Sergeant/Rangemaster will maintain a list of department approved firearms and duty ammunition, which will be updated as approved changes occur. This list is accessible via the GPD-HUB portal within Training's Range & Proficiency Section.
- D. Handgun, shotgun and rifle ammunition will be replaced annually by designated Firearms Training Staff.
- E. Ammunition will be issued when rounds have been lost, damaged, or expended between annual replacements.
- F. Issued ammunition will not be altered.
- G. It is the officer's responsibility to keep the ammunition secure, clean, and dry.
- H. Uniformed officers and authorized Detention Officers will carry the exact amount of ammunition and/or magazines issued to them for each firearm.
- I. Uniformed officers are required to carry a minimum of 3 magazines (1 in the firearm, 2 spares), each loaded with department issued ammunition. SWAT operators will follow their policy on carried magazines.
- J. Non-uniformed are required to carry a minimum of 2 magazines (1 in the firearm and 1 spare) while on duty, each loaded with department issued ammunition.
- K. All handgun magazines will be loaded with one less round than magazine capacity.

23.079 Care and Maintenance of Firearms

- A. All employees will follow these safety rules at all times:

Glendale Police Department General Order		
Firearms Training		23.075
Date Issued 08-01-02	Revision Date 10-31-23	Page 5 of 17

1. ASSUME ALL GUNS ARE ALWAYS LOADED.
 2. NEVER LET THE MUZZLE CROSS ANYTHING YOU ARE NOT WILLING TO DESTROY.
 3. KEEP YOUR TRIGGER FINGER STRAIGHT ALONG THE FRAME UNTIL YOUR SIGHTS ARE ON TARGET AND YOU HAVE DECIDED TO FIRE.
 4. BE SURE OF YOUR TARGET AND SURROUNDINGS.
- B. Officers (for this section includes peace officers and authorized detention officers) are responsible for the security of their agency/authorized firearm(s) and shall exercise due care to ensure the safe and secure storage of their firearm(s) at all times. Officers should keep their agency/authorized firearm(s) secured, in a manner to prevent accessibility by minors or other unauthorized users, whenever stored or not under their immediate control. Officers should consider the following safety devices for firearm storage:
1. Firearm Safe
 2. Lock Box
 3. Trigger or Chamber Lock
 4. Cable Lock
- C. Employees will not clean, repair, load, or unload firearms in or on any city building or property, except at designated locations, or unless instructed to do so by a supervisor or designated firearms personnel.
- D. All loading and unloading will take place at a bullet trap.
- E. The officer will maintain all firearms in a clean and serviceable condition.
- F. The only disassembly that is allowed for a semi-automatic handgun is field stripping.
- G. The only disassembly allowed for a revolver is removal of stocks and cylinder.
- H. The Proficiency Sergeant/Rangemaster will maintain an authorized accessory list (holster, magazine carriers, sights, optics, etc.) for all firearms.

Glendale Police Department General Order		
Firearms Training		23.075
Date Issued 08-01-02	Revision Date 10-31-23	Page 6 of 17

- I. Only Glendale Police Department armorers will repair, modify, or otherwise work on a department owned firearm, unless the Proficiency Sergeant/Rangemaster feels the firearm can only be repaired or serviced by an outside source. Any modifications or changes to an issued or non-issued firearm will require a new qualification prior to the firearm being deployed.
- J. A non-issued firearm that is repaired or modified in any way must be inspected and approved by the Proficiency Sergeant/Rangemaster before being carried as a secondary or off-duty firearm.
- K. Any officer experiencing a malfunction or problem with a firearm will immediately report the problem to a supervisor.
- L. The officer's supervisor will contact the Proficiency Sergeant/Rangemaster to have the firearm repaired or replaced.
- M. The officer describing the malfunction will complete a memo.
- N. Any damage to the firearm must be reported in writing to the officer's immediate supervisor as soon as the damage is discovered. This will facilitate an inspection of the firearm by the Proficiency Sergeant/Rangemaster or a designated armorer to determine its continued use as an approved firearm.
- O. The Proficiency Sergeant/Rangemaster or designated armorer will conduct annual inspections of department issued firearms.
- P. Firearms shall not be mishandled, damaged, lost, or stolen as the result of an intentional act, carelessness, or negligence.
- Q. Officers will immediately report to their supervisor when their primary or secondary firearm is lost or stolen. This also applies to any other department owned firearm in custody of the officer.
 - 1. The officer will submit a written report of the incident to the supervisor.
 - 2. The officer will file necessary police reports with the appropriate jurisdiction.
- R. Anytime a firearm is lost/stolen and recovered it will be inspected by the Proficiency Sergeant/Rangemaster or designated armorer prior to being carried on or off duty, regardless of how long it had been missing.

Glendale Police Department General Order		
Firearms Training		23.075
Date Issued 08-01-02	Revision Date 10-31-23	Page 7 of 17

1. Department loaner firearms will be temporarily issued to officers when their primary firearm is unavailable due to administrative procedure, loss, or damage.
 2. The officer will be issued a firearm of the same type as their duty firearm, if available.
 3. The officer must qualify with the loaner firearm prior to carrying it on duty.
 4. Officers finding any damage to any departmental firearm or ammunition will notify their supervisor immediately, and the supervisor shall take whatever steps are necessary to correct the problem.
- S. All officers will be required to use their assignment designated holster and magazine pouches at all departmental firearms training sessions. The only exception to this is that during annual qualifications the officer can choose to wear their full duty belt.
- T. Secondary on duty firearms and firearms carried concealed off-duty will be carried in a holster that is constructed in such a manner that the firearm is retained by a restraining system that keeps the firearm from dropping or falling and ensures that the trigger guard is covered.

23.080 Handling of Firearms

- A. Employees will not attempt to unload firearms they are not familiar with.
- B. If an employee is not familiar with firearm(s) they should contact their immediate supervisor to assist in locating a qualified person to handle the firearm.

23.081 Documentation

- A. All firearms training will be documented in outline form and pre-approved by the Proficiency Sergeant/Rangemaster.
- B. All training attendance and performance will be documented by the Proficiency Sergeant/Rangemaster, or designee.
- C. The documentation of all approved firearms, for official use, shall include the following:

Glendale Police Department General Order		
Firearms Training		23.075
Date Issued 08-01-02	Revision Date 10-31-23	Page 8 of 17

1. Officer name and I.D. number
2. Firearm make, model, caliber, serial number
3. Maintenance information
4. Date of training/maintenance
5. Firearms Instructor name and/or I.D. number
6. Course fired
7. Score (pass/fail)

23.082 Handgun Qualification and Training

A. Qualification:

1. All certified officers are required to qualify annually with all department issued handguns with a score of at least 84% (210) on an approved Glendale AZPOST qualification course. An AZPOST Certified Firearms Instructor will administer the course.
2. No “warm up” shooting is permitted, prior to the first qualification attempt of the day with the department issued handgun. Dry firing is allowed prior to the first attempt.
3. Officers will be required to shoot duty issued ammunition on their first qualification attempt only.
4. Officers who do not meet the minimum AZPOST qualification score on their first attempt will be required to immediately attempt a second qualification. Officers who do not meet the minimum AZPOST qualification score on the second attempt will be provide additional firearms training at the direction of the Proficiency Sergeant/Rangemaster. Upon the completion of this training a third qualification attempt will be conducted on the same day.
5. Officers who do not meet the minimum AZPOST qualification score by their third attempt of the day will be directed to the Proficiency Sergeant/Rangemaster. At the discretion of the Proficiency Sergeant/Rangemaster additional training and qualification attempts may be scheduled.
6. Officers who do not meet the minimum AZPOST qualification score during their first day’s attempts will be assigned to an administrative assignment and shall not function in an enforcement capacity.

Glendale Police Department General Order		
Firearms Training		23.075
Date Issued 08-01-02	Revision Date 10-31-23	Page 9 of 17

7. Officers who do not meet the minimum AZPOST qualification score on their first scheduled qualification day will be required to report to the Proficiency Sergeant/Rangemaster on their next scheduled workday. At the discretion of the Proficiency Sergeant/Rangemaster additional training and qualification attempts will be provided. Once an officer meets the minimum AZPOST qualification score, they will be returned to their original department assignment.
8. Failure to qualify on the Glendale AZPOST qualification course, after an appropriate remedial training period, may result in disciplinary action or termination for failing to maintain Glendale AZPOST minimum qualification standards.
9. All Officers are required to qualify yearly with any non-issued firearms they have received authorization to carry.
10. Officers will be required to pass with the same score as issued handguns on an approved Glendale AZPOST qualification course.
11. Officers who do not meet minimum standards will not be authorized to carry the non-issued firearm until a passing qualification score is achieved.
12. The department will not require remedial training for non-issued firearms; however, if an officer fails to qualify with the non-issued firearm, the officer will not be permitted to carry that firearm until qualified.

B. Training

1. There will be tactical training session(s) scheduled during the year. These training sessions are designed to enhance the officer's survival and decision-making skills, and abilities to handle firearms efficiently.
2. All sworn officers will attend and successfully complete judgmental training in a course of target identification and discrimination, at least once a year, as mandated for certification requirements by AZPOST. All authorized Detention Officers will successfully complete judgmental training once a year.
3. Officers who exhibit serious safety, manipulation, or marksmanship problems during training will be required to attend remedial training designed to address the deficiency.

Glendale Police Department General Order		
Firearms Training		23.075
Date Issued 08-01-02	Revision Date 10-31-23	Page 10 of 17

4. An officer (police and detention) must attend a training update or re-qualify prior to returning to full duty under the following conditions:
 - a. The officer has been on temporary disability, military leave, FMLA, etc., and has not attended firearms training session within 6 months' time.
 - b. The officer has had corrective surgery on one or more eyes, hands, arms, or shoulders.
 - c. Officer who is involved in an on duty or off duty shooting.

23.083 Shotgun Qualification and Training

- A. Issued 12-gauge shotguns are the only shotguns authorized for use in a law enforcement capacity by Glendale Police Officers and Detention Officers.
- B. Criteria for selection of the officers to attend the Glendale Police Department Basic Shotgun Certification Course.
 1. Recommendation from the officer's current supervisor.
 2. Completion of Probation.
 3. Final selection made by the Bureau Commander.
- C. Only Detention Officers who have successfully completed the Glendale Police Department Basic Shotgun Certification course are authorized to carry or deploy a shotgun while on duty.
 1. Detention Officers will be issued 6 rounds of Polyshok polymer slug per shotgun.
 2. Authorized shotguns will have 6 rounds of department issued Polyshok polymer slugs in the magazine tube safety in the safe position, chamber empty, and action closed.
 3. Rounds will only be chambered in the shotgun when circumstances dictate the imminent use of the shotgun.
 4. Shotguns will be issued to individual officers and that officer will be responsible for the care and general maintenance of the shotgun. If the

Glendale Police Department General Order		
Firearms Training		23.075
Date Issued 08-01-02	Revision Date 10-31-23	Page 11 of 17

firearm has been fired or subjected to dirt, debris, or moisture the officer will clean the shotgun prior to putting the firearm back into service.

5. Officers that are issued a department owned shotgun will not share their shotgun with any other officer.
6. Detention Officers will be required to secure issued shotguns in Detention vehicles in appropriate racks or a secured designated locker in a protective case in cruiser ready.
7. A certified Glendale shotgun armorer will inspect shotguns at least once a year.
8. Detention Officers assigned a department issued shotgun will be required to attend the Glendale Police Department shotgun certification course prior to being issued the shotgun.
9. Detention Officers will be trained on the deployment of lethal Polyshok polymer slugs.
10. Detention Officers will be required to qualify with 100% of the rounds within the silhouette and 17 of 20 rounds within the scoring area on both the day and night qualification courses) along with an 80% on the written examination. Any round not within the silhouette is an automatic disqualification [DQ].
11. Detention Officers will qualify annually on the day qualification course with their department issued shotgun in order to continue to carry it.
 - a. Detention Officers who fail to qualify on the first attempt [cold] must attempt a second qualification on the same day. Failure to complete the second attempt is a disqualification [DQ].
 - b. Within 14 days of the second attempt failure the Detention Officer is required to return to the range for the 3rd and or 4th attempts using the same outline as the 1st and 2nd attempts. If the Detention Officer requests remedial training it must be schedule prior to the 14th day with the Proficiency Sergeant/Rangemaster or designee.
 - c. During the interim, the shotgun will be stored at the armory pending the Detention Officer's qualification.

Glendale Police Department General Order		
Firearms Training		23.075
Date Issued 08-01-02	Revision Date 10-31-23	Page 12 of 17

- d. The Proficiency Sergeant/Rangemaster will notify the Detention Officer's immediate supervisor that the officer did not qualify, training requirements and that the shotgun will be held in the armory.
 - e. Detention Officers who fail to qualify by the 4th attempt will be removed from the shotgun program.
12. Authorized Detention Officers will not discharge the shotgun in connection with Law Enforcement activities on-duty, except under the following circumstances:
- a. In defense, to overcome an attack that could produce great bodily harm or death to the officer, or to another person, where no other means are reasonable available to overcome the attacker.
 - b. At an approved range.
13. When the shotgun is out of the vehicle or locker, the shotgun will be in visual and physical control of the Detention Officer at all times.

23.084 Rifle Program

Purpose: This General Order established guidelines for the deployment of AR-15 type rifles, now referred to as the Rifle Program, to all police personnel with the exception of SWAT and the Special Investigations Unit (SIU). SIU Detectives who carry rifles must complete the search warrant entry training under either the supervision of a SWAT Training Sergeant or SIU firearms instructor. SIU must then maintain an approved semi-annual 10-hour training curriculum with overview from the SWAT Sergeant and/or the SIU Firearms Instructor. The training should include the following components: building searches, weapon manipulation, defensive tactics, medic rescue, less lethal/de-escalation, operation planning, and scouting. Arrests tactics such as vehicle containment jump arrests, static vehicle jump arrests, open air jump arrests, trojan horse jump arrests, walk-in jump arrests (7-Eleven jump), force on force, etc. may count towards the 20 hours a year mandated training. SIU will keep a roster of the completed training in their files and will send a copy to the SWAT Training Sergeant. The rifle will be deployed to assist Officers/Detectives who respond to violent incidents involving wanted or violent suspects during their normal course of work.

A. Rifle / Deployment Criteria

Glendale Police Department General Order		
Firearms Training		23.075
Date Issued 08-01-02	Revision Date 10-31-23	Page 13 of 17

1. Officers will use discretion in the display and use of the rifle. Rifle use should be limited to the following situations:
 - a. Any situation where a qualified rifle operator determines the need for increased defensive firepower.
 - b. Patrol Officers should typically refrain from utilizing the rifle in an entry method, search warrant, building search or close quarter situation where the duty pistol is deemed the more appropriate weapon, unless the qualified rifle officer or on scene supervisor perceives an immediate threat and need for increased defensive firepower depending on the situation. Patrol issued rifles are not designed for close quarters.
 - c. Officers will limit the use of their rifle if other officers have already deployed with their rifles. There must be enough officers to go hands on with suspects.

B. Rifle Officer Responsibilities

1. Only a trained officer, with current Glendale Police Department rifle certification, shall carry the rifle.
2. Only Department issued rifles will be carried on duty. Rifle Program issued rifles include:
 - SIONIC Patrol Zero
 - Colt M4
 - Colt 6920
3. Officers will carry the rifle in the trunk of their vehicle in a case or in the rifle rack if the unit is so equipped (rifle must be able to be secured in rack) while on duty.
4. The rifle will be carried in the loaded condition (loaded chamber, bolt closed, safety on, magazine seated).
5. Officers will carry three 30 round magazines with 28 rounds of ammunition for a total of 84 rounds.
6. Only department duty issued ammunition will be carried.

Glendale Police Department General Order		
Firearms Training		23.075
Date Issued 08-01-02	Revision Date 10-31-23	Page 14 of 17

7. The rifle will be cleaned after firing and will only be carried in a clean condition.
8. When the rifle is out of the vehicle or locker, the rifle will be in visual and physical control of the officer at all times.

C. Rifle / Field Supervisors' Responsibilities

1. A rifle certified officer may deploy under their own judgment unless a supervisor decides otherwise. It is recommended that a second officer be assigned with the rifle officer to act as cover and spotter for the rifle officer.
2. Any supervisor who responds to a tactical incident shall take command of the tactical incident and determine if the incident is within the capability of the unit(s) at the scene, or alternatively if SWAT should be requested.
3. Supervisors shall make the necessary notifications if the rifle is deployed and/or discharged -- following GPD General Orders as it pertains to the Response to Resistance.

D. Rifle / Training Division Responsibilities

1. The Training Unit will:
 - a. Train selected officers in the safe, current and accepted deployment of the rifle.
 - b. Assign Glendale Police Department Rifle Program rifles to the trained officers.
 - c. Provide ongoing mandatory qualification and training for rifle personnel.
 - d. Maintain a current list of personnel who are authorized to deploy the rifle.
 - e. Maintain a list of all rifles and ensure that the weapons are properly maintained.

E. Criteria for Selection to the Rifle Program

1. Recommendation from officer's current supervisor.

Glendale Police Department General Order		
Firearms Training		23.075
Date Issued 08-01-02	Revision Date 10-31-23	Page 15 of 17

2. Has a minimum of meets standards on their past two ratings.
 3. Authorization to carry a rifle on duty will be contingent upon the needs of the department (shift, hours, and/or vacancies that need to be filled first).
 4. Completion of probation. However, lateral officers will be considered on a case-by-case basis. Prior training and experience will be taken into consideration, at the discretion of the Rangemaster/Proficiency Sergeant, or their designee.
 5. Officers must have obtained a minimum score of 225 on their first two attempts of their most recent handgun qualification and must maintain a minimum score of 225 on their first two attempts, during annual qualifications throughout their tenure in the Rifle Program.
 6. Final selection made by the Bureau Commander.
- F. Upon Being Selected for the Rifle Program / Required Training
1. Officers must successfully complete the required Glendale Police Department basic rifle training and attend annual training.
 - a. Officers attending the Glendale Police Department basic rifle class will be required to qualify with their rifle on day and night rifle qualification courses.
 - b. Qualification will require all rounds to be within the silhouette. Officers must qualify with a score of 225 or 90% (45 out of 50 rounds within the scoring area). Any round not within the silhouette is an automatic disqualification (DQ).
 2. Rifle day qualification will be conducted annually. Officers who fail to qualify on the first attempt (cold) must attempt a second qualification on the same day. Failure to attempt the 2nd attempt will result in a disqualification (DQ).
 3. Within 14 days of the second attempt failure the officer is required to return to the range for the 3rd and or 4th attempts. The 3rd and 4th attempts will follow the same guidelines as the 1st and 2nd attempts. If the officer requests remedial training it must be scheduled prior to the 14th day with the Proficiency Sergeant/Rangemaster or designee.

Glendale Police Department General Order		
Firearms Training		23.075
Date Issued 08-01-02	Revision Date 10-31-23	Page 16 of 17

4. The department issued rifle will be stored at the armory pending the officer's qualification.
5. The Proficiency Sergeant/Rangemaster will notify the officer's immediate supervisor that the officer did not qualify, training requirements and disposition of the rifle.
6. Officers who fail to qualify by the 4th attempt will be removed from the Rifle Program.
7. Officers failing to show proficiency and/or skill with the rifle, during training sessions will be required to attend remedial training until the officer has shown that they are proficient with the rifle. The Proficiency Sergeant/Rangemaster or designee will be responsible to ensure the officer is proficient with the rifle. During the interim the officer will not be qualified to deploy with the rifle. The rifle may be stored at the armory.

G. Rifle / Maintenance

1. Department issued rifles shall only be repaired by the Proficiency Sergeant/Rangemaster or Department rifle armorer.
2. No unauthorized equipment or modifications will be allowed on department issued rifles.
3. All rifles will be equipped with a weapon mounted light. The pointing of the weapon mounted light must follow the guidelines set in the Response to Resistance policy. All Rifle Officers must carry a handheld source of light at all times.
4. Officers who are rifle certified are responsible for maintaining their department issued rifle in a clean and serviceable condition.

H. Rifle / Inspection

1. The Firearms Training Unit will annually inspect all department issued rifles to ensure the weapon is clean and serviceable. All rifles are subject to inspection by Range Personnel or a Supervisor at all times when the weapon is carried on duty.

Glendale Police Department General Order		
Firearms Training		23.075
Date Issued 08-01-02	Revision Date 10-31-23	Page 17 of 17

2. The inspection can be conducted during annual qualification, or at any other time, by the Firearms Training Unit.
3. Officers will not carry a rifle they have not qualified with.

Glendale Police Department General Order		
Laws of Arrest		24.000
Date Issued 03-23-99	Revision Date 11-26-18	Page 1 of 9

24.000 Laws of Arrest

- A. Intent on the part of the person making the arrest.
- B. Authority that is lawful on the part of the person making the arrest.
- C. Seizure or detention of the arrestee.
- D. Understanding on the part of the arrestee that he has been arrested.

24.001 Types of Arrest

- A. Custodial Arrest Definition:

This is a term often applied by the courts to mean a seizure amounting to transportation to the police station and prosecution for a crime. The counterpart of a custodial arrest, i.e., a non-custodial arrest, would be the typical traffic stop where a citation is issued and the person is then sent on his/her way. The only provision in our state statute for citing and releasing on a misdemeanor violation requires that an arrest first occur. As the person is not free to leave, one would normally think of this as a "custodial" arrest. This definition can be important when determining whether or not a search incident to arrest is appropriate or whether Miranda warnings are required.

- B. Custodial Arrest without a Warrant

1. When an officer has probable cause to believe that the person to be arrested has committed a crime.
2. When at the scene of a traffic accident, based upon personal investigation, the officer has probable cause to believe that the person to be arrested has violated any section of Title 28, Arizona Revised Statutes. The traffic citation and complaint will be utilized as per Department policy.
3. A misdemeanor committed in the officer's presence.

- C. Arrest with a Warrant

1. Warrant information is available through the NCIC/ACIC and PACE systems by notifying Communication Division personnel at GPD.

Glendale Police Department General Order		
Laws of Arrest		24.000
Date Issued 03-23-99	Revision Date 11-26-18	Page 2 of 9

2. Officers will verify that a warrant does exist prior to making an arrest and that the person to be arrested is in fact the person listed on the warrant.
3. Upon verification of a warrant the person will be arrested, transported to GPD, and booked and/or processed.
4. Even with probable cause, as a general rule, a search warrant is needed to lawfully arrest a person in his/her own home. The existence of exigent circumstances, with probable cause, may justify an arrest without a warrant.
5. The officer must sign the warrant after the arrest is made as soon as practicable.
6. The arrestee will be shown a copy of the warrant as soon as practicable, upon request.

D. Arrest with a Warrant (Civil)

1. A civil arrest warrant is to be executed on the person named on the warrant.
2. A civil arrest warrant may be served anytime, unless specific instructions on the warrant, or from the court, dictate otherwise.
3. The person arrested shall be brought before the issuing judge or a judge in the county of arrest within 24 hours.
4. If the person is arrested in a county other than the county of issue, the arresting officer shall notify the sheriff in the county of issue, who will make arrangements to transport the arrested person.

E. Field Interview/Voluntary Contact

1. No reasonable suspicion or probable cause is required. A field interview occurs when an officer, having some reasonable belief that some investigative inquiry is warranted, speaks with an individual.
2. The officer has no power to restrain a person from walking or driving away. The individual has no obligation to answer questions or remain.

Glendale Police Department General Order		
Laws of Arrest		24.000
Date Issued 03-23-99	Revision Date 11-26-18	Page 3 of 9

3. The decision to field interview a person will be based upon the circumstances of each individual situation. A Field Interview Card may be used to record field interviews. Persons contacted shall not be detained against their will.

F. Investigative Detention (Stop)

1. A reasonable suspicion, grounded in specific and articulable facts, taken together with rational inferences from those facts, which reasonably warrants the intrusion, i.e., the investigation of possible criminal behavior. The officer must have some reasonable grounds to believe that criminal activity is "afoot."
2. The officer may "freeze the scene." The officer may detain the citizen only for the length of time necessary to obtain or verify the person's identification, if necessary, and an account of the person's presence or conduct, or an account of the suspected offense, or otherwise determine if the person should be arrested or released.
3. Refusal to cooperate, answer questions, or to produce identification does not alone establish probable cause to arrest, but such refusal may be considered along with other facts as an element adding to probable cause.

G. Frisk

A person is not automatically subject to a frisk (protective search) simply because he/she has been detained for investigative purposes. There must be a reasonable suspicion to believe the person is armed before there can be a frisk.

H. Physical Characteristics Orders

1. ARS13-3905 provides the procedures whereby a peace officer, while investigating a felony, may apply to a Magistrate for an order authorizing the temporary detention of an individual in order to obtain evidence of identifying physical characteristics. The officer may obtain fingerprints, palm prints, footprints, measurements, handwriting, voice exemplars, samples of blood, urine, saliva, hair, photographs, and other identifying characteristics. See the statute for specific requirements for the application and limitations of the order.

Glendale Police Department General Order		
Laws of Arrest		24.000
Date Issued 03-23-99	Revision Date 11-26-18	Page 4 of 9

2. The detention is limited to three hours or less. The order is good for 15 days and must be returned to the court within 30 days of the date of issuance.

I. General Guidelines for Arrests

1. When making arrests, officers shall strictly observe the laws of arrest as set forth in Title 13 of the Arizona Revised Statutes and the following provisions:
 - a. Only the restraint necessary to assure safe custody and safety of the officer and public shall be employed; in other words, only that amount of force, which is reasonable and necessary, shall be employed.
 - b. The arresting officer(s) shall be responsible for the safety and protection of the arrested person while in his custody.
 - c. In case of an injury, apparent illness, or other medical condition, the officer(s) shall see that the arrested person receives medical attention, special care, and include circumstances surrounding such injury or illness in a written report. The officer's immediate supervisor shall be notified as soon as practicable of ill or injured prisoners.

24.002 Juvenile Detainees

- A. Whenever a juvenile is taken into custody, whether for the purposes of arrest, detention as a status offender, or as a non-offender, the following guidelines shall apply.
 1. Arrestees / Criminal Offenses:
 - a. The juvenile shall be detained in the juvenile area of the Glendale City Jail.
 - b. Every effort shall be made to expedite the processing, interviewing, and transfer or release of the juvenile as soon as is reasonably possible. The juvenile will not be kept in excess of six hours.
 - c. The juvenile shall be sight and sound separated from any and all adult prisoners and detainees.

Glendale Police Department General Order		
Laws of Arrest		24.000
Date Issued 03-23-99	Revision Date 11-26-18	Page 5 of 9

2. Status offenders:
 - a. Status offenders are to be taken into “non-secure” custody.
 - b. Status offenders shall not be put in jail. They shall be put in a non-secure interview room or remain with the officer.
 - c. A “non-secure” area is defined as “an area where the juvenile is held in an unlocked room, or if it is secure, it is only used for processing the juvenile.” This will allow for a status offender to be taken into a secure booking area for processing only. Any time a status offender is taken to a secure booking area he/she shall be accompanied by a member of the Glendale P.D.
 - d. The juvenile shall be in custody only long enough to allow for identification, investigation, and release to parents/guardians or transportation to an appropriate agency or facility.
3. Non-offenders:
 - a. Non-offenders shall be taken into “non-secure” custody.
 - b. They may be taken to a non-secure interview room or remain with the officer. The juvenile shall be in custody only long enough to allow for identification, investigation, and release to parents or transportation to an appropriate agency or facility.
4. All juveniles shall be continuously monitored.

24.003 Juvenile Logbook

- A. Either the arresting or responsible officer who has the juvenile in custody shall enter the juvenile information into the Juvenile Logbook. The entries shall be initiated as soon as a juvenile is brought into the detention facility. The log shall be completed prior to the juveniles being released or transported from the station. The entries shall include the following information:
 1. Date in
 2. Time in
 3. Name in
 4. Date of birth

Glendale Police Department General Order		
Laws of Arrest		24.000
Date Issued 03-23-99	Revision Date 11-26-18	Page 6 of 9

5. Sex
6. Method of detention (the following code numbers shall be used to indicate the method of detention):
 - a. Jail cell number for criminal offenses
 - b. Non-secure interview room or alternative for status offenders
7. Charges
8. DR number
9. Officer ID number
10. Date out
11. Time out

24.004 Affidavits/Juvenile Arrestees

A. In-custody referred juveniles:

1. Officers shall complete the Juvenile Referral form and have a notarized Juvenile Affidavit which will accompany the original completed DR when transporting the juvenile to the Juvenile Facility.

24.005 State of Arizona Victims' Rights Requests/Waiver Form

- A. Whenever a juvenile is taken into custody, cited and released or referred on a felony, misdemeanor involving physical injury or the threat of physical injury, or a sexual offense, a State of Arizona Victims' Rights Request/Waiver form shall be completed.
- B. If the juvenile is taken to a detention center, all copies of the form, except for the victim and law enforcement copies, shall be submitted to the detention center with the juvenile.
- C. If the juvenile is referred and not taken into custody, all copies of the form except for the victim and law enforcement copies, shall be submitted with the report, juvenile referral, and affidavit to the Juvenile Court.
- D. If the juvenile is cited and released, all copies of the form, except for the victim and law enforcement copies, shall be submitted with the report to the appropriate prosecutor.
 1. The law enforcement copy shall be attached to the report.
 2. The custodial copy is to be shredded.

Glendale Police Department General Order		
Laws of Arrest		24.000
Date Issued 03-23-99	Revision Date 11-26-18	Page 7 of 9

24.006 Surety

- A. A surety on a bail bond of a defendant may arrest the defendant if he believes the defendant will "skip" bond (see A.R.S. 13-3885). The surety may empower another adult person "of suitable discretion" to arrest the defendant (make that person a bail recovery agent) but only upon written authority endorsed on a certified copy of the undertaking. This includes peace officers. A peace officer cannot make an arrest at the request of a surety except upon written authority endorsed on the certified copy. However, the officer will be acting as an "agent" not as an officer.

- B. If the suspect has a warrant entered for his/her arrest:
 - 1. The officer should first confirm the warrant and extradition. If the warrant is valid then the officer should advise the surety (bounty hunter) that the PD will attempt to contact the subject without their assistance. If the suspect is located, the suspect will be booked appropriately for the warrant. The surety will not be permitted to participate in the arrest of the subject.

- C. If the suspect does not have a warrant entered for his/her arrest:
 - 1. The officer is to advise the bounty hunter that the PD will not assist in the effort to locate or apprehend any individual for which there is not a warrant outstanding.

24.007 Immunity from Arrest

- A. Diplomatic Agents
 - 1. Ambassadors and Foreign Ministers and their families are totally immune from arrest for any offense. Servants and staff may be totally or partially immune or have no immunity whatsoever. Questions arising as to whether an individual is entitled to this immunity may be directed to the F.B.I. See 24.013 and 24.014.

- B. Legislators
 - 1. Legislators are immune from arrest while the Legislature is in session for fifteen (15) days prior to the start of the session, while traveling from their homes to attend a session or returning to their homes at the end of a

Glendale Police Department General Order		
Laws of Arrest		24.000
Date Issued 03-23-99	Revision Date 11-26-18	Page 8 of 9

session (Sessions generally end sometime between April and July, however, special sessions can occur anytime).

2. This immunity does not apply to misdemeanor amounting to a Breach of the Peace, a felony, or treason. In other words, during the previously mentioned time periods, an officer shall not issue citations to legislators for criminal traffic and misdemeanor violations (not amounting to a breach of the peace). Civil traffic citations are not covered by this immunity.
3. Officers will make arrests for misdemeanors only in cases of an offense by violence or an immediate disturbance of the public order, such as an assault.
4. This immunity applies to both State and Federal (U.S. Congress) legislators, but federal legislative sessions occur throughout the year.

C. Federal Employees

1. Arizona National Guard Members, unless charged with a felony offense, are immune from arrest while en route to and from an armory drill, encampment, formation, or otherwise engaged in training activities, but may be cited for traffic violations not demanding detention (civil traffic matters).
2. If a guardsman in an immune status commits a high misdemeanor offense for which he/she could be arrested, an investigation will be made so that a warrant or summons may be obtained for action after the period of immunity expires.
3. Other full time military personnel (i.e., Marine Corps, Navy, Air force, Army, Coast Guard, and military reserve personnel) do not possess the same immunity status.

24.008 Citizen's Arrest

- A. All citizen arrests will have the following elements before officers accept the prisoner:
 1. The prisoner is in custody of the citizen either by actual restraint or the prisoners' voluntary submission to the arrest. The citizen touching a restrained prisoner may accomplish custody.

Glendale Police Department General Order		
Laws of Arrest		24.000
Date Issued 03-23-99	Revision Date 11-26-18	Page 9 of 9

2. The citizen making the arrest intends to prosecute.
 3. The citizen has told the prisoner that he/she has been arrested and for what offense the individual has been arrested.
 4. The citizen's arrest is apparently lawful (i.e., breach of the peace committed in the citizens presence, or a felony). In other words, probable cause exists for the arrest.
- B. If the offense involved is a felony, officers will advise the victim that they will be contacted at a later date for court.

24.009 Arrest of Military Personnel

- A. The officer will contact the Military Police for Army personnel, the Shore Patrol or U.S. Navy Reserve for Navy, Marine Corps, or Coast Guard personnel, and the Security Police at Luke AFB for Air Force personnel, to notify them of the status of the subject (i.e. arrested).
- B. If the officer arrests military personnel for criminal activity, the military personnel will be handled as any civilian prisoner.
 1. Military personnel are not immune from civilian prosecution when apprehended for criminal acts.
 2. Military personnel arrested for AWOL or Desertion will be booked for a violation of, SubChapter10, Article 86 of the Uniform Code of Military Justice, and held for the appropriate military branch.

Glendale Police Department General Order		
Rights of Citizens		24.050
Date Issued 03-23-99	Revision Date 10-21-21	Page 1 of 2

24.050 Miranda Rule

When a person is in custody and is to be questioned concerning criminal activity, officers will advise the individual of their rights prior to questioning. A person is in custody when a reasonable person, in the suspect's position, in light of all the circumstances, would not feel they are free to leave.

24.051 Admonition of Rights

- A. A person will be advised of their rights, prior to questioning, when the person is in custody or otherwise deprived of their freedom of action in a significant way.
 - 1. This includes traffic collisions and violations of D.U.I.
- B. Admonition of rights will be verbatim from the Miranda Rule Card distributed by the Department.
- C. When a person invokes their right to remain silent or right to an attorney, interrogation should cease immediately.
 - 1. When a person in custody invokes their right to an attorney, officers must honor that invocation.
 - a. Allow the person an opportunity to contact an attorney at the earliest available opportunity.
 - b. Document the opportunity in the report.
 - 2. A person in custody will be allowed private access to counsel.
 - 3. Please see DUI arrest procedures (Policy 51.325) regarding request to speak to an attorney in a DUI related investigation.
- D. Juvenile offenders will be treated as adults in relation to admonition of rights (See 26.003).

24.052 General Guidelines for Certain Circumstances

- A. Interrogation

Glendale Police Department General Order		
Rights of Citizens		24.050
Date Issued 03-23-99	Revision Date 10-21-21	Page 2 of 2

When officers wish to question an in-custody suspect for the purpose of gaining information for presentation in court, they should identify themselves as officers and inform the suspect of the offense about which they wish to ask questions before the suspect is advised of his/her rights.

B. At the Scene of a Crime

1. General on the scene questioning of individuals in the fact-finding process is permitted without the need to warn those questioned of their rights.
2. If after general on the scene questioning a person questioned is placed in custody, then the person will be read his/her rights prior to further questioning.

C. Field Interrogation

The temporary questioning of persons not in custody does not require the admonition of rights prior to interrogation (e.g. questions limited to a request for name, address, and an explanation of the person's actions).

D. Vehicle Stop

A police officer may stop a vehicle and question its operator with regard to the enforcement of vehicle and traffic laws without the necessity of warnings.

E. At a Police Facility

There is no requirement that police officers stop a person who voluntarily enters a police station, approaches an officer, or telephones, and states that he/she wishes to confess or make any other statement. However, the asking for clarification of statements, or follow-up questions, is interrogation and should be preceded by admonition of rights if the person is or might appear to be in custody.

Glendale Police Department		
General Order		
Search and Seizure		24.100
Date Issued 03-23-99	Revision Date 03-06-23	Page 1 of 5

24.100 Reasonable Search and Seizure

- A. All citizens and their property are protected against unreasonable search and seizure. This protection applies equally to searches for the fruits of a crime, the instrumentalities of a crime, contraband, or items of evidentiary value only.
- B. If an object in "plain view" of an officer, who has the right to be at a location to have that view, such view may provide probable cause for a seizure:
 - 1. It is not a search to observe that which is visible and in the open in either daylight or artificial light.
 - 2. It is not a search when lawful entry has been made into a residence and a contraband article is exposed to view.
 - 3. It is not a search for an officer to peer through the window of a detained vehicle provided his/her head remains outside the vehicle.
- C. Five legal courses of action available to officers for conducting a reasonable and legal search are listed below:
 - 1. With a valid search warrant issued on probable cause.
 - 2. By consent.
 - 3. Incident to a lawful arrest.
 - 4. Emergency (Probable cause exists but there isn't any time to obtain a warrant).
 - 5. Stop and frisk.

24.101 Search Warrant

- A. Issued only on probable cause.
- B. Must be accompanied by an affidavit naming and describing particularly the property to be seized and the persons and/or premises to be searched.
- C. Proper forms may be obtained from the Criminal Investigations Division.
- D. Search warrants must be signed by a magistrate prior to serving the search warrant. Warrants and any other supporting documents required, to include

Glendale Police Department General Order		
Search and Seizure		24.100
Date Issued 03-23-99	Revision Date 03-06-23	Page 2 of 5

any cover sheets requested by the court, must be returned to the same court that issued the warrant upon completion of service.

- E. Times of service and for return of warrants, guidelines for receipts for property, guidelines for unannounced entry and nighttime service, and other guidelines regarding search warrants are identified in ARS Title 13, Chapter 38, Article 8 and the AZ Rules of Criminal Procedure.
- F. If there is credible information that an announced entry to execute the warrant would endanger the safety of any person or would result in the destruction of any of the items described in the warrant, then the author of the search warrant should follow ARS 13-3915 and seek an unannounced entry search warrant. Likewise, if there is credible information that would justify the request for an exception to the times for service as outlined in ARS 13-3917, the author will outline those exceptions and request nighttime service.
- G. All warrants requesting either an unannounced entry and/or nighttime service must be approved by a Lieutenant prior to being presented to judge, magistrate, or commissioner for review and signature. The exception to approval by a Lieutenant would be for warrants for blood draws for DUI cases that require nighttime service.

24.102 Consent Search

- A. If the person against whom the search is directed consents to the search of his/her person or property, a search may be made and any fruits of a crime, instrumentalities of a crime, or contraband articles may be seized.
- B. Any consent to search must be voluntary and without fear, threats, or promises.

24.103 Incidental to Arrest

- A. Warrantless searches incidental to a lawful arrest are valid:
 - 1. To seize weapons or other articles which might be used to attack the officer or attack a third party.
 - 2. To seize the means the suspect might use to effect his/her escape.

Glendale Police Department		
General Order		
Search and Seizure		24.100
Date Issued 03-23-99	Revision Date 03-06-23	Page 3 of 5

3. To prevent the destruction of the fruits or instrumentalities of the crime, or evidentiary items of a crime.
 - B. Search beyond the person for items listed above must be limited to those areas that remain within the lunging distance of the arrestee. (For vehicle searches, refer to subsection C.)
 - C. Vehicle searches incidental to a lawful arrest:
 1. Searching a vehicle incident to arrest requires the arrestee to be in proximity to the vehicle and unsecured. The scope of the search is the entire passenger compartment.
 - Because an unsecured arrestee presents an officer safety concern, officers are strongly discouraged from using this search option.

24.104 Exigent Circumstances

- A. In an emergency situation requiring swift action to prevent imminent danger to life or serious damage to property, or to forestall the imminent escape of a suspect, or destruction of evidence, and it is necessary to enter and search before a search warrant can be obtained.
- B. Should be conducted only when there is firm probable cause. Examples include hot pursuit and bomb or investigations involving explosives.

24.105 Stop and Frisk

- A. Applies only when a police officer observes suspicious conduct indicating criminal activity and he/she fears that the individual observed may be armed and dangerous to themselves or to others.
- B. Officers may conduct a limited search of the outer clothing of the suspected person for the purpose of discovering weapons that might be used to assault the officer.
- C. Suspicious activity alone will not allow a search for narcotics, instrumentalities, etc. It is fear of dangerous weapons only that creates the reasonableness of this type of limited search without a warrant.

Glendale Police Department General Order		
Search and Seizure		24.100
Date Issued 03-23-99	Revision Date 03-06-23	Page 4 of 5

24.106 Warrantless Vehicle Searches

- A. Automobiles and other conveyances may be searched without a search warrant only if there is probable cause to believe that the vehicle contains seizable articles.
- B. The vehicle does not need to be mobile. The scope of the search will be based upon the facts presented.
- C. An inventory taken solely to protect the arrested driver's possession(s) is completely non-exploratory and is not a search. This procedure for safekeeping purposes can best be justified if the officer follows departmental policy in carrying out the inventory process.

24.107 Vehicle Inventory Procedure

- A. All vehicles that are to be towed, that come under the control of officers will be inventoried prior to the tow.
 - 1. The purpose of an inventory is to protect the owner's property while it remains in police custody, to protect officers against claims or disputes over lost or stolen property, and to protect the officer and others from potential danger.
 - 2. The purpose is not to find evidence.
 - 3. Officers will look in all areas where valuables or dangerous items could reasonably be located.
 - 4. Closed containers will be opened for the purposes of an inventory when the contents cannot be determined from examining the container's exterior.
- B. Officers will document the results of the inventory in the following manner:
 - 1. Officers will document the property in the vehicle on the authorized tow form.
 - 2. A copy of the form will be provided to the driver or registered owner, depending on the call, as well as the tow company.

Glendale Police Department General Order		
Search and Seizure		24.100
Date Issued 03-23-99	Revision Date 03-06-23	Page 5 of 5

3. Significant items of value should be allowed to accompany the prisoner, as prisoner property, if size allows or logged in for safekeeping.
 4. Items of value should also be noted in the offense or supplement report.
- C. When an owner/driver of a vehicle requests that the vehicle be locked and left legally parked, officers will not inventory the vehicle. The officers should make the owner aware that the Glendale Police Department will not take any liability for damages or items stolen.
1. If the vehicle cannot be locked, and the owner/driver insists that it be left at the scene, officers will discuss the potential for loss or damage with the owner/driver (i.e., high crime area, potential for thefts, etc).
 2. If the owner/driver acknowledges responsibility and still insists that the vehicle be left at the scene, the vehicle will be legally parked and left.
 3. Officers should ask the owner/driver if there are any items of value they wish to have removed from the vehicle and logged in for safekeeping or added to prisoner property.
- D. If a responsible party is present who is willing (with the owner/driver's permission) to take responsibility for the vehicle, no inventory will be conducted.
- E. Officers may search the passenger compartment of a vehicle, incident to a recent occupant's arrest (and therefore without a warrant) only if it is reasonable to believe that the arrestee might access the vehicle at the time of the search, or that the vehicle contains evidence of the offense of arrest.

Glendale Police Department		
General Order		
Arrest Procedures		24.200
Date Issued 04-29-09	Revision Date 06-17-19	Page 1 of 20

24.200 Searching Prisoners/General Information

- A. Extreme care will be used in searching persons in custody prior to placing them in a police vehicle.
- B. Prisoners will be considered as potentially dangerous, regardless of the charge against them.
- C. Searches will be thorough and will not be discontinued when one weapon or item of contraband is found.
- D. The procedures for searching juvenile subjects will be handled in the same manner that is outlined in section 24.201 of this policy, including the necessary supervisor approvals.

24.201 Types of Searches

- A. Standing Searches
 - a. Having a subject stand while searching is the most commonly used technique. When searching a subject while standing consideration should be taken that the possibility exist the subject may be armed.
 - b. Use appropriate Defensive Tactics techniques such as the Faulkner search. Have subject's feet wider than shoulder width apart pointed outward and pull subject back and off balance before conducting a search.
- B. Kneeling Searches
 - 1. Having a subject in a kneeling position is commonly used during a High Risk Stops. When placing a subject in the kneeling position, consideration should be given to the possibility that the subject may be armed.
 - 2. Considered a very effective search technique, especially in cases involving two or more suspects.
 - 3. Use appropriate Defensive Tactics techniques such as the Faulkner search. Place subject in proper position, and cross their legs at the ankles.
- C. Wall Search
 - 1. Considered an ineffective search technique.

Glendale Police Department		
General Order		
Arrest Procedures		24.200
Date Issued 04-29-09	Revision Date 06-17-19	Page 2 of 20

2. Number of suspects searched in this manner should be limited, due to the suspect's relatively balanced position while waiting to be searched.

D. Prone Search

1. Primarily used in felony situations involving weapons.
2. More difficult to conduct than the kneeling and wall searches.

E. Strip Search

1. The most thorough search.
2. Typically used when the suspect is in jail.
3. A strip search of a suspect may only be conducted by an employee of the same sex and under the following conditions:
 - a. With the approval of a Lieutenant/Manager or above.
 - b. If the person has committed a felony.
 - c. If there is a reasonable suspicion to believe that the person may be carrying a weapon.
 - d. If there is probable cause to believe the person is carrying drugs.
 - e. There is probable cause to believe that the person is carrying contraband or other property having evidentiary value.
 - f. Male employees will limit their searches of rectal areas to only a visual search. Female employees will limit their searches of vaginal and rectal areas to only a visual search. Employees will not insert fingers into the body cavities at any time. Physical intrusion into any body cavity will be conducted by virtue of a search warrant or by consent of the suspect and then only by a medical doctor.

F. Body Cavity Searches

1. If probable cause exists, physical intrusion will be conducted by the virtue of a search warrant or by consent of the suspect, and then only by trained medical personnel at a authorized facility. An arresting officer must have probable cause that the suspect is concealing weapons or contraband.
2. Body Cavity searches will not be conducted in the Detention Facility.

Glendale Police Department		
General Order		
Arrest Procedures		24.200
Date Issued 04-29-09	Revision Date 06-17-19	Page 3 of 20

3. The Duty Lieutenant will be notified in the event a body cavity search is being initiated.
4. All information relevant to the body cavity search will be included in the offense report.

24.202 Searches of Prisoners of the Opposite Sex

- A. Officers will refrain from searching prisoners of the opposite sex, unless a possibility exists that the prisoner may be armed.
- B. Personnel of the same sex will search prisoners as soon as practicable after arrest.
- C. Procedures for handling transgender detainees are outlined in the *Transgender Bookings* policy, Operations Order 74.025.

24.203 Use of Restraints

- A. Officers will maintain control of and security over all persons in their custody. Prisoners must be considered potentially dangerous regardless of the charges against them.
- B. Prisoners in the following categories will be handcuffed at the time of arrest and will remain handcuffed until jailed:
 1. Felony prisoners
 2. Belligerent or combative prisoners
 3. Prisoners likely to cause injury to themselves or others
- C. Reasonable officer safety must be the paramount consideration when weighing the decision to handcuff, or not to handcuff a prisoner.
 1. Officers shall handcuff any prisoner if they believe it necessary for safety or security.
 2. When the person's age, handicap, or injury makes the use of handcuffs unreasonable or impractical, the officer may decide not to handcuff a prisoner.

Glendale Police Department		
General Order		
Arrest Procedures		24.200
Date Issued 04-29-09	Revision Date 06-17-19	Page 4 of 20

3. Officers may exercise discretion in using handcuffs when effecting a misdemeanor arrest.
 - a. Officers must take special care to ensure the person being arrested understands he/she is in custody even though handcuffs are not utilized.
 - b. Officers will be held accountable for a decision to handcuff, or not to handcuff, but only when negligence or a violation of department policy exists.

D. When handcuffs are used, prisoners will be handcuffed with their hands behind their back, unless doing so would cause or aggravate an injury.

1. Handcuffs will be placed on the prisoner securely, but not to the extent that normal circulation would be restricted.
2. To prevent injury, leg restraints may be used in conjunction with the handcuffs, to minimize the movements of belligerent or combative prisoners.
3. Multiple persons may be handcuffed together for purposes of transportation, by handcuffing the right hand of one prisoner to the right hand of another, or the right hand of one prisoner to the left hand of another. This determination will be based upon criminal history considerations and potential security risks that may exist.

E. Restraining Devices on Mentally Ill, Injured, or Disabled Prisoners

1. The transporting officer shall use their discretion when determining the type of restraining device to be used.
2. The officer shall take into consideration the person arrested, nature of the offense, the subject's criminal history, and the extent of the illness, injury, or disability involved.

24.204 Sick or Injured Prisoners

- A. If a prisoner becomes ill or is injured after an arrest, paramedics shall be called to the scene or the jail. Depending upon the recommendation of the paramedics, the arrestee will be transported by either ambulance, with police

Glendale Police Department		
General Order		
Arrest Procedures		24.200
Date Issued 04-29-09	Revision Date 06-17-19	Page 5 of 20

escort, or by the arresting officer. The specific hospital will be dictated by the nature of the injury and/or the recommendation of paramedics.

1. A supervisor will be notified of the illness or injury.
 2. Once the officer and the prisoner are at the hospital, the officer will take all precautions necessary to ensure the prisoner's safety and security. The officer should maintain visual contact with the suspect at all times.
- B. If the prisoner is treated at the medical facility and not admitted, the transport officer shall obtain all release paperwork on the prisoner, as well as written instructions for the future care of the prisoner relating to medication and treatment. The attending physician shall sign this paperwork. Before the prisoner is placed back into the transport vehicle, they shall be searched and restrained, if doing so will not aggravate their medical treatment.
 - C. If a prisoner is injured prior to arrest the City is not responsible and will not accept financial aspects of the injury or illness.
 - D. Unconscious prisoners will not be transported in police vehicles.
 - E. GFD Paramedics will be called to the scene to examine the prisoner.
 - F. Any arrested person who is visibly ill or injured, requiring immediate or prolonged medical attention, will not be accepted for booking into the custody of the Jail. Detention Officers will medically refuse persons in this situation. The arresting officer will need to obtain written medical clearance from a doctor prior to booking.
 - G. Prisoners on medication will be allowed to take medication on the prescribed schedule (so long as the medication is in the original prescription bottle).
 - H. Jail personnel will be made aware of any medical cautions, including any medication requirements. The arresting officer will note medication on the arrest/booking form.
 - I. Prisoners that claim to be ill or injured, after the booking process has been completed, will be examined by Glendale Paramedics. If it is determined that further medical attention is needed, a Patrol designee will transport the prisoner to a hospital and remain with the prisoner, until the prisoner can be returned to custody of the jail (unless Detention staff has contacted the City

Glendale Police Department		
General Order		
Arrest Procedures		24.200
Date Issued 04-29-09	Revision Date 06-17-19	Page 6 of 20

Court and received a medical release from the City Magistrate). If the prisoner must be transported by ambulance the same process applies, except that the arresting officer will escort the prisoner, not transport.

- J. Prisoners arrested for felonies that require medical attention will be transported to ward 41 MMC wing of Maricopa County Hospital, transport arraignments and acceptance should be approved by the hospital doctors and MMC acceptance personnel. If prolonged medical attention is necessary, a supervisor should be consulted and charges may be submitted to the County Attorney for review.

- K. The danger of liability created by continuing the incarceration of an obviously sick or injured prisoner far exceeds the problems created by his/her failure to appear in court.

- L. Medical problems involving intoxication:
 - 1. In any instance where there are alcohol/intoxication related concerns for an in custody subject, which may include high blood-alcohol content, the situation shall be immediately brought to the attention of a supervisor so that it may be determined if medical attention is necessary.

 - 2. After the booking process, the defendant shall be released to a responsible party, such as a friend or family member. When a defendant is released, medical attention becomes his or her responsibility (or the responsibility of the person accepting custody), and the accepting party shall be advised to seek medical attention for the defendant. The applicable report will indicate that a responsible friend or family member (who shall be named) was advised of the defendant's physical condition.

 - 3. In the event that a responsible party cannot be located, the defendant shall be transported to the nearest hospital for examination. The accompanying officer will advise the doctor of the defendant's condition. The defendant shall sustain all medical costs incurred from the examination.

- M. Officers having knowledge of a suicidal subject in custody will ensure that one of the following is adhered to:
 - 1. Released from custody if applicable
 - 2. Transported to county jail
 - 3. Transported to an authorized care facility

Glendale Police Department		
General Order		
Arrest Procedures		24.200
Date Issued 04-29-09	Revision Date 06-17-19	Page 7 of 20

4. Placed with other prisoners and not segregated

24.205 Processing Prisoner's Property

- A. Property of prisoners booked at GPD will be inventoried on a booking slip.
 1. All jewelry with settings (rings, necklaces, pendants, etc.) shall be noted on the booking form, including the number and color of settings. Any missing setting(s) shall also be noted.
 2. All watches shall be listed on the booking form by brand name, as well as the apparent condition of the watch.
 3. All wallets shall be inspected for credit cards, and if found, each credit card will be listed as a separate item noting the type of card and issuing financial institution.
 4. The property will be placed in a plastic property bag and a 2-part property form will be completed and placed in the bag along with a money envelope.
 5. Any money the prisoner has in his/her possession must be placed in a money envelope, supplied in the booking area, and placed in the property bag. A Money Envelope must be completed even if there is no money. The Maricopa County Facility does not accept any \$100 bills. If the prisoner is arrested for any felony charges, any \$100 bills the prisoner may have will be placed in an envelope and logged into property for safekeeping. If the prisoner is arrested for misdemeanor charges, all \$100 bills will be placed in a separate envelope and secured in the property bag. In the event that a prisoner has foreign or unusual currency, it will not be placed in the money envelope and will be logged as property.
 6. Property not fitting in a property bag (i.e., jackets, shoes, etc.) will be properly tagged with the prisoner's name and logged directly into the property area, by the arresting officer.
 7. All property that is suitable to remain in the jail will be placed in the locked property cabinet.
 8. Medications or any other items needed by the prisoner for health purposes will be placed in the property bag and noted on the arrest/booking form.

Glendale Police Department General Order		
Arrest Procedures		24.200
Date Issued 04-29-09	Revision Date 06-17-19	Page 8 of 20

9. Prisoners will receive copies of all property slips listing property taken from them and logged into the Property Division of GPD.
10. The arresting/booking officer is always responsible for the prisoner's property, not the transporting officer.
11. If a prisoner is to be booked, all property will be removed from their person, inventoried, placed in a property bag, and placed into a property locker.
12. Transporting officers are responsible for removing all contraband. Contraband is to be impounded by the arresting/booking officer. The following items will not be allowed in the detainee's property for any reason.
 - a. Alcoholic Beverages
 - b. Ammunition of any type (including key ring ammo and simulated weapons)
 - c. Badges of any type
 - d. Cameras, radios, or any electrical devices
 - e. Food of any type (i.e. candy, snacks)
 - f. Glass of any type (i.e. mouth wash, nail polish)
 - g. Handcuff keys
 - h. Matches
 - i. Lighters or other hazardous/flammable material
13. If the transporting officer becomes the booking officer, he/she is now responsible for prisoner property and is subject to the above procedures.

24.206 Misdemeanor Booking Procedures

- A. All persons arrested will be transported to GPD and booked as soon as practicable.
- B. All officers will secure their firearm in the provided weapon lockers prior to entering the booking area at GPD to complete the booking paperwork.
- C. A booking must be completed for all persons held in custody of the jail.
- D. The arresting officer will thoroughly search the arrested person in the intake room prior to placing the arrested person in a booking slot.

Glendale Police Department		
General Order		
Arrest Procedures		24.200
Date Issued 04-29-09	Revision Date 06-17-19	Page 9 of 20

1. Remove the shoes/laces
 2. Remove the belt.
 3. Remove glasses.
 4. Remove jewelry (rings, necklaces, etc.)
 5. Remove anything that might be used as a potential weapon by the prisoner or items the prisoner might use to cause injury.
- E. If requested by the suspect, the suspect should be allowed to telephone an attorney and their conversation should be private. There is no specific time limit for the phone call and officers should consult their supervisor prior to terminating a conversation.
- F. The suspect will be allowed to speak to their attorney in person, in private, if the attorney arrives at the station requesting to speak to the suspect. Security will be maintained over the suspect while still allowing a private conversation.
- G. The arresting officer will use the Records Management System (RMS) to complete the Arrest/Booking form.
- H. The Arresting Officer will complete the prisoners' demographics and list all charges being filed against the prisoner.
- I. Check for any ID to verify that the prisoner is being truthful about information being given.
- J. Check NCIC/ACIC and PACE for possible wants or warrants on the prisoner.
- K. The booking slip will be completed prior to any release or bond out of the prisoner.
- L. Detention Staff should be consulted to determine if there are any change(s) to the prisoner booking procedures.

24.207 Felony Booking Procedures

- A. The same booking procedures as outlined in the above listed directives apply to Felony Booking Procedures with the following additional steps being necessary.
1. Felony arrest bookings are to be completed in Chips and accompanied by a Form IV and if necessary a victims rights form.

Glendale Police Department General Order		
Arrest Procedures		24.200
Date Issued 04-29-09	Revision Date 06-17-19	Page 10 of 20

2. The property process is same as a misdemeanor booking.
3. The following items will not be accepted as property by MCSO jail and should be stored at GPD for safekeeping:
 - a. Pocketknives that are longer than 4" folded up. Knives are also to be taped shut to prevent being opened.
 - b. Tools
 - c. Handcuff keys
 - d. Tote bags, purses, suitcases, sleeping bags, bags of property, or motorcycle helmets.

24.208 Exception to Felony Booking Procedures

- A. Existing filing guidelines of the County Attorney's office may dictate some exceptions to booking persons for felonies. These guidelines are subject to change at the discretion of the County Attorney. If an arresting officer is unsure of whether or not to book a suspect for a felony, the officer should immediately check with a supervisor.
- B. It shall be the responsibility to the Court Liaison to:
 1. Maintain an updated list of any exceptions to felony booking.
 2. Post this list in a conspicuous location in the booking area(s).
 3. Forward any information regarding changes to appropriate briefing supervisors.

24.209 Transporting Prisoners

- A. General Guidelines
 1. Thoroughly search for potential weapons.
 2. Cuff all prisoners with hands behind their back in accordance with General Orders 24.203.

Glendale Police Department		
General Order		
Arrest Procedures		24.200
Date Issued 04-29-09	Revision Date 06-17-19	Page 11 of 20

3. Female prisoners (members of the opposite sex) will be searched in accordance with General Orders 24.202.
 4. Officers should remove purses, loose hand-carried property, coat, and spiked heel shoes, if worn.
 5. Avoid transporting non-related female with male prisoners in the same vehicle.
 6. Do not transport juveniles and adults together in the same vehicle.
- B. Placement in the Vehicle - To maximize safety, officers and prisoners shall be seated in specific locations within the patrol vehicle depending upon the type of vehicle, the number of prisoners, and the number of officers involved. The seating arrangements have been developed to allow the officer(s) to maintain visual contact of the prisoner(s) at all times, in order to minimize the opportunity for escape. Also, it is important to ensure that the prisoner(s) is made as comfortable as possible during the transport by having them appropriately restrained (handcuffed, etc.). Prisoners must be secured in their seat by a seat belt, if possible, without jeopardizing officer safety. If a prisoner is not seat belted due to officer safety concerns, the transporting officer must state specifically in the incident report why a seat belt was not used.
1. Marked unit
 - a. If only one prisoner, place in right rear.
 - b. If there is a second prisoner, place in center rear.
 - c. If three, the third one would go in the left rear, however, one should avoid having a prisoner behind the driver if at all possible.
Alternative: get another unit to help transport, if possible.
 2. Unmarked unit
 - a. Avoid transport if caged unit available.
 - b. If immediately necessary to transport:
 - Prisoner #1 cuffed and strapped (seat belt) into right, front seat.

Glendale Police Department		
General Order		
Arrest Procedures		24.200
Date Issued 04-29-09	Revision Date 06-17-19	Page 12 of 20

- Second prisoner cuffed and strapped in the right, rear seat.
 - Transport no more than two prisoners.
- c. If unable to secure the prisoner in a seat belt due to officer safety concerns, the prisoner must be transported in a marked unit.
- C. When transporting prisoners to the Glendale Police Department’s jail, the transporting officer shall, upon arrival at the facility:
1. Secure firearms for safekeeping in a place provided for that purpose. If, for some reason the firearm lockers are full or disabled, the firearm shall be secured in the transport vehicle.
 2. Leave restraining devices on the prisoner until they are in the intake area. Once the prisoner is inside the intake area and the entrance door is secured, the prisoner may have their restraining devices removed. If the prisoner is violent, self destructive, or emotionally disturbed the transporting officer may elect not to remove the restraining devices.
- D. Transporting officers shall be responsible for cleaning up the vehicle after each prisoner transport. Incidents of biohazard shall be immediately reported to the supervisor. In the event a significant biohazard exists, the supervisor shall approve the vehicle to be placed “out of service” for the appropriate cleaning.
- E. Transporting Handicapped Prisoners
1. Handicapped prisoners present certain difficulties in regards to being transported in a patrol vehicle. Officers should take every care to eliminate embarrassment to the prisoner.
 - a. Non-ambulatory prisoners may require at least two officers to assist the prisoner into the vehicle.
 - b. Depending on the disability, the use of restraints is up to the transporting officer.
 - c. Officers are reminded that handicapped persons often experience pain with the least movement or pressure. Due care is encouraged.

Glendale Police Department		
General Order		
Arrest Procedures		24.200
Date Issued 04-29-09	Revision Date 06-17-19	Page 13 of 20

- d. In situations where the handicapped person is on medication, and/or under supervision of a medical professional, the transporting officer will make sure all needed medicine accompanies the prisoner.
- e. Should a prisoner be handicapped in such a way as to make transport in the standard patrol vehicle impractical, the arresting officer shall standby with the prisoner and the transport officer will arrange for the use of a vehicle that is most appropriate for the individual.
- f. Prisoners with physical disabilities should be transported to a facility that has the resources to handle disabled individuals.

F. Transporting Prisoners by Investigations Personnel

- 1. If Investigations personnel arrest a suspect, the detective(s) shall request that a caged patrol unit or jail van respond to the scene to transport the prisoner.
- 2. If a caged patrol unit or jail van is not available, the detective shall request a second detective to assist in the transport in the Investigations vehicle. The prisoner shall be properly restrained and secured, utilizing the seat belt, in the backseat of the vehicle, behind the passenger seat. The second detective shall be seated behind the driver's seat.

G. Officers shall always take into consideration the physical and emotional state of the arrestee and the nature of the offense when determining the level of restraint to be used. However, individuals that have been arrested for the following offenses shall be, at a minimum, restrained by handcuffs:

- 1. Committed a felony
- 2. Committed an offense in which deadly force was used
- 3. Assaulted a police officer
- 4. Attempted escape

H. All prisoners being transported shall be restrained according to policy. When handcuffs are used:

- 1. They shall always be double locked.
- 2. No prisoner shall be cuffed in the front unless a valid medical or physical reason exists.

Glendale Police Department		
General Order		
Arrest Procedures		24.200
Date Issued 04-29-09	Revision Date 06-17-19	Page 14 of 20

3. A prisoner shall never be cuffed to any part of the vehicle during transport in the jail van or other transport vehicle, except in the event of emergency circumstances.

24.210 General Procedures

- A. Bring prisoner(s) directly to the Police Department from arrest scene as quickly and safely as possible.
- B. Do not become involved in other police activities with prisoners in the vehicle, unless a life-threatening situation exists, as identified in 24.211.H.
- C. Watch prisoners as closely as possible with regard to safe driving.
- D. Prisoner to prisoner conversations will be kept to a minimum.
- E. Prisoner(s) will not be permitted to communicate with anyone other than the transporting officer during transport. Conversations with attorney or other individuals will be made prior to, or after transport.
- F. Male and female prisoners should not be transported in the same vehicle (excluding the detention van, which has specifically designed compartments).
- G. Do not remove handcuffs from any prisoner until safely inside the police department intake area of the jail.
- H. Check the back seat for deposited paraphernalia.
- I. Procedure Variation:
 1. These procedures may be varied or altered slightly if a prisoner is extremely violent, sick, or mentally ill.
 2. If in doubt, contact a supervisor.
- J. Any interruption of a transport will be documented in the police report.

24.211 Transferring Prisoners to Other Agencies

- A. Thoroughly search prisoner for weapons and other illegal paraphernalia prior to transport.

Glendale Police Department		
General Order		
Arrest Procedures		24.200
Date Issued 04-29-09	Revision Date 06-17-19	Page 15 of 20

- B. Telephone the agency about to receive the prisoner and advise that the prisoner is en route.
- C. Have an officer from the agency receiving the prisoner stand by to take custody of the prisoner.
- D. If possible, arrange to have the other agency meet for the prisoner transfers half way to expedite the transfer.
- E. Upon releasing the prisoner to the custody of the receiving agency, note the name of the officer taking custody for the report.
- F. All Officers shall check vehicles for weapons and contraband prior to and immediately after the transporting of any prisoner.
- G. During transport, officers shall not lose sight of the prisoner(s) for any reason. Restroom stops for prisoners shall not be made when the arrest is made within the jurisdiction of the city. Due to the short distance involved, restroom stops will not be made when transporting prisoners from Glendale to the Maricopa County Jail Facility or the Maricopa County Hospital.
- H. Officers transporting prisoners may respond to law enforcement services only when a life threatening condition(s) exist, such as:
 - 1. An officer is in a life-threatening situation and needs immediate assistance.
 - 2. A life threatening offense is in progress and the transporting officer is closer to the scene then responding units. In cases of minor accidents or offenses, the officer should notify dispatch or other units of the nature of the incident and location.
- I. During transport, no stops shall be made to allow a prisoner to speak to anyone without prior approval from a field supervisor. In the event of an emergency, the transporting officer may relay an emergency message to the prisoner by police radio or telephone. Due to officer safety, officers are under no obligation to allow the prisoner to contact their attorney midway through a transport. However, upon arrival at the jail or hospital facility, the prisoner shall be afforded the opportunity to contact an attorney in accordance with their request during transport.

Glendale Police Department		
General Order		
Arrest Procedures		24.200
Date Issued 04-29-09	Revision Date 06-17-19	Page 16 of 20

- J. When transporting prisoners to another agency's jail facility, the transporting officer shall, upon arrival at the facility:
1. Secure firearms for safekeeping in a place provided for that purpose. If, for some reason, the firearms lockers are full or disabled, the firearm shall be secured in the transport vehicle.
 2. Leave restraining devices on the prisoner until they are in the prisoner processing area. Once the prisoner is inside the Processing Area and the entrance door is secured, the prisoner may have their restraining devices removed. If the prisoner is violent, self destructive, or emotionally disturbed, the transporting officer may elect not to remove the restraining devices.
 3. Present all necessary prisoner documentation and paperwork (i.e., warrant copy, prisoner inventory, etc.) to the receiving officer.
 4. Verify the change in custody of the prisoner by obtaining the signature of the receiving officer.
 5. Notify the court or other agency if the prisoner in custody poses a threat or hazard. This will be documented on the prisoner's booking sheet and verbally communicated to all relevant persons.

24.212 Receiving Transfer from Other Agencies

- A. Thoroughly check prisoner for weapons and other illegal paraphernalia before placing the prisoner in the police vehicle.
- B. Secure the prisoner by handcuffing the hands behind the back.
- C. Obtain the name of the officer that turned over custody of the prisoner for the report.
- D. Transport the prisoner directly to the Department.
- E. Do not become involved in any type of police activity en route to the station while the prisoner is in the vehicle.
- F. If any activity is observed that requires police attention, notify the radio to dispatch another unit to handle the call.

Glendale Police Department		
General Order		
Arrest Procedures		24.200
Date Issued 04-29-09	Revision Date 06-17-19	Page 17 of 20

24.213 Temporary Removal of Prisoner from Jail Area

- A. The jail area shall include any department designated interview room, the booking, and adult and juvenile holding areas and city court holding area.
- B. Authorized Police personnel may temporarily remove prisoners from the jail area, only after notifying either a Detention Supervisor or designee.
- C. Prisoners will not be removed from the jail area for special situations such as attending funerals, visiting hospitals and critically ill persons, etc.
- D. The Detention Supervisor or designee must be notified verbally by an authorized person requesting the temporary removal of a prisoner, and a prisoner removal form must be completed.
- E. The prisoner removal form shall include the following information:
 - 1. The full name of the prisoner to be temporarily removed from the jail area.
 - 2. The full name(s) and I.D. numbers of the authorized person(s) removing the prisoner.
 - 3. The date and time the prisoner is removed/returned from the jail area.
 - 4. The phone number/pager where the authorized person(s) removing the prisoner can be reached.
 - 5. The date and time the prisoner is returned to the jail area.
- F. The Detention Supervisor must be notified immediately of any deviation from the information listed on the prisoner removal form.
- G. Authorized police personnel returning prisoners to the jail area will contact the Detention Supervisor acknowledgment of the prisoner's return.
- H. The Detention Supervisor shall sign the prisoner removal form after receiving verbal confirmation that the prisoner has been returned to the jail area. This confirmation must come directly from the authorized police personnel physically returning the prisoner to the jail area.

24.214 Escape of Prisoners

- A. If a prisoner should escape from custody while being transported, the following procedures shall be followed:

Glendale Police Department		
General Order		
Arrest Procedures		24.200
Date Issued 04-29-09	Revision Date 06-17-19	Page 18 of 20

1. Escapes occurring within the jurisdiction of the Glendale Police Department.
 - a. The transporting officer shall contact dispatch advising that a prisoner being transported has escaped. Broadcasts shall include all known details of the escape such as location of the escape, direction and mode of travel, physical description, charges subject was arrested on, and whether the subject is armed or unarmed.
 - b. Any employee who discovers a prisoner missing or has knowledge that a prisoner has escaped will notify their supervisor immediately and begin a search for the prisoner(s).
 - c. Other valley agencies will be notified as needed to assist in the search.
 - d. An offense report for escape and any other related offenses will be completed.
 - e. The first responding supervisor will advise the Duty Lieutenant. The Duty Lieutenant will monitor the progress of the search and, when appropriate, take charge of search operations.
 - f. The Duty Lieutenant shall notify the Chief of Police of the escape.
 - g. The transporting officer(s) shall provide the circumstances and details of the escape in an incident report.

2. Escapes Occurring outside the jurisdiction of the Glendale Police Department:
 - a. The transporting officer shall provide the jurisdictional agency with details of the escape and request their assistance in locating and apprehending the suspect.
 - b. Transporting officers unable to make radio contact with communications shall request the assisting agency to contact the Department with details of the escape. The Department employee receiving the escape notification shall immediately notify the Duty Lieutenant of the situation.

Glendale Police Department		
General Order		
Arrest Procedures		24.200
Date Issued 04-29-09	Revision Date 06-17-19	Page 19 of 20

- c. The transporting officer shall file an incident report with the agency having jurisdiction of the location of escape.
- d. Upon return to the Department and at the request of a supervisor, the transporting officer shall provide, in writing, the circumstances and details surrounding the escape.

24.215 Prisoner Transportation Vehicles

Patrol vehicles assigned to transport prisoners shall have the driver separated from the prisoner by a safety barrier. Department vehicles with four doors that are regularly used to transport prisoners in the rear seat shall have the door handles and window cranks removed from the rear compartment. If possible, the door release locks should be operated from the front compartment or from the outside of the vehicle.

24.216 Prisoner Documentation

- A. Prisoner transportation from the Glendale Police Department jail to another holding facility generally involves the transportation of the prisoner to the Maricopa County Jail.
- B. It shall be the responsibility of the transporting officer to confirm the identity of any prisoner being transported from the detention facility. Confirmation of identity may be achieved through the use of pictures (booking photo), driver's license, ID Cards, personal recognition by the releasing employee, etc.
- C. It shall be the responsibility of the transporting officer to ensure that all appropriate prisoner documentation, if any, is in their possession when transporting a prisoner from the department to another jail. Documentation, depending upon the circumstances, will vary. Documentation will normally include, but is not limited to:
 - 1. Booking copy
 - 2. Prisoner's property/Property form
 - 3. Copy of medical clearance (if applicable)
 - 4. Victims Rights form (if applicable)
 - 5. Warrant copy (if applicable)

Glendale Police Department General Order		
Arrest Procedures		24.200
Date Issued 04-29-09	Revision Date 06-17-19	Page 20 of 20

- D. It shall be the responsibility of the arresting officer to ensure that warrant(s) have been confirmed prior to transport to a jail facility. A copy of warrant(s) shall be obtained upon arrival to detention.
- E. Information regarding a prisoner's potential for escape, suicide, and/or other security risks shall be documented on the booking sheet and will be provided to the receiving agency during a change in custody.

Glendale Police Department General Order		
Cite and Release		24.300
Date Issued 03-23-99	Revision Date 11-08-19	Page 1 of 2

24.300 General Provisions

- A. To expedite the processing of persons accused of criminal acts that do not require immediate incarceration.
- B. Cite and Release procedures are to be used only in the case of misdemeanor offenses (criminal, criminal traffic, criminal city code, or petty offenses), or civil offenses.
- C. The officer will do a warrant check in NCIC and ACIC and determine if the suspect is eligible for cite and release.
- D. The officer has the option of having the suspect fingerprinted, processed through A.F.I.S. (Arizona Fingerprint Identification System), and photographed to establish or confirm identity prior to being cited and released.
- E. Juveniles: Only Title 4 offenses (liquor violations), curfew, criminal traffic offenses, civil traffic violations, and Game and Fish Law violations may be included in the Cite and Release Program.

24.301 Procedure: Criminal, Criminal Traffic, Criminal - City Code, or Petty Offenses

- A. If authorized for cite and release, the officer will complete the “Arizona Traffic Ticket and Complaint” and will include the incident number on the complaint. If the citation is completed electronically, the incident number will be placed in the “Incident Number” field in the citation form located in FBR.
- B. Have the violator sign the citation. If a handwritten citation is used, forward the white (complaint copy), yellow (prosecutor copy) and grey (police) copies to the Records division. Provide the violator the pink (violation) copy. If an electronic citation is used, forward the original copy of the citation to the Records division. Provide a duplicate copy of the citation to the violator.
- C. The officer will obtain the violator’s right index finger on the top white original copy of the handwritten citation. This should be done at the time the suspect is going to be cited and released - either at the scene, or at the police station. If an electronic citation was completed, the officer will obtain the violator’s right index finger on the original copy of the citation and send it to the Records division.
- D. Include all citation information in the Incident form of FBR.

Glendale Police Department General Order		
Cite and Release		24.300
Date Issued 03-23-99	Revision Date 11-08-19	Page 2 of 2

- E. If the citation is completed electronically, the officer will submit the citation to the court through the FBR workflow.
- F. No changes can be made to an electronic citation completed in FBR after the violator has been served. In the event that an error has been made, the violator must be re-served with a new citation containing the correct information. Electronic citations submitted to the court must contain the same information that was provided to the violator.

24.302 Procedure / DUI

See Department Policy 51.300 for cite/release guidelines

24.303 Exceptions to Cite and Release / Not Eligible

- A. When the suspect is a juvenile, except as noted above.
- B. Suspects being charged with both misdemeanor and felony violations.
- C. If an outstanding warrant is noted, or an FTA record, a supervisor's approval will be needed.
- D. When the suspect refuses to sign the citation, or refuses to provide sufficient information to complete the citation, i.e., name, address, DOB, etc.
- E. When the suspect identity or residence cannot be properly determined, i.e., the suspect does not have any form of identification to verify their name, address, etc.
- F. When the suspect poses an immediate danger to the public, or it is likely that the violation will continue.
- G. Supervisors may authorize the citing and releasing of a suspect in cases where, in their opinion, the release would be in the best interests of the city, i.e., pregnant women, elderly persons, etc.
- H. Situations involving domestic violence.

Glendale Police Department General Order		
Responding to Persons with Mental Illness		24.400
Date Issued 03-29-99	Revision Date 05-24-23	Page 1 of 17

24.401 Purpose

The Glendale Police Department is dedicated to providing holistic service options to our citizens including those who may be suffering from a mental health crisis or mental illness. The purpose of this policy is to provide guidance and awareness of those holistic service options, so the citizens are provided with the best possible care consistent with our obligation to ensure the protection of constitutional rights and safety for all. This policy will be in accordance with Arizona Revised Statutes Title 36, Chapter 5.

24.402 Definitions

Mental Illness - Any of various conditions characterized by impairment of an individual’s normal cognitive, emotional, or behavioral functioning, and caused by social, psychological, biochemical, genetic, or other factor, such as infection or head trauma.

Developmental Disabilities – Any limitations in function resulting from disorders of the developing nervous system. These limitations manifest during infancy or childhood as delays in reaching developmental milestones or as lack of function in one or multiple domains, including cognition, motor performance, vision, hearing and speech, and behavior.

Mental Disorder - A substantial disorder of the person's emotional processes, thought, cognition or memory. Mental disorder is distinguished from:

- Conditions that are primarily those of drug abuse, alcoholism, or developmental disability, unless, in addition to one or more of these conditions, the person has a mental disorder.
- The declining mental abilities that directly accompany impending death.
- Character and personality disorders characterized by lifelong and deeply ingrained antisocial behavior patterns, including sexual behaviors which are abnormal and prohibited by statute unless the behavior results from a mental disorder

Mental Health Crisis – An incident in which someone with an actual or perceived mental illness is experiencing intense feelings of personal distress

Glendale Police Department		
General Order		
Responding to Persons with Mental Illness		24.400
Date Issued 03-29-99	Revision Date 05-24-23	Page 2 of 17

(anxiety, depression, anger, fear, panic, hopelessness). There may be obvious changes in functioning (such as neglect of personal hygiene and unusual behavior) and/or catastrophic life event (such as disruptions in personal relationships, support systems, living conditions, loss of autonomy, parental rights, victimization, or natural disasters). These factors may lead to a person being a danger to him/herself or others.

Danger to Others - The judgment of a person who has a mental disorder is so impaired that he/she is unable to understand the need for treatment, and as a result of this mental disorder, their continued behavior can reasonably be expected to result in serious physical harm.

Danger to Self - Behavior which, as a result of a mental disorder, constitutes a danger of inflicting serious physical harm upon oneself, including attempted suicide or the serious threat thereof, if the threat is such that, when considered in the light of its context and in light of the individual's previous acts, it is substantially supportive of an expectation that the threat will be carried out.

Behaviors, which, as a result of a mental disorder, will, without hospitalization, result in serious physical harm or serious illness to the person. Except that this definition shall not include behavior, which establishes only the condition of gravely disabled.

Gravely Disabled - A condition evidenced by behavior in which a person, as a result of a mental disorder, is likely to come to serious physical harm or serious illness because he is unable to provide for his basic physical needs.

Persistently or Acutely Disabled - A severe mental disorder that meets all the following criteria:

- Significantly impairs judgement, reason, behavior, or capacity to recognize reality.
- If not treated has a substantial probability of causing the person to suffer or continue to suffer severe and abnormal mental, emotional, or physical harm that significantly impairs judgment, reason, behavior or capacity to recognize reality.
- Substantially impairs the person's capacity to make an informed decision regarding treatment and this impairment causes the person to be incapable of understanding and expressing an understanding of the advantages and

Glendale Police Department General Order		
Responding to Persons with Mental Illness		24.400
Date Issued 03-29-99	Revision Date 05-24-23	Page 3 of 17

disadvantages of accepting treatment and understanding and expressing an understanding of the alternatives to the particular treatment offered after the advantages, disadvantages and alternatives are explained to that person.

- Has a reasonable prospect of being treatable by outpatient, inpatient or combined inpatient and outpatient treatment.

Crisis Intervention Team (CIT) – The Crisis Intervention Team (CIT) is a first responder model of police-based crisis intervention that includes community, health care, and advocacy partnerships. CIT includes Glendale Police Department Officers who have attended training which focuses on helping those individuals suffering from a mental illness or mental health crisis. (Detailed in G.O. 60.740)

Mental Health Admitting Officer – A psychiatrist, physician, physician assistant/physician associate (PA), or psychiatric nurse practitioner with experience with performing psychiatric examinations who has been designated as the admitting officer of the screening agency.

At Risk Crisis Plan – Safety information and recommendations for course of action in an emergent situation as determined by a crises network case manager and/or the mental health team of an individual.

24.403 Training

In order to prepare employees, who during the normal course of their duties may encounter persons with mental illnesses, the department will provide training on this subject. Entry-level training shall be provided, and refresher training shall be provided on an annual basis. Both shall be documented.

24.404 Recognizing Characteristics of Mental Illness

- A. Officers are not expected to diagnose individuals with a mental disorder. Only trained mental health professionals can diagnose mental disorders. Officers are only expected to recognize the possibility a person has a mental illness, so he/she can be provided the appropriate service. The following are generalized signs and symptoms of a person with a mental illness or in a mental health crisis. The signs and symptoms should be evaluated within the context of the totality of the circumstances. Officers should recognize the potential for a person suffering from mental illness through the following:

Glendale Police Department General Order

Responding to Persons with Mental Illness

24.400

Date Issued
03-29-99

Revision Date
05-24-23

Page
4 of 17

1. Not acting or reacting normally to situations or radical changes in personality and behavior
 2. Reporting or acting as if they see, hear, feel, taste or smell things that are not real
 3. Believing things that are impossible or not based in reality
 4. Feelings of intense depression, euphoria, paranoia or anxiety
 5. Thoughts of Suicide
 6. Disorganized thoughts and speech
 7. Confusion
 8. Hyperactivity or Manic Behavior
- B. There are many medical conditions or physical disabilities which may present similarly to mental illness. Therefore, Officers should make their best attempt to rule out these conditions by gathering statements from on-scene witnesses. Some of the medical conditions or disabilities may include but are not limited to the following:
1. Dementia
 2. Developmental Disability
 3. Diabetic Shock
 4. Epilepsy
 5. Terminal Illness
 6. Substance Abuse
 7. Anti-Social (or Criminal) mindset
- C. The degree to which these symptoms present themselves may vary from person to person according to the type and severity of the mental illness.
- D. Officers interacting with individuals with a mental illness should be aware there is a possibility they may be a danger to themselves or others.
- E. If an employee has recognized a person is in a mental health crisis, a Crisis Intervention Team (CIT) trained officer will be requested so long as the request does not compromise officer safety.

Glendale Police Department General Order		
Responding to Persons with Mental Illness		24.400
Date Issued 03-29-99	Revision Date 05-24-23	Page 5 of 17

24.405 Community Resources

A. Communications personnel will have access to crisis and referral information for local mental health facilities and will, upon request, provide such information to employees and citizens. Employees who encounter individuals that are mentally ill, or are suspected of having a mental illness, should contact the Maricopa Crisis Line (602-222-9444) 24-hours/7 days a week for professional assistance including intervention and an assessment of the situation. Community resources include, but are not limited to:

1. A designated mobile crisis team.
2. Client’s case manager, if currently in treatment.
3. Urgent Psychiatric Care Center (UPC) at 1201 S. 7th Avenue, Suite 150 in Phoenix
4. Recovery Innovations (RIAZ) at 11361 N. 99th Avenue
5. Community Bridges Inc. (CBI) nearest location in Avondale at 824 N. 99th Avenue.
6. Private behavior health providers:
 - Aurora Behavioral Health at 6015 W Peoria Ave, Glendale, AZ 85302
 - Banner Thunderbird Behavioral Health Center at 5555 W Thunderbird Rd, Glendale, AZ 85306
 - Valleywise Behavioral Health Center at 5102 W Campbell Ave, Phoenix, AZ 85031
 - Practicing psychologists or psychiatrists

B. Victim Assistance may assist with referrals, during normal working hours, when the mentally ill person is a victim of a crime and needs treatment.

24.406 Response to Individuals in a Mental Health Crisis

A. Whenever practical and available consider utilizing Crisis Intervention Team (CIT) trained officers

Glendale Police Department General Order

Responding to Persons with Mental Illness

24.400

Date Issued
03-29-99

Revision Date
05-24-23

Page
6 of 17

- B. Request a backup officer responding in these cases where a person with a mental illness may need to be taken into custody
- C. Avoid using lights and sirens whenever possible
- D. Take steps to calm the situation unless circumstances indicate imminent danger. Officers should make every effort to de-escalate the situation
 - 1. Use effective communication skills to build rapport
 - a. Speak simply and calmly
 - b. Explain you are there to help
 - c. Listen to the person, but do not endorse the delusions
 - 2. Utilize time and space whenever practical
- E. Maintain Officer Safety Practices
- F. When contacting or interviewing individuals in a mental health crisis attempt to do the following whenever possible and practical:
 - 1. Allow the person to vent his or her emotions. This does not mean a person should act in a way that may cause them to be a danger to him/herself or others.
 - 2. Attempt to avoid topics that may agitate or “trigger” the person.
 - 3. Be truthful whenever possible and safe.
 - 4. Acknowledge hearing and understanding the person’s statements and perceptions without validating or agreeing with dangerous or unreal statements or perceptions.
 - 5. Avoid multiple Officers speaking at once.
 - 6. Ask one question at a time.
 - 7. Allow time for the individual to process what is being communicated.
 - 8. Attempt to eliminate distractions and irritants such as loud noises and other people including family.

Glendale Police Department General Order		
Responding to Persons with Mental Illness		24.400
Date Issued 03-29-99	Revision Date 05-24-23	Page 7 of 17

9. Use open ended questions to encourage communication. Open ended questions invite people to speak at length and reduces misunderstandings.
 10. Do not ask leading or suggestive questions.
 11. Repeat or paraphrase the person's statements to ensure accuracy.
 12. Ask specifically if the person is suicidal. It is best to ask the person directly if they plan on killing him/herself or others.
 13. Explain the situation when it is safe and practical.
 14. Do not make promises which cannot be kept.
- G. Gather information on the individual from witnesses, friends, acquaintances, and family
- H. Contact a mobile crisis team when appropriate

24.407 Disposition of Adults with a Mental Illness

- A. When a minor offense is committed where cite and release or a submittal is an option (excluding Domestic Violence (DV) offenses), treatment of individuals with a mental illness should be prioritized. These minor offenses include but may not limited to misdemeanor warrants and nuisance crimes where the government is the victim.
1. Officers should assess the totality of the circumstances and what is in the best interest of the community. Officers are expected to use their best judgement to determine the appropriate disposition.
- B. If the employee determines the appropriate action for the minor offense is to effect an arrest or the offense is serious or a DV offense, Officers will proceed with the arrest and booking.
1. Serious or violent offenders should be prosecuted for their criminal actions. Mental health services are secondary to violent or serious criminal offenses. Special considerations for arresting and booking individuals with a mental illness:
 - a. Ensure all appropriate boxes are checked for the Form IV

Glendale Police Department General Order		
Responding to Persons with Mental Illness		24.400
Date Issued 03-29-99	Revision Date 05-24-23	Page 8 of 17

- b. Officers will advise Detention Personnel of the unstable mental health condition
- C. If the appropriate disposition for a minor offense is to transport the individual to a mental health facility for treatment, or if no crime has occurred, Officers should consider the following:
- 1. If the individual is a danger to him/herself or others, Officers should detain the person for involuntary treatment pursuant to ARS 36-525. Involuntary treatment will be detailed in G.O. 24.409.
 - 2. If the individual is not a danger to him/herself or others, Officers must offer to transport the individual to one of the following mental health facilities:
 - a. Recovery Innovations (RIAZ) at 11361 N 99th Ave. Peoria, AZ 85345
 - b. Community Bridges Inc. (CBI) at 824 N 99th Ave, Avondale, AZ 85323
 - c. Urgent Psychiatric Care Center (UPC) at 1201 S 7th Ave, Phoenix, AZ 85007
 - d. Individuals may request a facility at which they are comfortable receiving treatment. Officers may accommodate these requests if it is appropriate due to the call for service volume and approval from a supervisor.
 - 3. If the individual is not a danger to him/herself or others, but transportation to a facility is not appropriate, Officers are encouraged to contact the Crisis Line at (602) 222-9444 to request a mobile crisis team respond.

24.408 Disposition of Juveniles with a Mental Illness

- a. Juveniles with a mental illness who have not committed a crime:
 - 1. Juveniles cannot be petitioned into the mental health facilities.
 - 2. Officers should notify the Crisis Line, (602) 222-9444, if a juvenile is suspected to have a mental illness or is in a mental health crisis.

Glendale Police Department General Order		
Responding to Persons with Mental Illness		24.400
Date Issued 03-29-99	Revision Date 05-24-23	Page 9 of 17

3. The mobile crisis team can assist the parent or guardian with a treatment plan and locations where a juvenile can be taken by the parent or guardian for mental health treatment.
4. Below is a list of commonly used locations for mental health treatment for Juveniles:
 - a. St. Luke’s Behavioral Health at 1800 E Van Buren St, Phoenix, AZ 85035 (Juveniles ages 5-17 years old)
 - b. Phoenix Children’s Hospital at 1919 E Thomas Rd, Phoenix, AZ 85016 (Juveniles under age 12)
 - c. Banner Thunderbird Behavioral Health Center at 5555 W Thunderbird Rd, Glendale, AZ 85306
- b. Juveniles with a mental illness who have committed a crime:
 1. When a minor offense is committed (excluding Domestic Violence (DV) offenses), treatment of individuals with a mental illness should be prioritized. These minor offenses include but may not limited to misdemeanor warrants and nuisance crimes where the government is the victim.
 - Officers should assess the totality of the circumstances including the best interest of the community and utilize their best judgement as to the appropriate disposition.
 2. When a serious or violent offense (including Domestic Violence) is committed then an arrest and detention is appropriate.
- c. Officers should do their best to provide a list of services including but not limited to the Crisis Line, (602) 222-9444 to parents and guardians when appropriate.

24.409 Emergency Mental Health Order for Detention (Involuntary Admission)

Per Arizona Revised Statute 36-525, A peace officer may apprehend and transport a person if the peace officer has probable cause to believe is, as a result of mental disorder, a danger to self or others and that during the time necessary to complete prepetition screening procedures the person is likely without immediate

Glendale Police Department General Order		
Responding to Persons with Mental Illness		24.400
Date Issued 03-29-99	Revision Date 05-24-23	Page 10 of 17

hospitalization to suffer serious physical harm or serious illness or to inflict serious physical harm on another person. The peace officer would follow the process outlined below to complete the required Emergency Mental Health Order of Detention.

A. Emergency Mental Health Order of Detention (commonly known as Mental Health Petition) may be obtained by Officers or members of the community. These petitions are requests made to a screening agency for involuntary treatment of a person who may be suffering from a mental illness and/or is in a mental health crisis when that person poses a danger to him/herself or others.

B. Process of obtaining an Emergency Mental Health Order of Detention (Arizona Revised Statute 36-524) for Officers:

1. A person (including family, friends, acquaintances or peace officers) who has knowledge of behaviors displayed by an individual which would lead them to believe that individual is a danger to him/herself or others may fill out the petition paperwork on the required documents provided by either Urgent Psychiatric Care Center (UPC) or Recovery Innovations (RIAZ). The petitions will include the following information:
 - a. Statements from persons including observations of the behaviors resulting from a mental disorder which led them to believe the individual is a danger to self or others, and that during the time necessary to complete the prepetition screening procedures set forth in sections 36-520 and 36-521 the person is likely without immediate hospitalization to suffer serious physical harm or serious illness or is likely to inflict serious physical harm upon another person.
 - b. Specific nature of danger
 - c. Summary of observations regarding the danger the individual poses
 - d. Signature of the person filing the petition
2. Once the Emergency Mental Health Order of Detention is completed, it will be reviewed by a Mental Health Admitting Officer.
3. If approved by the Mental Health Admitting Officer, a Mental Health Order will be issued.

Glendale Police Department General Order		
Responding to Persons with Mental Illness		24.400
Date Issued 03-29-99	Revision Date 05-24-23	Page 11 of 17

24.410 Non-Emergency Mental Health Orders of Detention

- A. A Non-Emergency Mental Health Order of Detention is for a person who suffers from a mental health disorder to the extent he/she becomes Gravely Disabled or Persistently or Acutely Disabled. Any responsible party (including but not limited to family, friends, acquaintances, and peace officers) may initiate a request for a pre-petition screening and assessment.

- B. Process for obtaining a Non-Emergency Mental Health Order of Detention (Arizona Revised Statute 36-523)
 - 1. The paperwork required to be completed must be obtained from either the Urgent Psychiatric Care Center (UPC) or Recovery Innovations (RIAZ).

 - 2. The paperwork must include the following information:
 - a. The name and address (if known) of the individual being petitioned for the Non-Emergency Mental Health Order.

 - b. The present whereabouts or location of the individual being petitioned

 - c. A statement referencing a reasonable cause the individual’s behavior related to a mental health disorder which has led the person to be a danger to self or others, gravely disabled or persistently or acutely disabled.

 - d. A statement summarizing observations and facts supporting the statement of reasonable cause that the individual’s behavior related to a mental health disorder which has led the person to be a danger to self or others, gravely disabled or persistently or acutely disabled.

 - e. Any other information which is requested by director of admissions or court.

 - 3. Once paperwork is completed, signed and notarized, it will be returned to the place it was obtained for review.

 - 4. The petition will be reviewed by mental health professionals to substantiate the observations and facts in the petition.

Glendale Police Department General Order		
Responding to Persons with Mental Illness		24.400
Date Issued 03-29-99	Revision Date 05-24-23	Page 12 of 17

- C. After review, a Mental Health Pick Up Order may be issued. (Refer to G.O. 24.411 for information regarding Mental Health Pick Up Orders)

24.411 Responding to Mental Health Orders (Pick-up Orders)

- A. Pursuant to Arizona Revised Statutes Title 36, Chapter 5, a peace officer upon the advice of the mental health admitting officer or Superior Court Judge (defined in G.O. 24.409) will apprehend and transport the person listed to the treatment facility. The process of conducting these transports is outlined below.

1. Communications Responsibilities:

- a. Upon receipt of a Mental Health Order (Emergency or Non-Emergency), communications will advise an on-duty patrol supervisor.
- b. A copy of the Mental Health Order will be reviewed by the patrol supervisor. Upon approval, communications staff will enter a call for service as a priority 3 unless extenuating circumstances exist to change the priority.
- c. Communications will email or fax the Mental Health Order to the responding officer.

2. Patrol Supervisor Responsibilities:

- a. Communications will advise a Patrol Supervisor that a Mental Health Order has been received. The order will be sent to the Patrol Supervisor for review.
- b. Patrol Supervisors will review the Mental Health Orders for authenticity and validity. Patrol Supervisor will use their best judgement for approving the Orders based on calls for service and staffing.
- c. If the Mental Health Admitting Officer is a physician assistant/physician associate (PA), the patrol supervisor must verify that the name and licensure information of the Supervising Physician is reflected on the Mental Health Order.

Glendale Police Department General Order		
Responding to Persons with Mental Illness		24.400
Date Issued 03-29-99	Revision Date 05-24-23	Page 13 of 17

- d. Patrol Supervisors will approve the Mental Health Orders no matter the time of day by using their best judgement and the totality of the circumstances presented in the Mental Health Order.
- e. Patrol Supervisor should respond to all Mental Health Order transports at private residences whenever practical and possible. Patrol Supervisors will not need to be present if the transport is from facility to facility.
- f. If entry into the residence is denied, officers shall NOT force entry into the residence unless exigent circumstances exist.
 - If entry into the residence is denied, and the person is known to be inside, the patrol supervisor may consult the SWAT commander or his/ her designee for assistance.

Points to Consider:

- Other people in the residence
- Details of the Mental Health Order
- Access to Weapons
- Criminal History
- Violence Potential
- Demeanor of Person
- How old the Mental Health Order is

Note: Per Arizona Revised Statute 36-525, peace officers will not be held civilly liable for any acts of any persons not taken into custody.

3. Responding Officer Responsibilities:

- a. Review the Mental Health Order which was emailed or faxed by communications.
- b. Officers may call the Crisis Line (602) 222-9444 to obtain any information on violence potential and access to weapons.
- c. Officers may conduct a criminal record check to review to gain any information which can be used to safely apprehend and transport the individual on the order.

Glendale Police Department General Order		
Responding to Persons with Mental Illness		24.400
Date Issued 03-29-99	Revision Date 05-24-23	Page 14 of 17

- d. Prior to responding to transport an individual from a private residence, notify the on-duty supervisor, so they can be present.
- e. If available, a Crisis Intervention Team (CIT) officer will be requested and respond.
- f. Officers will make a reasonable effort to locate, apprehend and transport the individual listed on the order.
- g. If entry into the residence is denied, the officer will not force entry into the residence.
 - If entry into the residence is denied and the person on the Mental Health Order is known to be inside, a supervisor should be notified.
 - A search warrant would be required to enter.
- h. Officers will make a reasonable effort to safeguard the premise and property therein against unauthorized access. This can be accomplished by shutting all windows and doors and locking them unless a third-party lease holder, mortgage holder, or owner is present.
- i. If the person on the Mental Health Order is suicidal, firearms can be seized and logged for safekeeping.
- j. Officers will not provide additional security for the person who was transported once inside the Mental Health Facility.

24.412 Voluntary Admissions

1. **Adults** desiring voluntary treatment may be taken to the following facilities:
 1. Recovery Innovations (RIAZ) at 11361 N 99th Ave. Peoria, AZ 85345
 2. Community Bridges Inc. (CBI) at 824 N 99th Ave, Avondale, AZ 85323 Should be only used when Substance Abuse is suspected
 3. Urgent Psychiatric Care Center (UPC) at 1201 S 7th Ave, Phoenix, AZ 85007

Glendale Police Department General Order		
Responding to Persons with Mental Illness		24.400
Date Issued 03-29-99	Revision Date 05-24-23	Page 15 of 17

4. Individuals may request a facility at which they are comfortable receiving treatment. Officers may accommodate these requests if it is appropriate due to the call for service volume and approval from a supervisor.

2. Juveniles

1. Officers should notify the Crisis Line, (602) 222-9444, if a juvenile is suspected to have a mental illness or is in a mental health crisis.
2. The mobile crisis team can assist the parent or guardian with a treatment plan and locations where a juvenile can be taken by the parent or guardian for mental health treatment.
3. Below is a list of commonly used locations for mental health treatment for Juveniles:
 - a. St. Luke’s Behavioral Health at 1800 E Van Buren St, Phoenix, AZ 85035 (Juveniles ages 5-17 years old)
 - b. Phoenix Children’s Hospital at 1919 E Thomas Rd, Phoenix, AZ 85016 (Juveniles under age 12)
 - c. Banner Thunderbird Behavioral Health Center at 5555 W Thunderbird Rd, Glendale, AZ 85306
4. Officers may transport a juvenile at the request of the parent or guardian if the parent or guardian follows the employee to the facility. Officers must use their best judgement regarding transporting juveniles.

24.413 Report Writing Reference Individuals Suffering From Mental Illness or Mental Health Crisis

- A. Offense Reports are required for the following circumstances:
 1. Officers filing an Emergency Mental Health Order with a Medical Admitting Officer
 2. Officers filing a Non-Emergency Mental Health Order with a Medical Admitting Officer

Glendale Police Department		
General Order		
Responding to Persons with Mental Illness		24.400
Date Issued 03-29-99	Revision Date 05-24-23	Page 16 of 17

3. An individual (Adult or Juvenile) has committed a crime, but transport to a Mental Health Facility was determined to be the best disposition. Criminal Offenses should be submitted to the appropriate court along with the Offense Report

B. Field Interview Cards are required in the following circumstances:

1. Officers transporting an Adult for any type of Mental Health Order (Pick-up Order)
2. Officers transporting an Adult for Voluntary Treatment.
3. Transporting a Juvenile at the request of a parent or guardian to an approved Mental Health Facility. Note: This is when no crime was alleged.

24.414 Mental Health Indicator Notification

A. In 2014, the Arizona Legislature amended Arizona Revised Statute (ARS) 13-609, 36-540, 14-5304 and 14-5307 allowing the Arizona Supreme Court to transfer case information on certain mental health court orders and verdicts to the Arizona Department of Public Safety (DPS). In turn, the DPS would transmit the information to the FBI's National Instant Criminal Background Check System for federal firearm licensee background checks on prospective firearms purchasers. Senate Bill 1373 was enacted amending Title 41 by adding ARS 41-1729. ARS 41-1729 requires the DPS to provide a law enforcement agency with access to case information it receives from the Supreme Court for the purpose of enforcing a court order, assisting in an investigation, or returning property. The notification will come across as a computer-generated screen when accessing an individual's legal history.

B. Case information includes the following:

1. The subject's name, sex, and date of birth
2. The last four digits of the subject's social security number, if available
3. The court case number
4. The court originating agency identification number.

Glendale Police Department General Order		
Responding to Persons with Mental Illness		24.400
Date Issued 03-29-99	Revision Date 05-24-23	Page 17 of 17

5. Certain cases will include the date of the person's incompetency finding or guilty verdict. This information and the court's email address are provided in the Mental Health Indicator.
- C. Contact the Court or DPS to verify the status of the Mental Health Indicator notification. The originating court is the only agency that will verify the mental health court order and the type (i.e., Title 14, Title 36 or Rule 11). Since courts will only be accessible during regular business hours, officers are encouraged to contact the Arizona Department of Public Safety.
- D. The Mental Health Indicator Is Information-Only.
While your agency protocols may require action in certain situations, the intent of the Mental Health Indicator is to provide mental health information for officer safety. The Mental Health Indicator is not to be treated as a pick-up order.
- E. Mental Health Orders included are the following:
1. Incompetency orders (Rule 11)
 2. Guilty except insane verdicts
 3. Involuntary orders to mental health treatment (Title 36)
 4. Guardianship orders relating to mental incapacity (Title 14) are included in the mental health repository at the Arizona Supreme Court.
 5. Subjects with Title 14 orders may not be state-prohibited firearm possessors. As a result, officers should contact the court/DPS to confirm and verify the type of mental health court order identified in the Mental Health Indicator.

Glendale Police Department General Order		
Immigration		24.500
Date Issued 07-07-00	Revision Date 01-23-20	Page 1 of 3

24.500 Purpose

It is the policy of the Glendale Police Department to provide law enforcement services and protection to all persons within our community regardless of their legal status in the United States. Immigration enforcement shall be conducted in a manner consistent with both State and Federal law without regard to a person’s race, color, religion or national origin, while preserving the civil rights, privileges and immunities of all persons.

24.501 General Guidelines

- A. All immigration enforcement shall be implemented in a manner consistent with training and legal bulletins provided by the Glendale Police Department.
- B. Officers will not stop, detain or contact an individual based on race, color, national origin, gender, sexual orientation, religion, or economic status unless it is part of a general description of a suspect where a reasonable suspicion of criminal activity exists.
- C. Immigration enforcement will not be the sole purpose for an officer to stop, detain, or contact an individual.
- D. In order for any immigration enforcement action to be taken, the individual must first be the subject of a lawful stop, detention, or arrest.
- E. No immigration enforcement action will be taken, and no duty to act shall arise, unless the officer has a reasonable suspicion that an individual, who is the subject of a lawful stop, detention, or arrest is both a non-citizen (or “alien”, as indicated in ARS 11-1051) and unlawfully present in the United States.
- F. In establishing whether there is reasonable suspicion to believe a person is a non-citizen (alien) and unlawfully present in the United States, an officer shall not consider race, color, religion or national origin.

24.502 Persons Lawfully Stopped or Detained

- A. If an officer has a reasonable suspicion that the individual stopped or detained is a non-citizen (alien) and is in the United States unlawfully, then the officer must make a reasonable attempt to determine that person’s immigration status, unless one of the following two exceptions exist:

Glendale Police Department General Order		
Immigration		24.500
Date Issued 07-07-00	Revision Date 01-23-20	Page 2 of 3

1. When it is not practicable. In making this determination officers should consider things such as work load, criticality of incident, other present duties, and availability of other personnel.

or:

2. When making the determination may hinder or obstruct an investigation. An example of this exception would be in the case of a crime victim or witness where a determination into their immigration status would have the effect of limiting their cooperation.

B. **Presumptive Documents** - The following four types of identification create a presumption that the individual presenting it is here legally and no further investigation into the person's immigration status will be taken, unless there are additional facts that cast doubt on the person's lawful presence:

1. A valid Arizona driver's license.
2. A valid MVD issued Arizona non-operator identification card.
3. A valid tribal enrollment card or other form of tribal identification.
4. Any valid identification issued by a United States federal, state or local government, if that entity requires proof of legal presence in this country before issuance.

C. If the individual does not present a presumptive document an officer should consider any other facts or documentation in making a determination as to legal presence. If the officer is given no information that enables a determination to be made, then a documented attempt to contact ICE should be made.

D. The individual shall not be detained longer than is necessary to conclude the matter that formed the basis for the contact, stop, or detention in order to make a determination as to immigration status. If ICE cannot be contacted or is unable to determine the person's status within this time period, the individual shall be released.

Glendale Police Department General Order		
Immigration		24.500
Date Issued 07-07-00	Revision Date 01-23-20	Page 3 of 3

24.503 ICE Contact

Officers and Detectives should not attempt to contact ICE personally. All ICE contacts made, based upon the guidelines outlined in this policy, should be made through Communications.

24.504 Arrests

- A. When reasonable suspicion exists that an arrested person is both a non-citizen (alien) and in this country illegally, the immigration status of the individual must be determined prior to release (citation in lieu of detention). Determination should be made in the manner set forth in 24.502.
- B. When an arrested person is booked into the Glendale Police Department Detention facility for a criminal violation, determination of immigration status shall be verified in accordance with Detention operation procedures.
- C. When an arrested person is booked into an MCSO Jail facility for a criminal violation, determination of immigration status shall be verified in accordance with MCSO guidelines and will be the responsibility of MCSO personnel.

24.505 ICE Detention and Removal Order (DRO) Holds

- A. In circumstances where there is a hold that is criminal, and if requested by ICE, the individual will be detained and transported.
- B. In circumstances where the hold is civil, and there are not any other violations, officers will not transport or continue to detain the individual.

Glendale Police Department General Order		
Arrest of Foreign Nationals		24.600
Date Issued 04-14-00	Revision Date 03-20-20	Page 1 of 3

24.600 Privileges and Immunities of Foreign Diplomatic Personnel

- A. Individuals with Diplomatic Immunity enjoy a high degree of legal privileges.
1. They enjoy complete personal inviolability, which means they shall not be arrested or detained.
 2. Their property or residences shall not be entered or searched.
 3. They have complete immunity from the criminal jurisdiction of the host state and cannot be prosecuted, no matter how serious the crime.
 4. They have complete immunity from the obligation to provide evidence as witnesses and cannot be required to testify even, for example, when they have personally been the victim of a crime.
 5. Family members forming part of the household of diplomats with immunity (i.e., spouses, and children under the age of 21 (until 23 if they are full-time students at an institution of higher learning), and other such persons expressly agreed to by the State Department in extraordinary circumstances, enjoy precisely the same privileges as do the sponsoring diplomatic agents.
- B. Members of administrative and technical staff and their families may enjoy the same privileges identical to those of diplomatic agents.
- C. Members of service staff have much less in the way of privileges.
1. Service staff only have official acts (determined by U.S. courts with subject matter jurisdiction over the alleged crime, in full light of all the relevant facts, that the action complained of was an official act) immunity;
 2. They enjoy no personal inviolability; and
 3. They have no immunity from the obligation to provide evidence as witnesses.
 4. Families of service staff members enjoy no privileges or immunities.
- D. Formal Identity Documents
1. The only authoritative identity document is the identity card issued by the Department of State, Protocol Office.

Glendale Police Department General Order		
Arrest of Foreign Nationals		24.600
Date Issued 04-14-00	Revision Date 03-20-20	Page 2 of 3

- a. The identification card will have a colored border either blue, green, or red in color depending on the degree of immunity and shall contain a photograph of the bearer.
 - b. The bearer's name, title, embassy or mission, city and state, date of birth, identification number, expiration date and a U.S. Department of State seal will appear on the front of the card. A brief statement of the bearer's immunity shall be printed on the reverse side.
- E. While this form of identification is generally to be relied upon, officers are nonetheless urged immediately to seek verification in cases involving any serious incident, or in any case where they have reason to doubt the validity of the card.

24.601 Police Contact with Diplomatic Persons

- A. When, in the course of responding to or investigating an apparent violation of criminal law, a police officer is confronted with a person claiming immunity, official Department of State identification shall immediately be requested in order to verify the person's status and immunity.
- B. The officer shall immediately notify the shift lieutenant, or designee who shall be responsible for verifying the identification and directing the officer of the appropriate action to be taken. In an incident involving any person entitled to immunity, the officer shall record all pertinent details from the identity card and fully record the details and circumstances of the incident in accordance with normal police procedures.
- C. It shall be the responsibility of the jail supervisor to ensure that updated materials are made available, at all times, to the shift lieutenants or designees for reference whenever needed.
- D. Stopping a diplomatic agent and issuing a traffic citation does not constitute an arrest and is permissible, although signature of the citation by such individual cannot be required. A written report of the incident shall be completed, documenting the facts of the incident and the identity of the individual and shall be forwarded to the Department of Public Safety within five working days.

24.602 Notification Upon Arrest and Detention

- A. Whenever a Foreign National is arrested or physically detained by this Department, the arresting officer must inform the person of their right to have

Glendale Police Department		
General Order		
Arrest of Foreign Nationals		24.600
Date Issued 04-14-00	Revision Date 03-20-20	Page 3 of 3

their government notified. This notification will be indicated by a mandatory field in the Glendale Police Department Booking as follows. It is the arresting officer's responsibility to read this to the suspect/defendant and indicate their response:

A Non - United States citizen who is being arrested or detained is entitled to have their country's consular representatives here in the United States notified of their arrest. Such a consular official may, among other things, help you to obtain legal counsel, contact family members, and make detention visits. Are you a citizen of the United States? YES/NO (Mandatory booking field)

- B. If the person indicates that he/she is not a United States citizen, then the arresting officer shall ask the suspect/defendant his/her citizenship and whether he/she wishes to have his/her consular notified of his/her arrest. This will be indicated in the booking as follows:

If you want us to notify your country's consular officials, you may request this notification now, or at any time in the future. Do you want us to notify your country's consular officials? YES/NO (Mandatory Booking Field)

- C. If the person arrested or detained asks that their government be notified, the arresting officer will inform the appropriate foreign consulate or embassy as soon as practicable and document. This notification will be indicated on the Glendale Police Department Booking as follows:

Consular Notification Completed: Time/Employee# (Mandatory Field)

- D. For those countries with mandatory notification, the arresting officer is obligated to notify the consul regardless of the suspect/defendant wishes. The arresting officer will notify the suspect/defendant that consular notification is mandatory and will be made. The list of mandatory notification countries will be posted in the jail and can also be located on the internet, on government travel/consular websites.
- E. Subject to local laws and Department regulations, consular officers have the right to visit and/or correspond with their nationals who are being detained. If the Foreign National is also an Illegal Alien, then the guidelines set forth in Procedure 24.500 must also be adhered to.

Glendale Police Department General Order		
Death and Serious Injury Notifications		25.140
Date Issued 04-01-99	Revision Date 11-06-19	Page 1 of 1

25.140 Notifications of Deaths and Serious Injuries

- A. Next of kin should be notified of deceased, seriously injured, or seriously ill people.
 - 1. In cases investigated by the Glendale Police Department, notifications should be made in a timely manner and in a manner that will not interfere with the case investigation.
 - 2. Other agencies may contact the Glendale Police Department to do notifications in Glendale on cases originating in their jurisdiction.
- B. Death/serious injury notifications will be delivered in person unless there is good reason for doing otherwise. Other agencies may be contacted to provide notification outside the City of Glendale.
- C. A sworn, uniformed officer, accompanied by Victim Assistance Caseworker or an appropriately trained volunteer, are the preferred personnel to be involved in death/serious injury notifications. The uniformed officer gives credibility to the message and the Victim Assistance Caseworker or volunteer has expertise in dealing with the emotional response to the message.
- D. If Victim Assistance is to be used, arrange to meet with them at a convenient location where the notification can be planned.

25.141 Availability of Victim Assistance

- A. Victim Assistance is available to assist officers with death/serious injury notifications and to provide emotional support to distraught individuals who have just been given a distressing emergency message.
- B. See policy 60.725 for more information on Victim Assistance Crisis Intervention Services.

Glendale Police Department General Order		
Juvenile Procedures		26.000
Date Issued 12-17-99	Revision Date 03-16-23	Page 1 of 13

26.000 Philosophy

- A. The basic philosophy of juvenile law is to protect children from abuse or neglect, to prevent delinquency, and to rehabilitate juveniles, where possible. Since juveniles have additional rights to those of adults, and the officer's responsibilities in investigating cases where juveniles are involved is different from those involving adults, this order will address those instances where contact with juvenile offenders may differ with policy concerning adult offenders.
- B. Due to the complexity of the Juvenile Criminal Justice System, law enforcement agencies must utilize the components of the Juvenile Justice System in order to address juvenile related matters.
- C. The Glendale Police Department, along with other Juvenile Criminal Justice organizations, is committed to the development and perpetuation of programs designed to prevent and control delinquency.
- D. The Glendale Police Department will annually evaluate ongoing programs to determine effectiveness, as well as look at new innovative programs designed to prevent and control delinquency.
- E. The Glendale Police Department is open to review and comment by other elements of the Juvenile Justice System regarding the development of these policies.
- F. All police department employees will contribute to the control and prevention of juvenile delinquency by supporting and/or participating in programs and activities for juveniles.

26.001 Delinquent/Incorrigible Juveniles

- A. A child, juvenile, or youth is defined as any person under eighteen (18) years of age.
- B. Arizona Revised Statutes define a delinquent act as a criminal offense committed by a juvenile.
- C. A juvenile is incorrigible if habitually truant from school, a runaway, a danger to the morals or health of himself or others, or fails to obey any lawful order of the Juvenile Court.

Glendale Police Department General Order		
Juvenile Procedures		26.000
Date Issued 12-17-99	Revision Date 03-16-23	Page 2 of 13

➤ A juvenile who is eight (8) or older may be delinquent or incorrigible. A child under the age of eight (8) can only be dependent and cannot be delinquent or incorrigible.

D. A status offense is an act committed by a juvenile, which if committed by an adult, would not be a crime. The following violations are considered to be status offenses:

1. Runaway
2. Curfew violations
3. Truancy

E. Juvenile offenders may be dealt with by law enforcement officers in one of five ways:

1. Release with no further action.
2. Release to supervision of parent/s on a voluntary basis.
3. Referral and treatment through social service agencies
4. Referral to Juvenile Courts.
5. Cite into City Court for the following City Code violations:
 - a. Operating a motorized skateboard
 - b. Curfew
 - c. Squealing tires
 - d. In park after hours

F. In keeping with the philosophy concerning juvenile offenders, the Department will adopt the role of protector rather than adversary, seeking the least forceful alternative when handling juvenile cases.

26.002 Related Juvenile Agencies and Programs

- A. The Maricopa County Juvenile Court Center (MCJCC) is considered a holding facility for a juvenile who, after arrest, fall under one of the four categories requiring detention (See 26.004.A).
- B. The State Department of Economic Security, Department of Child Safety (DCS), is responsible for the welfare of juveniles in the state and for the authority to take appropriate action when the morals and/or health of the juvenile are in danger.

Glendale Police Department General Order		
Juvenile Procedures		26.000
Date Issued 12-17-99	Revision Date 03-16-23	Page 3 of 13

- C. The State Department of Corrections maintains records on juveniles who have been incarcerated in a state facility, at the direction of the Superior Court.
- D. The Maricopa County Attorney, Juvenile Division handles prosecution matters concerning juveniles who are brought before the Juvenile Division of Superior Court.
- E. The Glendale City Court and Prosecutors Office provide prosecution for curfew, motorized skateboards, squealing tires, and in the park after hours offenses. The court may offer diversion programs for youths involved with these City Code violations. Diversion provides individual programs for the juveniles involving any combination of work projects, counseling, special classes, alcohol or drug abuse, awareness session, volunteer service projects, or any other appropriate program, at the direction of the court.

26.003 Interviews/Admonition of Rights

- A. The Juvenile Court requires clear proof that a juvenile knowingly and intelligently waived all the Miranda Rights prior to being questioned or making an admission which can be used in court. Officers will ensure that juvenile Miranda Rights guidelines are followed, and that these Miranda Rights are provided to juveniles, as outlined in ARS 8-303.E. This shall include providing Miranda Rights to juveniles in temporary custody, prior to questioning the juvenile. It is questionable whether a 10-year-old or younger child can intelligently waive.
 - 1. The Glendale Police Department Juvenile Rights Form will be read, verbatim, before any questions are asked of the juvenile. The form will be completed in its entirety.
 - If an explanation is needed for the juvenile to understand the rights, then the explanation will be documented within the narrative of the report of supplement.
 - Juveniles will be asked prior to the start of questioning if they want a parent or guardian present during the interview.
 - 2. The Miranda Right explanation will be recorded in the incident report.
 - 3. The duration of the interview will be of reasonable length, and the officer will take into consideration the age and psychological state of the juvenile when conducting the interview.

Glendale Police Department		
General Order		
Juvenile Procedures		26.000
Date Issued 12-17-99	Revision Date 03-16-23	Page 4 of 13

- Interviews in excess of two hours will require the presence of the juvenile's parents or guardian, and the approval of a supervisor.
- 4. During an interview with a juvenile, there will be no more than two uniformed officers or detectives engaging in the interview without the approval of a supervisor.
- 5. The investigating officer will also explain to the juvenile any Department policy or juvenile criminal justice system procedures that apply to the case at hand. A full understanding of the criminal justice system will ensure that the juvenile knowingly and intelligently waived their rights.
- B. If an officer believes the juvenile is incapable of intelligently understanding the Miranda Rights due to age or mental condition, the juvenile will not be questioned.
- C. When juveniles commit serious offenses, the possibility exists that they may be remanded to adult court for prosecution. In these situations, the juvenile, the parent(s), or legal guardian will be advised of the remand possibility.
- D. When a child is attending school, the school authorities act as guardians (*in loco parentis*) and are responsible to the parents.
 - 1. Officers intending to question a student at school should contact school authorities and request permission to do so.
 - 2. Officers should request that either a parent(s), guardian, principal, or school representative is present when the questioning is conducted at the school.
 - 3. The above requirements do not prohibit an officer from arresting any student on campus, regardless of parental or school authorities' permission to do so.
- E. Parental Involvement:
 - 1. A parent does not have the right to invoke a child's rights.
 - 2. When a child invokes the right to remain silent and a parent persuades the child to make a statement, the statement will be subject to judicial scrutiny and may not be admissible. Before questioning the child in these cases, be

Glendale Police Department General Order		
Juvenile Procedures		26.000
Date Issued 12-17-99	Revision Date 03-16-23	Page 5 of 13

sure to advise the parent of the child's Miranda rights and document waiver before proceeding. Also consider whether there is any conflict of interest between the child and the parent present.

- a. Should a parent refuse to cooperate, officers may arrange to interview the child at some other location (i.e., school).
- b. If a parent agrees to allow an interview but desires to contact an attorney prior to the interview, officers should not conduct the interview until legal counsel has been consulted.

26.004 Custodial Interrogations and Non-Custodial Interviews

In determining the voluntariness of a juvenile's confession, consideration should be given to the juvenile's age, mental state, or other factors or influences experienced by the juvenile. The following factors are additional considerations which may determine whether the juvenile was custodial or non-custodial:

- Intelligence
- Educational background
- Mental capacity, including whether the juvenile was nervous and his/her physical condition
- Prior experience in the criminal system
- Whether the juvenile was suffering from any injury or pain at the time the statement was given
- The duration of the questioning and time of day
- Whether the juvenile was tired and is desirous of sleep
- Length of confinement
- Whether police caution warnings were given, when, and whether the juvenile understood them
- Whether the room was of sufficient size and supplied with appropriate furniture
- Whether the juvenile was handcuffed or threatened
- Whether the juvenile was refused the use of bathroom, food, or drink
- Whether there was a promise of leniency
- Whether the juvenile understood the interrogation process
- Whether a youth officer was present during the interview
- Whether the parents were notified
- Whether the juvenile asked for a parent to be present

Glendale Police Department General Order		
Juvenile Procedures		26.000
Date Issued 12-17-99	Revision Date 03-16-23	Page 6 of 13

- Whether the police prevented a concerned adult from speaking with the juvenile
- Familiarity with the language used in questioning.

26.005 Detention

- A. Unless it is impractical, or a court has ordered otherwise, officers will give preference to the release of a juvenile to the parents pending action by the Juvenile Court Center. All juveniles who are arrested and transported to GPD Detention shall be fingerprinted and photographed at the station prior to transporting to MCJCC detention or before being released to their parents.
1. The arresting officer will contact MCJCC Intake to determine if a juvenile is on probation or parole for previous offenses.
 - If a juvenile is on probation or parole, the appropriate Probation Officer will be contacted to determine whether the juvenile should be released or detained.
 2. The arresting officer will explain the circumstances surrounding the referral and/or detention to the parents or legal guardian(s) when they are contacted.
 3. If not released to parents/guardians, juveniles will be transported to Durango 3125 W. Durango, Phoenix.
 - **Juveniles will not be detained at the Glendale Police Department in excess of six hours.**
 - **Officers will sign in all juveniles on the Juvenile Detention Log in the GPD detention area. Officers will notify to the Detention staff the juvenile needs to be fingerprinted and photographed, prior to the juvenile being released.**
 - **Officers will maintain custody of all juveniles. Detention personnel do not supervise juveniles.**
- B. Detention or Referral to Juvenile Court, through the use of a Juvenile Complaint/Referral Form accomplishes the arrest of a juvenile.
- C. A juvenile may be detained only under one or more of the following conditions: When there is reason to believe the juvenile will not appear at the

Glendale Police Department		
General Order		
Juvenile Procedures		26.000
Date Issued 12-17-99	Revision Date 03-16-23	Page 7 of 13

hearing; that the juvenile is likely to commit an offense injurious to themselves or to others; that the juvenile must be held for another jurisdiction; or that the interests of the child or the public require custodial protection.

1. When a juvenile is detained, an offense report and the original Juvenile Complaint will be left with MCJCC upon detention.
 2. Officers will detain arrested juveniles at MCJCC within a reasonable time after arrest.
- D. When a juvenile is detained, it is the responsibility of the detaining officer to notify a parent or guardian of the detention of the juvenile. The fact that notification was made will be included in the Offense Report as required by ARS Title 8.
1. When this is not possible the reason for not notifying parents will be indicated in the offense report.
 2. If parents are unavailable, a note explaining the detention will be left at the juvenile's residence.
 3. Juveniles who are illegal immigrants and who should be in detention will be detained at MCJCC. If the juvenile has not committed an offense, other than being an illegal immigrant, the juvenile will be processed as an adult illegal immigrant and not detained.
 - For those requiring detention, INS will interview juveniles who are suspected of being an illegal immigrant. MCJCC Intake will contact INS. If the juvenile is found to be an illegal alien, and has only been charged with a misdemeanor, he/she will be released to INS.
 - Juveniles who are suspected of being an illegal immigrant and who have committed a felony will be held for trial at MCJCC.
 - **Officers will contact the Mexican, or other appropriate, Consulate anytime that they place any juvenile suspected of being an illegal immigrant at MCJCC. Officers will note in their report the person contacted, date and time.**
 4. A detention hearing by MCJCC is mandatory within twenty-four (24) hours of the arrest when a juvenile is detained (excluding Saturday, Sunday and holidays). If the Offense Report is not received by MCJCC in

Glendale Police Department General Order		
Juvenile Procedures		26.000
Date Issued 12-17-99	Revision Date 03-16-23	Page 8 of 13

time to conduct the detention hearing, the juvenile must be released, regardless of the offense the juvenile is alleged to have committed.

5. When a juvenile is in custody and requests to call an attorney or a parent, the juvenile will be allowed to do so. Parents or legal guardians may act as legal counsel to juveniles.
6. Officers will notify parents of any juvenile that has been taken into custody for a crime even when the child is released. If released, officers will include in the Offense Report the name, address and telephone number of the person to whom the juvenile was released.
7. Officers should make every effort to personally meet with the parents of suspected juvenile gang members they have arrested and/or advise the parents of the facts indicating possible gang affiliation, prior to releasing them.

26.006 Photographing and Fingerprinting Juveniles

- A. All juveniles who are arrested and transported to GPD Detention shall be fingerprinted and photographed at the station prior to transporting to MCJCC detention or before being released to their parents. Prints should be requested even if juvenile on probation, prior to release.
 1. When a juvenile is to be charged with a serious offense such as burglary, robbery, etc., a Detention Officer or Identification Technician should take the fingerprints, palm prints, and photographs using the live scan for comparison purposes.
 2. Other forms of identification (i.e., hair, blood urine, nail scrapings, stomach contents, or handwriting samples) will be obtained upon consent or by court order and will be impounded as evidence by either the officer or detective.

26.007 Sick, Injured, or Intoxicated Juveniles

- A. If medical attention is necessary for any juvenile who is sick, intoxicated, injured, or under the influence of drugs, narcotics, or hallucinogens but who is to be turned over to his parents or guardian, the expense for medical attention will be paid by the parents or guardian.

Glendale Police Department General Order

Juvenile Procedures

26.000

Date Issued
12-17-99

Revision Date
03-16-23

Page
9 of 13

1. A juvenile probation Intake Officer at MCJCC will authorize medical examination or treatment under the following circumstances.
 - a. The juvenile is charged with a delinquent act
 - b. The juvenile must be detained
 - c. The parents' consent cannot be obtained

2. If there is any indication that a juvenile may have been abused physically as the result of criminal acts, the juvenile will be taken to the nearest available hospital and the parents or guardian notified so that permission may be obtained to have the juvenile examined by a physician.
 - a. When the person suspected of the offense is a parent or guardian, officers will contact The Department of Child Safety to determine if the child should be placed in a foster home.

 - b. An offense report will be completed.

3. State law provides that The Department of Child Safety workers, as well as law enforcement officers, may take a child into temporary custody if there are reasonable grounds to believe that the child is suffering from illness or injury or is in immediate danger from the surroundings and that the removal is necessary. If officers take a juvenile into temporary custody, a Temporary Custody Notice must be completed (See Temporary Custody). If a DCS worker is removing a child from the custody of the parents, guardian, or custodian, officers shall cooperate with the worker as the law provides.

4. When the Department of Child Safety workers request police cooperation, the following procedures will apply:
 - a. In all cases a supervisor will respond with the assigned police unit.

 - b. A supervisor will evaluate the situation and determine whether or not it is a lawful seizure.

 - c. If the Department of Child Safety worker has a court order, the supervisor will review it and request a copy.

 - d. The officer will make an offense report.

Glendale Police Department General Order		
Juvenile Procedures		26.000
Date Issued 12-17-99	Revision Date 03-16-23	Page 10 of 13

- e. A copy of the court order will be attached, if available.
 - f. If no copy is available, the court order will be described and referred into the report.
 - g. If no court order was obtained, the statements of the DCS worker will be noted in the report.
 - h. All police activity at the scene will be recorded, i.e., “simple stand-by”, “forcible entry was necessary”, etc.
 - i. All parties involved will be identified, and the final results will be recorded, i.e., “child was not at home”, “child was taken into custody by Protective Services worker”, etc.
5. If the parents, guardian, or custodian of the child resist the Department of Child Safety worker, the officers will explain the law and attempt to mediate the dispute. If resistance is still offered, the minimum force necessary to effect compliance with the law will be used.
 6. In all cases where resistance is offered, proper charges will be placed against all parties involved by the officer on the scene.
 7. Officers will not need to complete a Temporary Custody Notice, as it will be the responsibility of the Department of Child Safety worker. The fact that the notice was completed will be noted in the report.
- B. The legislature has amended the reporting requirements involving children where this is “evidence of injury, sexual molestation, death, abuse or physical neglect which appear to have been inflicted upon such minor by other than accidental means or which is not explained by the available medical history as being accidental in nature.”
1. In all such cases, which come to the attention of a Glendale Police Officer, a police report must be made immediately.
 2. At the discretion of a supervisor, photographs of the child will be taken in those cases where photographic evidence would indicate a possible violation of the law.
 3. A copy of such police reports must be forwarded within 24 hours to:

Glendale Police Department General Order		
Juvenile Procedures		26.000
Date Issued 12-17-99	Revision Date 03-16-23	Page 11 of 13

**Arizona Department of Economic Security
The Department of Child Safety**

4. The Department of Economic Security will, in turn, notify the Glendale Police Department of such incidents, which occur in Glendale and have not been reported to the Glendale Police Department.
 - Such notifications will be for information purposes only and will not result in a police response unless the Department of Child Safety specifically requests police assistance.

26.008 Juvenile Records Checks

- A. Officers may check a juvenile offender’s previous contacts with police prior to making disposition by contacting the Records Unit.
- B. Information should be requested from MCJCC Intake as to any outstanding juvenile warrants, runaway status, etc.

26.009 Curfew

- A. It is unlawful for any minor under the age of (16) to be away from home between the hours of ten (10) PM and five (5) am every day of the week. Officers will cite using Glendale § City Code 26-53.a. It is unlawful for any sixteen (16) or seventeen (17) year old to be away from home between the hours of midnight and five (5) am every day of the week. Officers will cite using Glendale City Code§ 26-53.b.
 1. Prior to citing or executing a referral on a juvenile, the ordinance requires you to attempt to ask the juvenile his/her age and why he/she is out during curfew hours. Document both in the offense report. There are several reasons a juvenile may be out during curfew hours. Those are:
 - a. Accompanied by the parent.
 - b. With prior permission, in a motor vehicle in interstate travel.
 - c. With prior permission, in going to or returning home from an employment activity by the most direct route and without any detour or stop.

Glendale Police Department General Order		
Juvenile Procedures		26.000
Date Issued 12-17-99	Revision Date 03-16-23	Page 12 of 13

- d. Involved in an emergency.
- e. With prior permission, engaged in a reasonable and legitimate and specific business or activity.
- f. With prior permission, engaged in a reasonable and legitimate exercise of First Amendment rights.
- g. Married and sixteen (16) years of age or over, or in the military.
- h. On the sidewalk abutting their residence or on the next door neighbor's property with the consent of the neighbor.

B. Minors in violation of the curfew process:

1. The officer will try and contact the minor's parents from the scene of the arrest. The parents will be asked to respond to the scene to pick up the minor.
2. If the parents are unable to respond, the officer can transport the minor to his/her home within a reasonable distance and give that minor to a parent or legal guardian.
3. If the parents refuse to respond to the scene the officer can file charges against the parents or legal guardian. This will be done at the officer's discretion. The charge used to charge the parents would be failure to take custody of a minor, Glendale City Code § 26-53.(d).
4. If the parents or legal guardian refuse to respond or cannot be contacted the officer will transport the minor in question to the Durango Facility Juvenile Court Center, 3125 W. Durango, Phoenix.
 - If the officer transports to the Durango Facility, they will have to have the appropriate paper work filled out.
 - If there is probable cause to believe the parent is failing to exercise proper parental control over the juvenile, the charge would be Glendale City Code §26-53(c).

Glendale Police Department General Order		
Juvenile Procedures		26.000
Date Issued 12-17-99	Revision Date 03-16-23	Page 13 of 13

5. Curfew violation requires a DR number and a F.I. card filled out if the minor is released to a parent or legal guardian.

26.010 Possession of Firearms (State Statute)

- A. It is a criminal offense violation of ARS §13-3111 for a juvenile to possess any firearm within Maricopa County who is under the age of eighteen and unaccompanied by a parent, grandparent, guardian, certified hunter safety instructor, or certified firearms instructor.
- B. This section does not apply to a person who is fourteen, fifteen, sixteen or seventeen years of age and is any or the following:
 1. Engaged in lawful hunting or shooting or;
 2. Engaged in lawful transportation of an unloaded firearm for the purpose of lawful hunting or shooting events.
- C. The ordinance does not apply to air rifles, BB guns, air pistols, or any firearm in such a condition to render it permanently inoperable.
- D. When a juvenile is found to be in violation, ARS §13-3111, the officer will complete an offense report and submit a referral to the Juvenile Court Center, and the weapon will be seized as evidence.
- E. All firearms seized for a violation of ARS §13-3111 are subject to forfeiture by the Court. However, the Law Enforcement agency shall return the firearm to the lawful owner if the identity of that person is known.

Glendale Police Department General Order		
Patrol Response to Reports of Child Abuse or Neglect		26.100
Date Issued 08-02-99	Revision Date 06-21-23	Page 1 of 3

26.100 Patrol Response to Reports of Child Abuse or Neglect

A. Initial Report

1. Patrol Officers must establish the elements of the crime of physical abuse or neglect, and jurisdiction.

B. Interviews

1. Patrol Officers must interview the reporting source, away from the victim, witnesses, or other reporting sources in order to:
 - a. Obtain facts of reported crime
 - b. Determine if child is in imminent danger
 - c. Determine if child requires medical attention
 - d. Determine jurisdiction of offense
2. When taking a report of CHILD ABUSE, Patrol Officers will interview the child victim, only if the child is verbal and has not previously provided the following information about the abuse/neglect to a reporting party.
3. Only these four specific questions should be asked of children who are twelve (12) years old or younger:
 - a. What happened?
 - b. Who did this?
 - c. Where did this happen?
 - d. How did this happen?
 1. Patrol officers should document the child's exact answers to these questions. No follow-up questions will be asked in reference to the answers of these 4 questions.
4. All child interviews should be recorded on BWC and uploaded to Evidence.com for evidence storage.

Glendale Police Department General Order		
Patrol Response to Reports of Child Abuse or Neglect		26.100
Date Issued 08-02-99	Revision Date 06-21-23	Page 2 of 3

5. Removal of a child from a classroom or other environment for the purpose of conducting an interview has been deemed a seizure by the courts.
 - a. The seizure must be based upon either:
 1. A warrant based on probable cause to believe abuse has occurred;
 2. Exigent circumstances- reasonable cause to believe that the child is likely to experience serious bodily harm in the time that would be required to obtain a warrant;
 3. A court order for the seizure/interview (A.R.S. 8-821(a)); or
 4. Parental consent

6. Patrol officers will interview adult witnesses and investigative leads if present.

7. Pictures of child in alleged abuse/neglect reports should be taken regardless of visible or non-visible injury.

8. If the suspect is at the scene and:
 - a. If the child is not transported to the hospital patrol officers may conduct the initial interview of the suspect to determine his/her version of what happened (i.e. discipline, if a weapon or instrument was used, or an alleged accident). This preliminary interview should be recorded on BWC.
 - b. If the child is admitted to the hospital a supervisor will be notified. Investigations will be notified by the supervisor prior to any suspect interview.
 - c. Patrol officers will not release any information to the caretaker of the child in regard to the condition of the child or possible mechanisms of injury.

- C. Initial Case Preparation:
 1. **If child is admitted to the hospital, or in any case requiring medical attention, Investigations will be notified by a supervisor immediately.**
 2. Assess the need for scene preservation or evidence collection.

Glendale Police Department General Order

Patrol Response to Reports of Child Abuse or Neglect

26.100

Date Issued
08-02-99

Revision Date
06-21-23

Page
3 of 3

3. Document any injury to the child with digital photographs.
 - a. Photographs should include ruler and photo scale when possible.
 - b. Include photographs of the entire clothed body of the child and the child's face.
 - c. If a Detective responds to the incident, they will coordinate the photographic evidence.
 - d. Photographs will be taken in all abuse and neglect incidents investigated by patrol officers or crime scene officers (This goes without exception).
 4. Contact Department of Child Safety to file a report. This should be noted in the report.
- D. *Department of Child Safety* have the legal authority to remove a child from the care/control of their parent/guardian.
1. Glendale Police Officers SHALL NOT remove a child from the person who has care/control/custody of a child.
 2. Glendale Police Officers may be called on to assist Department of Child Safety personnel in the removal, but only for the safety of the parties involved and to maintain the peace.
- E. If any questions arise in how to proceed with an investigation of child abuse or neglect, contact your immediate supervisor for direction.

Glendale Police Department General Order			
Patrol Response to Reports of Child Sex Crimes			26.200
Date Issued 07-30-99	Revision Date 03-23-17	Review Date 05-25-20	Page 1 of 1

26.200 Patrol Response to Reports of Child Sex Crimes

A. Initial Report

1. Patrol officers shall establish the elements of the crime and jurisdiction. Do not interview the victim at this time. An in-depth forensic interview will be scheduled by a Child Crimes Detective.
 2. Patrol Officers may interview the reporting party, away from the victim, witnesses, or other reporting sources, in order to:
 - a. Obtain the facts;
 - b. Determine if the child is in imminent danger;
 - c. Determine if the victim may require medical attention;
 - d. Determine jurisdiction;
 - If within Glendale’s jurisdiction, contact the On-Call Investigations Sergeant.
 - If not within departmental jurisdiction, patrol officers will document their actions and coordinate with the appropriate jurisdiction
 - e. Assess the need for scene preservation and/or photographs
 3. Patrol Officers must notify DCS, as quickly as possible, and they will coordinate a response based on the circumstances of the call, agency guidelines and available resources.
- B. In cases of sexual abuse in which the incident occurred within the past 120 hours, it is imperative that Investigations be contacted as soon as practicable, as the victim may need a forensic medical exam.
- C. Patrol Officers should not interview or contact the suspect, if possible, without consulting with the On-Call Investigations Sergeant or a Child Sex Crimes Detective.

Glendale Police Department General Order		
Amber Alert		26.300
Date Issued 08-28-01	Revision Date 12-16-19	Page 1 of 5

26.300 Amber Alert Procedures

A. The Abducted Child Emergency Alert System

1. The Abducted Child Alert System, commonly referred to as an Amber Alert, is a combined effort between police agencies and the media to relay information of an abducted child to the public in a timely manner.
2. The first few hours after a child has been abducted are the most crucial.
3. The alert plan is not activated for missing children, or in cases involving custody disputes unless there is a credible threat to the safety of the child.
4. Activation of the Amber Alert System will only be initiated at the direction of a supervisor assigned to the Criminal Investigations Division. This decision will be made after consulting with the patrol supervisors on the scene, and Detective(s) who may already be assigned to investigate the situation.

B. Patrol Responsibilities - The patrol officers and supervisors who are dispatched to these types of situations should complete the following steps:

1. Locate the person reporting and witnesses to obtain complete statements about what has occurred. Whenever possible, witnesses should remain at the scene, in order for them to be contacted by responding detectives. Specific information about the identity of the victim and any vehicles involved is crucial for an Amber Alert to be activated.
2. Locate and secure the site where the victim was abducted.
3. Contact the on-call Investigations Unit Supervisor.
4. Ensure the victim is entered into NCIC as an abducted person.
5. If a complete suspect vehicle license plate is provided, and does not appear to be fictitious, it will be entered into NCIC as a felony vehicle.

C. Activation Criteria

1. The responsibility and the decision to activate the Amber Alert System will be at the direction of a supervisor assigned to the Investigations

Glendale Police Department		
General Order		
Amber Alert		26.300
Date Issued 08-28-01	Revision Date 12-16-19	Page 2 of 5

Division. The decision to activate the Amber Alert system will be made after determining all five of the following conditions have been met:

- a. A child under 18 has been abducted.
 - b. Law enforcement has determined the child is not a runaway and a custody dispute is not the sole reason for requesting an activation.
 - c. The abduction poses a credible threat of imminent danger, serious bodily injury or death to the child.
 - d. There is enough descriptive detail about the victim, the abductor and the abduction circumstances that an Amber Alert activation will locate the child and/or the suspect.
 - e. There is information available, if disseminated to the public, would facilitate safe recovery of the child and/or apprehension of the suspect.
2. The Investigations Supervisor should consider not activating the plan if there is no specific information to send out that would provide information leading to the recovery or rescue of the child. In such cases, traditional media campaigns may be implemented to assist in generating leads to recover the abducted child and apprehend the suspect.

D. Plan Procedures

1. Once the decision to activate an Amber Alert has been made, the Investigations supervisor will take the following actions:
 - a. Additional Criminal Investigation Supervisors and Detectives will be contacted and told where to respond to assist with the investigation.
 - b. The Communications Division will be contacted and apprised of the situation. An NCIC message will be sent nationwide with details of the incident and notification that the Amber Alert activation is imminent.
 - c. The Public Information Officer will be contacted to assist with the many media outlets that will be responding to the situation. The media will be directed to a location away from the crime scene, family members of the abducted child, and police employees assigned to the

Glendale Police Department General Order		
Amber Alert		26.300
Date Issued 08-28-01	Revision Date 12-16-19	Page 3 of 5

situation. Photos of the abducted child, and details about what occurred will be provided, for immediate release, as soon as possible.

- d. The PIO will liaise with City of Glendale Communications Department to post an E-BEAMS activation on city owned electronic billboards, if a digital photo of the missing child, abductor, or abductor's vehicle is available.
- e. The Department of Public Safety will be contacted for activation of the alert plan. The Department of Public Safety will patch the requesting agency to the *ALERT PLAN STATIONS* (media outlets) for immediate release of the abducted child information. Additionally, this information is followed by fax, or e-mailed, to the *ALERT PLAN STATIONS*. Photographs and information of the abducted child will be provided to detectives and the Public Information Officer, as soon as possible.
- f. Notification will be made to the Chief of Police, and/or designee, following the current "Category A" notification guidelines.

E. Deployment of Personnel

- 1. Patrol Supervisors will ensure that an adequate number of officers are dispatched to the scene of the crime to ensure the crime scene is secured, protected, and that witnesses are properly contacted and separated.
- 2. Investigations Supervisors will ensure that an adequate number of detectives and supervisors are available to handle the following:
 - a. Re-interview witnesses to the offense
 - b. Process the crime scene
 - c. Contact the victim's family members
 - d. Provide support for the Communications Division. At a minimum, two detectives will be assigned to the Communications Division to assist in prioritizing leads, and to act as a liaison between the communications employees and the supervisors overseeing the investigation.

Glendale Police Department General Order		
Amber Alert		26.300
Date Issued 08-28-01	Revision Date 12-16-19	Page 4 of 5

- e. Follow up on all leads and required investigative procedures (coordination with other agencies, search warrants or disclosure orders, computer checks, etc).
- f. If a lead that is generated needs a quicker response than a Detective can accomplish, the assigned supervisor will arrange to have a patrol officer respond.
- g. All employees assigned to this investigation will notify the investigative team supervisor of all significant leads immediately.
- h. All leads that are determined to be a non-priority will be forwarded to the investigative team supervisor, every hour.
- i. If investigative demands are forecasted to grow beyond the personnel or other capabilities available to the GPD response team, an AZCART activation should be considered as a force multiplier.

F. Canceling the Amber Alert

- 1. The Amber Alert will be cancelled when an employee of the Glendale Police Department, or other Law Enforcement Agency, is in direct contact with the victim of the abduction.
- 2. Once the victim is located, it is the immediate responsibility of the supervisor who initiated the Amber Alert to contact the Department of Public Safety duty officer and cancel the Amber Alert.
- 3. It is the responsibility of the supervisor who initiates the Amber Alert to appear in person or submit a detailed summary of the activation to the Abducted Child Alert Committee, within thirty days of the activation.
- 4. As soon as possible, a debrief session consisting of the following groups of employees will be held:
 - a. Patrol division employees who were the initial responders.
 - b. Investigations Division employees who were responsible for initiating the amber alert, as well as other employees who were deeply involved in the investigation.

Glendale Police Department		
General Order		
Amber Alert		26.300
Date Issued 08-28-01	Revision Date 12-16-19	Page 5 of 5

- c. Communications Division employees who played an active role in this call for service.

ABDUCTED CHILD CHECKLIST

1. IS THE ABDUCTED CHILD INCIDENT ONE IN WHICH THE CHILD/VICTIM IS 17 YEARS OF AGE OR YOUNGER?
 IF YES, ANSWER QUESTION 2
 IF NO, **DO NOT ACTIVATE** THE ABDUCTED CHILD ALERT

2. WAS THE ABDUCTION/INCIDENT WITNESSED BY ANYONE?
 IF YES, ANSWER QUESTION 4.
 IF NO, ANSWER QUESTION 3.

3. DID THE ABDUCTION/INCIDENT INVOLVE ACTS OF VIOLENCE?
 IF YES, ANSWER QUESTION 4.
 IF NO, ANSWER QUESTION 4.

4. IS THERE ENOUGH SPECIFIC INFORMATION AVAILABLE FOR BROADCAST TO THE PUBLIC THAT COULD BE USED BY THE PUBLIC TO DEVELOP LEADS FOR LAW ENFORCEMENT FOR USE IN RECOVERING OR RESCUING THE CHILD.
 IF YES, ANSWER QUESTION 5.
 IF NO, **DO NOT ACTIVATE** THE ABDUCTED CHILD ALERT

5. DO YOU BELIEVE THE CHILD TO BE IN DANGER OF SERIOUS BODILY HARM OR DEATH **OR** IS BELIEVED TO BE IN DANGER OF SERIOUS BODILY HARM DUE TO A MEDICALLY DIAGNOSED MENTAL OR PHYSICAL DISABILITY?
 IF YES, **ACTIVATE** THE ABDUCTED CHILD ALERT
 IF NO, **DO NOT ACTIVATE** THE ABDUCTED CHILD ALERT

THE ALERT MUST CONTAIN A COMPLETE DESCRIPTION OF THE CHILD AND DETAILS OF THE WHOLE INCIDENT.

Glendale Police Department General Order			
Report Writing			27.000
Date Issued 04-01-00		Revision Date 06-17-19	Page 1 of 6

27.000 Report Writing Philosophy

It is the philosophy of the Glendale Police Department to complete thorough and accurate reports to ensure public trust and the highest levels of professionalism. Reports and forms shall be submitted to document situations that include, but are not limited to, citizen reports of crimes, non-criminal complaints, incidents resulting in an employee being dispatched or assigned, criminal or non-criminal cases initiated by Glendale Police employees, and incidents that involve arrests, citations, or summonses. The reporting party will be advised of the action taken in responding to these reports and complaints. All written reports will be, to the best of the author's knowledge;

- Complete – properly using all provided checkboxes and requirements.
- Accurate – impartial and based on facts rather than personal opinions.
- Professional – using proper punctuations and grammar.
- Thorough – providing the necessary details.
- Timely – completed in a reasonable timeframe.

27.001 General Guidelines

- A. All sworn police officers receive basic report writing training as part of a mandatory curriculum while attending the police academy. After successfully completing the report writing course work and graduating from the academy, field training officers and field training sergeants are tasked with ensuring that police officers are capable of completing reports prior to the officer(s) being released on their own. This additional oversight is documented as part of the officers daily observation report (DOR) reports.
- B. As a general requirement and for consistency, written forms will be printed in uppercase, legible, neat, chronological, and not in cursive.

27.002 Types of Forms

- A. The following forms are included in the Field Based Reporting system:
 - Incident Form: An Incident form must be generated when any criminal act has occurred. Incident forms will include the following, if it is known

Glendale Police Department			
General Order			
Report Writing			27.000
Date Issued 04-01-00		Revision Date 06-17-19	Page 2 of 6

to exist: Offense being investigated, suspect, victim, missing or other persons, vehicles involved, the use of a K9, property, evidence, response to resistance, law enforcement officer killed, injured or assaulted, any digital attachments, narrative and public release statement (synopsis). Incident forms with a case status of “active” will go through a computerized solvability matrix and assigned to an investigator for review through the Case Management module in the GPD WebRMS system.

- Incident Supplement: Used in circumstances where additional information is given relating to an already issued incident number Incident supplement reports will include the following information, if it is known to exist: original incident number, offense being investigated, suspect, victim, other types of persons, vehicles involved, if there was a use of a K9, property, evidence, digital attachments, response to resistance and a narrative.
- Accident Form: Used in accordance with Arizona Revised Statutes. Accident forms will include the following information, if it is known to exist: Location of accident, unit information (driver, vehicle involved, injuries, circumstances, etc.), witnesses, narrative, digital attachments and a accident diagram.
- Accident Supplement Form: Used to add or change information to an existing accident form. The following information will be reported if it is known to exist and necessary to be reported: Location of accident, unit information (driver, vehicle involved, injuries, circumstances, etc.) witnesses, narrative, digital attachments, diagram and any additional information necessary.
- Field Interview: Used to document field contacts, suspicious circumstances, or intelligence gathering. The following information will be reported, if it is known to exist: people involved, vehicles involved, stop reason, any digital attachments, and location of interview.
- Miscellaneous Public Service: Used to document non-criminal activity such as animal complaints, disabled vehicles, community relations, officer self-initiated activity and noise complaints. The following information will be entered if it is known to exist: call type, location, notes, involved people, vehicles and any digital attachments.
- Arrest/Booking Form: This form is used to document arrests, bookings, submittals, and inmate tracking. This form will capture information in

Glendale Police Department General Order			
Report Writing			27.000
Date Issued 04-01-00		Revision Date 06-17-19	Page 3 of 6

reference to the suspects demographics, emergency contact, employment information, arrest details, vehicles involved, charges, narrative, inmate tracking information and any digital attachments.

- Citation: This form is used when citing an offender for civil traffic violations, cite in lieu of detention circumstances and city code offenses. Citations will include the location of occurrence, violation date, officer notes, offender information, vehicle involved and violation information, digital attachments and court information.
 - Evidence: This form is used to document items seized during an investigation and submitted to the GPD Property Room. The information entered should reflect the type of evidence, where it was located, to whom it may belong and any digital attachments.
- B. Additional report related supporting documentation will generally fall under the categories indicated above.
- C. A comprehensive training manual was created to instruct the user on how to enter information into each of the forms listed above. Each employee that is required to enter reports into the FBR system received in-person training either in a computer classroom setting or in field training. Each user was provided a digital link to the FBR and WebRMS user manual. The user manual is 304 page, searchable .pdf document that outlines how each form is to be completed. The manual has sample entries and explains in detail the fields in the forms and how they are to be utilized. The user manual can also be referenced in our GPD HUB system under the following link:
- https://cogaz.sharepoint.com/sites/PS/PoliceOLD/tech/CAD/Training%20Manuals/Final%20FBR_WebRMS%20Training%20Manual%20v4.pdf
- D. The FBR system is designed to route incident forms, incident supplements, accident forms and accident supplements to a queue that each line level supervisor and above may access.
- E. Supervisors will download forms from the queue into their inbox to review.
- F. Once the form has been reviewed, the supervisor will “approve” or “reject” the form. If the form is approved, it will be electronically entered into the GPD WebRMS system. If the form is rejected, the form will re-appear into the officer’s inbox for correction. Once the form has been corrected, it is

Glendale Police Department General Order			
Report Writing			27.000
Date Issued 04-01-00		Revision Date 06-17-19	Page 4 of 6

resubmitted by the officer into the supervisor queue for review. This back and forth process can take place as many times as necessary. This process is also clearly explained in the FBR and WebRMS user manual.

27.003 Time Limits for Reports

A. Incident Forms

1. All Incident forms will be completed prior to the end of shift.
2. Information regarding stolen vehicles or firearms, if any, will be forwarded to Communications immediately to be entered into ACIC/NCIC before clearing the call for service.
3. Information regarding missing juveniles, if any, will be forwarded to Communications immediately to be entered into ACIC/NCIC, before clearing the call for service.

B. Incident Supplements

1. All Incident Supplements, except as noted below, will be completed prior to the end of shift.
2. Incident Supplements for furthers and lab results will be the exception. These supplements will be completed as soon as possible, but no later than seventy-two (72) hours after the further or lab results are received, or the end of the officer's workweek.

C. Accident Forms; Time for Completion

1. All Accident forms, except as noted below, will be completed prior to the end of shift.
2. Exceptions are serious injury accidents and accidents involving DUI arrest, and this limit is 72 hours.
3. Fatal collisions are also exceptions to this time limit. They will be completed at the direction and discretion of the Traffic Unit supervisor.

Glendale Police Department General Order			
Report Writing			27.000
Date Issued 04-01-00		Revision Date 06-17-19	Page 5 of 6

D. Daily Logs

Daily logs and enforcement activities will be captured in MPS, therefore, no handwritten log is necessary. Officers will input patrol activity and enforcement types in MPS.

E. Exceptions

1. Supervisors need to be contacted and apprised of any extenuating circumstances, which may result in an officer's inability to complete outstanding reports by the end of shift.
2. Overtime may be authorized, as necessary, to allow officers to complete reports.

F. Report Corrections

1. Reports which require correction will be electronically rejected by a supervisor and will include a notation in FBR as to why the report was rejected. The officer must make the necessary corrections and re-submit the report prior to the end of the officers next work shift.
2. In some cases, the corrections may be found and noted during the supervisor and or employees' regularly scheduled day off. Depending on the sensitivity of the case, overtime or comp time may be authorized to make the necessary corrections if the employee is not working and required to amend the report during his or her regularly scheduled days-off.

27.004 Reviewing Reports

- A. All department supervisors, or supervisor designee, will be responsible for checking all reports created by employees for accuracy and completeness.
- B. Any reports that are incomplete, improperly written, or inaccurate will be returned to the employee for completion, by the supervisor checking the report.
- C. Reports will be returned to the employee with notes for correction.

Glendale Police Department General Order			
Report Writing			27.000
Date Issued 04-01-00		Revision Date 06-17-19	Page 6 of 6

27.005 Audits

- A. Supervisors will conduct weekly audits by using PDREPORTS to ensure all required reports have been turned into the records division.

- B. Results will be documented on the officers Monthly Inspection form, as further indicated in the Audits and Inspections General Order (20.100).

Glendale Police Department General Order		
Marijuana		27.050
Date Issued 06-11-12	Revision Date 02-17-21	Page 1 of 13

27.050 Marijuana – Smart and Safe Arizona Act – Patrol / Field Issues

The purpose of this General Order is to provide direction to officers regarding the recent passage of the Smart and Safe Arizona Act, also referred to as “Prop 207”. This is not all inclusive. If additional direction is needed, officers are encouraged to contact the Police Legal Advisor.

27.051 Drug Free Work Place - Marijuana

- A. Per City of Glendale Human Resources Policy No. 505, the Glendale Police Department is a drug free workplace. All employees are referred to Glendale Human Resources Policy No. 505.
- B. Under Arizona Peace Officer Standards and Training Board (AZPOST) guidelines, sworn law enforcement officers are not permitted to possess or use recreational or medical marijuana (THC).
- C. No employee of the department shall, in any way, be involved in the operation of a marijuana establishment/dispensary. These operational ties include, but are not limited to:
 - Permitted to own / any ownership involvement
 - Permitted to operate / any operational involvement
 - Permitted to manage / any managerial involvement
 - Permitted to finance / any financial involvement
- D. Any sworn law enforcement officer found in violation of these policies, orders or guidelines will be subject to investigation and possible loss of certification.

27.052 General Considerations – Marijuana

Officers should refer to A.R.S. 36-2852, 36-2853, 13-3405, 13-3408 and G.C.C. 25-50 through 25-58

- A. It is lawful for persons 21 and older to:
 1. Possess, consume, purchase, process, transport and manufacture, except by chemical extraction or chemical synthesis, 1 ounce or less or 5 grams or less of marijuana concentrate.

Glendale Police Department General Order		
Marijuana		27.050
Date Issued 06-11-12	Revision Date 02-17-21	Page 2 of 13

2. Transfer 1 ounce or less of marijuana, or five grams or less of marijuana concentrate or up to 6 plants to an individual who is 21 or older if:
 - a. The transfer is without remuneration and
 - b. Is not advertised or promoted to the public.

3. Possess, transport, cultivate, or process not more than six marijuana plants for personal use at their primary residence and possess, process and manufacture the marijuana by the plants on the premises where they were grown if all of the following apply:
 - a. Not more than 12 plants are produced at a single residence where two or more individuals who are at least 21 reside together.
 - b. Cultivation takes place within a closet, room, greenhouse or other enclosed area on the grounds of the residence equipped with a lock or other security device that prevents access.
 - c. Cultivation is not visible from public view without using aircraft or optical aids.

4. Possess, acquire, manufacture, use, purchase, sell or transport marijuana paraphernalia.

5. Assist another person who is 21 or older with any of these lawful activities listed in 36-2852.A.1 through 5.

- B. The Smart and Safe Arizona Act does not significantly change for law enforcement purposes the Arizona Medical Marijuana Act.

- C. It is unlawful for any person to smoke marijuana in a public place or open space.

- D. It is unlawful for a person under 21 to possess any amount of marijuana or paraphernalia.
 1. However, if a person under 21 is permitted to possess, use or buy marijuana or paraphernalia under the Arizona Medical Marijuana Act, it is not a crime.

Glendale Police Department General Order		
Marijuana		27.050
Date Issued 06-11-12	Revision Date 02-17-21	Page 3 of 13

- 2. A first offense is civil.

- E. The odor of marijuana or burnt marijuana will not **by itself** constitute reasonable articulable suspicion of a crime.
 - 1. Unless investigating DUI.

- F. DUI
 - 1. Officers must have probable cause for impairment to the slightest degree of marijuana for a DUI arrest based solely on marijuana consumption.
 - 2. Metabolites or components of marijuana in the body is not enough for a conviction of 28-1381.A.3.

27.053 Definitions - Marijuana

Officers are referred to 36-2850

A. Marijuana –

- 1. All parts of the plant of the genus cannabis, whether growing or not, as well as the seeds from the plant, the resin extracted from any part of the plant, and every compound, manufacture, salt, derivative, mixture or preparation of the plant or its seeds or resin.
- 2. Includes cannabis as defined in 13-3401.
- 3. Does NOT include industrial hemp, the fiber produced from the stalks of the plant of the genus cannabis, oil or cake made from the seeds of the plant, sterilized seeds of the plant that are incapable of germination, or the weight of any other ingredient combined with marijuana to prepare topical or oral administrations, food, drink or other products.

B. Marijuana Concentrate –

- 1. Resin extracted from any part of a plant of the genus cannabis and every compound, manufacture, salt, derivative, mixture or preparation of that resin or tetrahydrocannabinol.

Glendale Police Department General Order		
Marijuana		27.050
Date Issued 06-11-12	Revision Date 02-17-21	Page 4 of 13

2. Does NOT include industrial hemp or the weight of any other ingredient combined with cannabis to prepare topical or oral administrations, food, drink or other products.

C. Marijuana Products –

1. Marijuana concentrate and products that are composed of marijuana and other ingredients and that are intended for se or consumption, including edible products, ointments and tinctures.

D. Open Space – A public park, public sidewalk, public walkway or public pedestrian thoroughfare.

E. Public Place – Any enclosed area to which the public is invited or in which the public is permitted.

1. Includes, but is not limited to:
 - a. Airports
 - b. Banks
 - c. Bars
 - d. Common areas of apartment buildings, condominiums or other multifamily housing facilities
 - e. Educational facilities
 - f. Entertainment facilities or venues
 - g. Health care facilities
 - h. Hotel and motel common areas
 - i. Laundromats
 - j. Public transportation facilities
 - k. Reception areas
 - l. Restaurants
 - m. Retail food production and marketing establishments
 - n. Retail service establishments,
 - o. Retail stores
 - p. Shopping malls
 - q. Sports facilities
 - r. Theaters
 - s. Waiting rooms

Glendale Police Department General Order		
Marijuana		27.050
Date Issued 06-11-12	Revision Date 02-17-21	Page 5 of 13

2. A private residence is not a "public place" unless it is used as a child care, adult day care, or health care facility.

27.054 Seizure of Marijuana

- A. If marijuana is seized pursuant to this policy and it is later determined that the suspect was lawfully in possession of the marijuana, they may request it be returned upon presentation of a timely court order.
 1. Seizure occurs when the marijuana is impounded into evidence.
 2. A temporary taking of marijuana in the field pending the investigation into the legality thereof is not a seizure. If it is subsequently determined that the individual was in lawful possession the marijuana should be returned to the person in lawful possession.

27.055 General Considerations – Medical Marijuana

- A. The Arizona Medical Marijuana Act does not invalidate the detention or the arrest of a person based either on a warrant or probable cause.
- B. The Arizona Medical Marijuana Act does not authorize any person to engage in, nor does it prevent enforcement action and penalties imposed for the following conduct:
 1. Undertaking any task under the influence of MM would constitute negligence or professional malpractice.
 2. Possession or use of medical marijuana:
 - a. On a school bus
 - b. On the grounds of any preschool or primary or secondary school
 - c. In any correctional facility
 3. Smoking medical marijuana:
 - a. On any form of public transportation
 - b. In any public place

Glendale Police Department General Order		
Marijuana		27.050
Date Issued 06-11-12	Revision Date 02-17-21	Page 6 of 13

C. Driving or actual physical control while impaired by medical marijuana in violation of A.R.S. 28-1381(A)(1) is illegal. However, metabolites or components in the suspect’s system do not alone equal impairment and provided that the individual is legally entitled to use medical marijuana he cannot be prosecuted for a violation of A.R.S. 28-1381(A)(3).

D. Confidentiality

1. Employees cannot release information about applications, renewals (contents and supporting information), individual names and other information identifying cardholders to any member of the public.
2. Violation is a class 1 misdemeanor
 - EXAMPLE: If someone complained about a suspected marijuana user and the investigation reveals that the suspect could legally use medical marijuana the only thing the complainant can be told was that the matter was investigated and no crime was committed/discovered, nothing more.

E. Arizona Department of Health Services Medical Marijuana Verification System

1. This allows law enforcement officers to verify the status of individuals who purport to be lawfully in possession of medical marijuana.
2. Officers must first register with the Arizona Department of Health Services website, under the Medical Marijuana tab, in order to obtain approved access.

27.056 Definitions – Medical Marijuana Act

- A. **Allowed Amount** - 2.5 oz in a 14 day period OR if allowed to cultivate, 12 plants in an enclosed locked facility.
 1. Only allowed to cultivate if there is no registered marijuana dispensary within 25 miles of the patient’s home.
- B. **Enclosed Locked Facility** - A closet, room, greenhouse or other enclosed area equipped with locks or other security devices that permit access only by a cardholder.
- C. **Cardholder** - A person who has a valid registry ID card and who is:

Glendale Police Department General Order		
Marijuana		27.050
Date Issued 06-11-12	Revision Date 02-17-21	Page 7 of 13

1. Qualifying patient
2. Designated caregiver
3. Nonprofit MM dispensary agent

D. **Qualifying Patient** - A person who has been diagnosed by a physician as having a debilitating medical condition.

E. **Designated Caregiver** - A person who is:

1. At least 21 years old
2. Has agreed to assist with a patient's medical use of marijuana.
3. Has not been convicted of an excluded felony offense.
4. Assists not greater than 5 qualifying patients.

F. **Public Place** - Defined in Arizona Department of Health Services regulation R9-17-101(23 as follows:

1. Any location, facility, or venue that is not intended for the regular exclusive use of an individual or a specific group of individuals.
2. Includes, but is not limited to:
 - a. Airports
 - b. Banks
 - c. Bars
 - d. Child care facilities
 - e. Common areas of apartment buildings, condominiums or other multifamily housing facilities.
 - f. Educational facilities
 - g. Entertainment facilities or venues
 - h. Hotel and motel common areas
 - i. Office buildings
 - j. Parking lots
 - k. Parks
 - l. Public transportation facilities
 - m. Reception areas
 - n. Restaurants
 - o. Retail stores
 - p. Shopping malls
 - q. Sidewalks
 - r. Sports facilities

Glendale Police Department General Order		
Marijuana		27.050
Date Issued 06-11-12	Revision Date 02-17-21	Page 8 of 13

s. Theaters

G. States that allow Medical Marijuana:

- a. Alaska
- b. Arkansas
- c. California
- d. Colorado
- e. Connecticut
- f. District of Columbia
- g. Delaware
- h. Florida
- i. Guam
- j. Hawaii
- k. Illinois
- l. Louisiana
- m. Maine
- n. Maryland
- o. Massachusetts
- p. Michigan
- q. Minnesota
- r. Mississippi
- s. Missouri
- t. Montana
- u. Nevada
- v. New Hampshire
- w. New Jersey
- x. New Mexico
- y. New York
- z. North Dakota
- aa. Ohio
- bb. Oklahoma
- cc. Oregon
- dd. Pennsylvania
- ee. Puerto Rico
- ff. Rhode Island
- gg. South Dakota
- hh. US Virgin Islands
- ii. Utah
- jj. Vermont
- kk. Virginia

Glendale Police Department General Order		
Marijuana		27.050
Date Issued 06-11-12	Revision Date 02-17-21	Page 9 of 13

- ll. Washington
- mm. West Virginia

H. Member of the Department - Any individual employed by the Glendale Police Department whether sworn or unsworn. This term also includes any volunteer.

I. Excluded Felony Offense:

1. A violent crime as defined in A.R.S. 13-901.03(B) that was classified as a felony in the jurisdiction where the person was convicted.
 - A.R.S. 13-901.03(B) defines a violent crime as any criminal act that results in death or physical injury or any criminal use of a deadly weapon or dangerous instrument.
2. A violation of a state or federal controlled substance law that was classified as a felony in the jurisdiction where the person was convicted except where the sentence was completed ten or more years earlier.

27.057 Potential Field Scenarios – Medical Marijuana

The scenarios below now address when a person 21 years of age or older is in possession of over 1oz (or over 5g of concentrate), or a person under 21 years old is in possession of any amount of marijuana.

A. Individual has MM ID card and marijuana:

1. Confirm individual is the same as person depicted on the MM ID card.
2. Confirm through the computerized verification system that the individual's MM ID card is valid. If not, process as non-MM investigation.
3. Take no enforcement action unless amount of marijuana is obviously greater than 2.5 oz.

B. Individual has marijuana, claims to be a MM cardholder, but does not have ID card with him.

1. Confirm the individual's identity.

Glendale Police Department General Order

Marijuana

27.050

Date Issued
06-11-12

Revision Date
02-17-21

Page
10 of 13

2. Have individual provide the 20 digit MM cardholder identification number and confirm that individual is a MM cardholder and that it is valid through the computerized Arizona Department of Health Services verification system.
 3. If able to confirm individual is an authorized MM user, take no enforcement action unless amount of marijuana is obviously greater than 2.5 oz.
 4. If unable to confirm identity and/or the person is unable to provide his 20 digit identification number process as non-MM investigation.
- C. Individual has marijuana, claims to be a MM caregiver and has a MM caregiver ID card.
1. Confirm individual is the same person depicted on the MM caregiver ID card.
 2. Confirm through the computerized Arizona Department of Health Services verification system that the individual's MM caregiver ID card is valid and the number of qualified patients for which he is authorized to care for. This number cannot exceed five.
 3. A caregiver is allowed to have up to 2.5 oz of MM per qualified patient. Take no enforcement action unless the amount of marijuana is obviously greater than 2.5 oz. per the number of qualified patients the caregiver is authorized to care for.
- D. Individual has marijuana, claims to be a MM caregiver, but does not have a MM caregiver ID card.
1. Confirm individual's identity.
 2. Have individual provide his 20 digit MM identification number and confirm through the computerized Arizona Department of Health Services verification system that the individual is a MM caregiver cardholder and the number of qualified patients he is authorized to care for.
 3. If able to confirm individual is an authorized MM caregiver, take no enforcement action unless the amount of marijuana is obviously greater than 2.5 oz per qualified patient the caregiver is authorized to care for.
 4. If unable to confirm identity and/or the person is unable to provide their 20 digit identification number process as non-MM investigation.

Glendale Police Department General Order		
Marijuana		27.050
Date Issued 06-11-12	Revision Date 02-17-21	Page 11 of 13

- E. Individual has marijuana, is from out of state and claims to be a permitted MM user in his home state.
1. Confirm the individual's identity and state of residence.
 2. Verify that state of residence is one that permits MM. If not process as any other marijuana investigation.
 3. States that allow MM differ in documents required in order to lawfully possess MM. If individual has documentation from his home state that purports to allow him to possess MM take no enforcement action unless amount of marijuana is obviously greater than 2.5 oz.
 4. If individual claims to be a lawful MM user and cannot produce any documentation to support their claim process as non-MM investigation or if unable to confirm identity process as non MM investigation.
- F. Individual is found growing over six marijuana plants (or over twelve plants where two or more persons at least 21 years old reside, or any amount if under 21 years of age) and has a MM ID card.
1. Confirm individual is same person depicted on MM ID card.
 2. Confirm through the computerized Arizona Department of Health Services verification system that MM ID card is valid and that individual is authorized to cultivate MM. If either the ID card is invalid or the individual is not authorized to cultivate MM process as non-MM investigation.
 3. An individual authorized to cultivate MM is only allowed up to twelve plants. If there are no more than twelve plants, the individual's MM ID card is valid and he is permitted to cultivate take no enforcement action. If there are more than twelve plants process as non-MM investigation in respect to all of the plants.
- G. Individual is found growing over six marijuana plants (or over twelve plants where two or more persons at least 21 years old reside, or any amount if under 21 years of age) and does not have a MM ID card.
1. Confirm individual's identity.

Glendale Police Department General Order		
Marijuana		27.050
Date Issued 06-11-12	Revision Date 02-17-21	Page 12 of 13

2. Obtain from him his 20 digit MM identification number and confirm through the computerized Arizona Department of Health Services verification system that he is a valid MM cardholder and that he is permitted to cultivate MM.
 3. If individual is a valid MM cardholder and is permitted to cultivate handle as though he was in possession of a MM ID card.
 4. If identity cannot be confirmed and/or he is unable to provide their 20 digit identification number process as non-MM investigation.
- H. Individual is found growing over six marijuana plants (or over twelve plants where two or more persons at least 21 years old reside, or any amount if under 21 years of age) and has a MM caregiver ID card.
1. Confirm that individual is the same person depicted on the MM caregiver ID card.
 2. Confirm through the computerized Arizona Department of Health Services verification system the following:
 - a. That the MM caregiver ID card is valid,
 - b. The caregiver is authorized to cultivate MM, and
 - c. The number of qualifying patients for whom he/she is authorized to care for (this number cannot exceed five).
 3. A MM caregiver authorized to cultivate MM can only grow a maximum of twelve plants per qualifying patient that he is authorized to care for. If the individual has a valid MM caregiver ID card, is authorized to cultivate MM and has no more than twelve plants per qualified patient take no enforcement action. If the number of MM plants exceeds twelve per qualified patient process as non-MM investigation in respect to all of the plants.
- I. Individual is found growing over six marijuana plants (or over twelve plants where two or more persons at least 21 years old reside, or any amount if under 21 years of age), claims to be an authorized MM caregiver, but does not have a MM caregiver ID card.
1. Confirm individual's identity.

Glendale Police Department General Order		
Marijuana		27.050
Date Issued 06-11-12	Revision Date 02-17-21	Page 13 of 13

2. Obtain his 20 digit MM identification number and confirm through the computerized Arizona Department of Health Services verification system the following:
 - a. That he is a valid MM caregiver cardholder,
 - b. That he is authorized to cultivate MM, and
 - c. The number of qualified patients that he/she is authorized to care for.
3. If the individual is a valid MM caregiver and is permitted to cultivate handle as though he was in possession of a MM caregiver ID card.
4. If identity cannot be confirmed and/or they cannot provide their 20 digit identification number process as non-MM investigation.

Glendale Police Department Operations Order		
Fire Calls - Support		50.000
Date Issued 03-01-99	Revision Date 10-08-20	Page 1 of 7

50.000 Fire Response

- A. In addition to fires, motor vehicle injury accidents, and investigations of smoke in an area, the Fire Department may respond to industrial or accidental incidents.
- B. Industrial or accidental injuries-such as:
 - 1. Falls
 - 2. Electrocutation
 - 3. Drowning
 - 4. Machinery accidents
 - 5. Cave-ins/Structural Collapse
 - 6. Heart attacks, convulsions, attempted suicides, any situation requiring first aid or extrication.
 - 7. Bees/hives on occupied structures or when attacking persons/animals.
 - 8. Natural gas leaks/electrical wires down.
 - 9. Motor vehicle accidents involving commercial vehicles with hazardous or flammable placards.
 - 10. Vehicle lockouts when person(s), typically children, are locked inside the vehicle.

50.001 Notifying the Fire Department

- A. Upon receipt of a call requiring emergency medical service, the Dispatcher will notify the Fire Department immediately and then assign the appropriate unit or units.
- B. If an officer arrives at the scene and determines the assistance of the Fire Department is not needed, they will advise the Radio Dispatcher to notify the Fire Department that their services are not needed.
- C. The officer in command of the scene shall communicate with Fire Command, or the highest-ranking firefighter, to coordinate efforts at the scene.

Glendale Police Department Operations Order		
Fire Calls - Support		50.000
Date Issued 03-01-99	Revision Date 10-08-20	Page 2 of 7

50.002 Police Response to Fire Calls

- A. The Fire Department will notify the Police Department of all fire and first aid alarms.
- B. Unless otherwise implied by the nature of the call, Radio will dispatch only one unit to the scene.
- C. The Fire Department does use the “906” radio code when Police assistance is needed immediately/urgently. The Fire Department will attempt to give the request for assistance in plain English, if circumstances dictate.
- D. On arrival, the officer will assess the situation and/or check with the firefighter in charge regarding any police assistance required. If needed, other police units can be summoned. If the officer initiates the call for the Fire Department, they should advise dispatch of the nature of the injury or illness so that the appropriate level of care can be dispatched. When an officer arrives first on the scene of a structural fire, they should be prepared to briefly advise dispatch of conditions, i.e. “heavy smoke, visible flames, occupied structure” and if possible, type of structure apartment, commercial, residential.
 - 1. The first officer/supervisor needs to locate the Fire Command Post and act as a liaison to address current or future needs.
 - 2. Officers should not park in a location blocking a fire hydrant or creating a road closure, where arriving Fire apparatus cannot get to the scene.
 - 3. If no Police assistance is needed officers should immediately clear the scene.
 - 4. Crowd or traffic control only – upon arrival, officers should immediately take over traffic control and/or disperses the crowd. Prior to leaving the scene, officers should check with the Fire Department to ensure that assistance is no longer necessary. Once any safety concerns are addressed, officers should promptly take control of traffic and ensure that all crowds remain out of the scene.
 - 5. If there is criminal activity or a fire is suspicious in nature, a criminal report shall be authored. The on-call Fire Inspector should be requested to the scene through the Phoenix Alarm Room.

Glendale Police Department Operations Order		
Fire Calls - Support		50.000
Date Issued 03-01-99	Revision Date 10-08-20	Page 3 of 7

50.003 Emergency Helicopter Transport

- A. Helicopters are staffed with either two flight paramedics or one flight nurse and one flight paramedic who are trained to handle traumatic situations, such as badly injured accident victims, drownings, electrocutions, heart failures, etc.

- B. Request for Helicopter
 - 1. The police will rely on the Fire Department Dispatcher to request helicopter service.
 - 2. GFD Paramedics will judge the necessity of the helicopter to land.
 - 3. Fire Command will designate a landing zone for the helicopter and may request the Police Department to assist with securing the landing zone location.
 - 4. The flight crew and paramedics are responsible for loading or unloading equipment and patients.
 - 5. The crowd should also be warned of flying debris.

- C. Police Functions
 - 1. The main function will be to clear a space for the helicopter to land.
 - 2. Officers will block traffic away from the helicopter.
 - 3. Officers will maintain crowd control.
 - 4. If the officer deems that helicopter service is needed immediately to avert a loss of life, and the paramedics are not available, the dispatching will still be handled through the Fire Department.

- D. Guidelines for Scene Securement
 - 1. The assigned officer will clear an area of at least 60 feet by 60 feet.
 - 2. The landing site will be free of overhead wires and obstructions.

Glendale Police Department Operations Order		
Fire Calls - Support		50.000
Date Issued 03-01-99	Revision Date 10-08-20	Page 4 of 7

3. The landing site should be as level as possible.
4. Flares should be placed at the corners of the area and one flare should be positioned upwind to show wind direction.
5. Care should be used to avoid sites with loose debris, when possible.
6. One hundred (100) feet may be needed if winds are too high.
7. Crowds must be kept back at least one hundred (100) feet from the helicopter.
8. Do not approach the helicopter unless requested to do so by the pilot and then approach only from the front of the helicopter.
9. Do not approach the helicopter while the blades are in motion.
10. Do not get near the tail of the aircraft.
11. Turn your back away when the aircraft is landing and taking off, to prevent getting dust and debris in your eyes.
12. The flight crew and paramedics are responsible for loading or unloading equipment and patients.
13. The crowd should also be warned of flying debris.

50.004 Police Transport of Injured Person

- A. Officers may transport injured persons in a Police vehicle if trained medical personnel are not available and the extents of the injuries are not serious enough that the injured person requires immediate medical attention.
- B. All seriously injured persons should be transported to a hospital via an ambulance service. If the patient is under arrest or violent, the officer should be prepared to accompany Fire personnel in the ambulance to a medical facility.

50.005 Fire Cause / Arson Investigation Procedures (Non-Death)

- A. Responsibility

Glendale Police Department Operations Order		
Fire Calls - Support		50.000
Date Issued 03-01-99	Revision Date 10-08-20	Page 5 of 7

1. Investigations on fire origin and cause are completed by fire inspection personnel.
2. Scene command (Police or Fire) is responsible for determining when a Fire Inspector is needed at the time of the fire incident.
3. Fire Inspectors are available through police communications, through on-scene Fire Department personnel or by paging 24/7-through Phoenix alarm at 602-262-6595.
4. Fire inspection personnel will respond to fire incidents as needed and determine if the fire requires criminal investigation.
5. If an arson investigation is necessary, the Fire Inspector will advise the on-scene Police Supervisor or officer.
6. The Police Supervisor will determine if a call out of Property Crimes Detectives is warranted or if responding officers will conduct the initial investigation.

B. Fire Investigation Scene

1. Fire has command/control of the arson scene through final release of property (site).
2. If a Detective is called out, they will coordinate with the Fire Inspector upon arrival.
3. Detective/investigating officer will coordinate scene processing (ID Techs/crime scene officers) with Fire personnel.
4. All personnel will work together to ensure that protection of the fire scene and preservation of physical evidence is the primary concern once life safety and fire control are achieved.
5. Investigating officers will coordinate with fire investigation personnel prior to entering the scene.
6. Investigating officers entering the burn site will utilize appropriate PPE

Glendale Police Department Operations Order		
Fire Calls - Support		50.000
Date Issued 03-01-99	Revision Date 10-08-20	Page 6 of 7

7. Investigating officers will immediately work to obtain all personnel, victims, witnesses and potential suspect information as part of their initial investigative process.
8. The last investigative unit will be responsible for arranging scene board up/security fencing.
9. Notify building safety

C. Police / Fire Investigation

1. If a Fire Investigator responds to a suspicious fire without an initial police response, Police Dispatch will be notified to ensure a proper investigation is conducted.
2. If a Fire Investigator learns about a suspicious fire (but did not respond to the initial Fire call) the Investigator should contact the appropriate Property Crimes Supervisor (FIT or GIT) to determine the proper course of action.
3. Patrol WILL complete an incident form in FBR on any suspicious fire whether a Fire Investigator was notified. Cause and origin reports will be forwarded to the assigned Property Crimes Detective to be attached to the incident in RMS. The Property Crimes Detective and Fire Investigator shall collaborate about the findings and determine whether the case should to continue or if it can be inactivated.
4. Investigating officers will conduct interviews, investigate leads, gather evidence and prepare the case for prosecution. The investigating officers will communicate the case outcome to the Fire Investigator in case the initial cause/origin report needs to be modified based on the police investigation.
5. Fire Investigators should have the opportunity to attend interviews when applicable as this may assist on the determination of the fire.
6. Investigating officers *should* arrest or submit charges in all viable arson cases.

Glendale Police Department Operations Order		
Fire Calls - Support		50.000
Date Issued 03-01-99	Revision Date 10-08-20	Page 7 of 7

7. For incendiary fires involving juveniles, notification will be sent via the property crimes supervisor to the Glendale Fire Education and Community Outreach Coordinator.

D. Evidence and Collection

1. Fire and Police personnel will work together to properly collect all evidence. A Police representative will log all evidence in FBR or RMS and impound the items in the Evidence Room.
2. All photographs (Fire and Police) will be logged into Evidence.com.
3. Fingerprints or DNA evidence will be collected by Police Department personnel.

Glendale Police Department Operations Order		
Citizen Observer Program		50.050
Date Issued 02-25-15	Revision Date 08-13-20	Page 1 of 4

50.050 Purpose

This program is designed to provide concerned citizens with an insight into police activities and functions by riding in a police unit during a normal shift. Recognizing the high risk environment of modern policing, specific criteria is necessary for the safety of officers and citizens as well as minimize liability for the Department.

50.051 Citizen Observer Criteria

A. Citizen Observers must meet one or more of the following criteria:

1. Police Department applicants when requested through the Personnel Management Unit.
2. Citizens of Glendale who take an active interest in the City and are involved in the community in some manner (Citizens Academy, Neighborhood Watch, Advisory Boards, etc.)
3. Immediate family members, friends, “significant other” or parent substitutes of the affected officer.
4. Criminal justice employees (law enforcement officers, prosecuting attorneys, judges, correction officials, non-sworn employees, etc.)
5. Persons of importance to the City of Glendale (politicians, community leaders, etc.), as determined by the Division Commander.
6. Registered members of Glendale Explorer Post (regardless of age) may participate in this program, provided their waiver card is signed by a sworn post advisor and a parent/guardian.
 - Explorers will only be allowed to ride once per month.

50.052 Process

A. Employees who desire to have a citizen ride with an officer/supervisor will complete a Waiver of Liability for prior approval, to include:

1. Citizen/applicant/participant signature on the Waiver of Liability, witnessed by an employee of the Department.

Glendale Police Department Operations Order		
Citizen Observer Program		50.050
Date Issued 02-25-15	Revision Date 08-13-20	Page 2 of 4

2. A records check will be conducted on all citizens/applicants/participants. Results of this check will be documented on the Waiver of Liability.
- B. The completed Waiver of Liability will be forwarded to the Shift Commander of the ride-along officer/supervisor for approval, prior to the citizen riding on the shift. In the absence of a Shift Commander, another lieutenant may approve the request.
 - C. Once the ride-along is completed, the ride-along officer/supervisor will forward the Waiver of Liability to their sergeant/lieutenant, who will forward the Waiver of Liability to the Legal Unit. The Waiver of Liability will be retained for one calendar year.

50.053 Limitations and Guidelines

- A. The following limitations and guidelines will apply to the Citizen Observer Program, but they may be waived by the affected Division Commander:
 1. No more than two persons may ride with an officer/supervisor at any one time.
 2. Citizens will not be assigned to ride with an officer who is on probation.
 3. Individuals with felony convictions, on probation or parole, prior arrests for violence, of unsavory reputation, inappropriate attire, and, or current warrants will not be permitted to ride.
 4. Persons under the age of 18 will normally not be allowed to ride as citizen observers. However, exceptions may include children of the affected officer. Children of employees must be sixteen (16) years of age to ride.
 5. Persons under the age of 18 shall not be allowed to ride as citizen observers after midnight, unless otherwise approved by the affected Shift Commander/designee.
 6. Any individual who participates in the Citizen Observer Program will be limited to two (2) rides in any calendar year. This limit may be waived by the Division Commander.
 7. Shift Commanders/designee will set a limit on the number of citizen observers allowed per shift.

Glendale Police Department Operations Order		
Citizen Observer Program		50.050
Date Issued 02-25-15	Revision Date 08-13-20	Page 3 of 4

8. Persons of another gender than affected officer must be accompanied by another adult of either gender, regardless of the gender of the affected officer, unless otherwise approved by the affected Shift Commander/designee.
 - Exception; spouses, immediate family members, “significant others”, or parent substitutes of the affected officer.
9. Certified Arizona law enforcement officers must also complete the Waiver of Liability, but will be exempt from a records check. Certified Arizona law enforcement officers may carry their duty/off duty firearm as long as it is concealed. These are the only Citizen Observer Program participants allowed to carry firearms.

B. Civilian Employees

1. On-duty civilian employees who wish to ride with an officer/supervisor may do so providing there is a clearly defined reason for the ride (training, orientation, etc.).
2. Employees will request permission to ride from their supervisor and, if approved, the supervisor will schedule the ride.
3. The date, time, and reason for the ride will be documented in the supervisor’s notes.
4. Off-duty civilian employees may ride with an officer/supervisor on their own time. Employees who have depleted their four-ride limit, as stated in 50.053.A.5 may do so in accordance with 50.053.A.
5. Civilian employees shall complete a Waiver of Liability but will be exempt from a records check.

C. Officers who have a citizen observer assigned to ride will:

1. Be provided a bright orange “Citizen Observer” vest by their supervisor (Federal Register, ANSI approved safety traffic vest). The ‘Citizen Observer’ vest is designed to allow immediate recognition of the Citizen Observer in our care. Citizen Observers will be required to wear the ‘Citizen Observer’ vest when they are with the officer in the following situations:

Glendale Police Department Operations Order		
Citizen Observer Program		50.050
Date Issued 02-25-15	Revision Date 08-13-20	Page 4 of 4

- a. Any traffic accident.
 - b. Any scene being investigated where there are multiple officers present.
 - c. Any other situations where the officer or a supervisor believes it is necessary.
2. Explain their job as fully as possible and attempt to create a favorable impression of the Department. The observer will not be taken on a specific tour, but only where duties direct.
 3. Instruct the observer to return to the police vehicle if a situation arises where the observer will be in danger, or when the observer's presence would hamper an investigation.
 4. Immediately report to a supervisor any time the observer interferes with the officer's duties or willfully does not comply with rules and regulations.
 - A supervisor or officer may direct the termination of the observer's tour at any time at either the request of the officer or the citizen.
 5. Officer shall not allow participants to accompany an officer into a jail or into the prisoner processing area in the Detention Facility at any time. Participants will be allowed in the control room, while the officer completes the Detention paperwork.
 - Exception: If time permits the officer may take the citizen observer on a brief tour of the Detention Facility, provided there are no arrest bookings taking place at the time, and with a supervisor's approval.
 6. Not allow participants into a home or onto private property during the execution of a search warrant, arrest warrant, or other legitimate law enforcement function when the presence of the participant is not in aid of the execution of the warrant or other legitimate law enforcement function (Fourth Amendment violation).
 7. Citizen observers will not be permitted to take any photographs when participating in this program unless prior permission has been obtained from the Chief of Police.

Glendale Police Department General Order		
Crime Scene Management		50.100
Date Issued 10-18-99	Revision Date 04-01-19	Page 1 of 4

50.101 General Guidelines

Crime Scene Management should occur on any call, incident, operation or action that requires the use of three or more units, and, or a supervisor. This includes, but is not limited to, accidents with serious physical injuries or death, SWAT responses, bomb threats, hazmat incidents, fires with significant damage or injuries, canine searches, or crime scenes with serious injuries or deaths.

50.102 First Responding Unit

- A. Shall be the Incident Commander until relieved by a supervisor.
- B. Shall define and secure an inner perimeter sector.
- C. Shall direct other responding units to locations and duties.
- D. Shall notify a supervisor either personally or through the Communications Division.
- E. Until relieved by a supervisor, will ensure the scene is secure protecting any potential items of evidence.

50.103 First Supervisor on the Scene

- A. The first supervisor on a major incident, will take command of the scene, until relieved by another supervisor, or a specialty unit supervisor.
- B. After assuming command, the supervisor will designate a street location for the incident command and clear on the radio as the Incident Commander instead of their normal call sign.
- C. The Incident Commander will request additional resources as appropriate for the type of scene which may include the following:
 - 1. Additional officers
 - 2. Specialized Teams (utilizing proper procedures)
 - Examples:
 - a. Bomb Squad
 - b. Vehicular Crimes Unit
 - c. Detectives from Investigations

Glendale Police Department General Order		
Crime Scene Management		50.100
Date Issued 10-18-99	Revision Date 04-01-19	Page 2 of 4

- D. The Incident Commander will coordinate with communications for another channel when appropriate to allow for normal dispatching activities to occur.
- E. The Incident Commander will provide a safe route for responding units and provide a briefing prior to transitioning command to specialty units.
- F. The Incident Commander may remain at the scene command post to assist the specialty units as requested by Specialty Unit Command.

50.104 Incident Commander

- A. Is not necessarily the highest-ranking officer or civilian supervisor at the scene.
- B. Formally accepts command of the incident from the supervisor on the scene by advising radio of transfer of Scene Command.
- C. When appropriate, the Incident Commander will replace the inner perimeter personnel with specialty unit personnel.
- D. The Incident Commander should, as soon as possible, consider taking the following actions when appropriate:
 1. Inner perimeters and outer perimeters when appropriate
 2. Coordinate evacuations, or shelter in place protocols
 3. Establish a media staging location away from the incident command
 4. Create a safe Fire/Medical treatment area for victim, and on-scene personnel.
 5. Ensure arriving officers are provided a briefing
 6. Debrief officers prior to leaving the scene

50.105 Patrol Supervision / Incidents

- A. The purpose of this directive is to describe the circumstances that require the presence of a Patrol Supervisor at the scene of an incident for the purpose of assuming command, lending advice, and, or directing officers.

Glendale Police Department General Order		
Crime Scene Management		50.100
Date Issued 10-18-99	Revision Date 04-01-19	Page 3 of 4

- B. In cases involving serious crimes such as death, serious bodily injury, substantial loss of goods or property, or other crimes of serious impact, the highest-ranking uniformed Patrol Supervisor on duty assigned to patrol shall, as soon as possible, respond to the scene and assume management responsibilities.
- C. An after-hours call-out list shall be maintained by the Criminal Investigations Division to ensure 24-hour coverage. The following call-out procedures shall be used by the on-call Investigations Supervisor:
1. It shall be the determination of the Investigation Supervisor as to whether an investigator is needed at the scene.
 2. If an investigator is needed, the supervisor shall during normal business hours, contact the appropriate investigator/s and have them respond to the scene. If after normal business hours, the supervisor will use the on-call list to notify the appropriate personnel.

50.106 Response

- A. For the purpose of this directive, a Patrol Supervisor will be any Patrol Sergeant or Patrol Division Lieutenant.
- B. As soon as possible, a patrol supervisor will respond to the following situations:
1. Fatal accidents or those where death is a strong possibility.
 2. All accidents involving police vehicles within the city or close proximity to the city.
 3. Deaths
 4. Homicides
 5. Suicides
 6. All barricade and hostage situations
 7. Any incident where a command post is established. Examples would be, but not limited to, large fires, hazardous materials calls, extensive flooding.

Glendale Police Department General Order		
Crime Scene Management		50.100
Date Issued 10-18-99	Revision Date 04-01-19	Page 4 of 4

8. Any incident which will require the call out of off duty personnel. Examples would be, but not limited to, the call out of ID personnel, Bomb Technicians, SWAT, and Detectives. It will be the responsibility of the Patrol Supervisor to determine the need for a callout in conjunction with the on-call Investigations Supervisor.
 9. Any request for assistance by another agency because of a riotous situation, 999, or disaster, natural or otherwise.
 10. Any other situation where the supervisor's presence is requested by on-scene personnel.
- C. Nothing in this directive is to be construed as a restraint on the Patrol Supervisor to respond to any call or situation they deem necessary.

50.107 Communication (Dispatch) Responsibility

- A. If the nature of the call would dictate the presence of a Patrol Supervisor as stated above, the supervisor should be dispatched at the same time as the patrol officer(s), whenever possible.
- B. Order of supervisor dispatch:
 1. The supervisor responsible for the sector in which the situation occurs
 2. The closest available sector supervisor
 3. The Shift Commander (who is the on-duty Patrol Lieutenant)
 4. Any available commissioned Police Supervisor
- C. The supervisor will acknowledge dispatch when requested to respond and will advise whether or not they are available to respond.

Glendale Police Department Operations Order		
MVD Re-Examination		50.150
Date Issued 11-11-99	Revision Date 08-16-19	Page 1 of 1

50.150 State Law

Under A.R.S. § 28-3314 (A) if the department has good cause to believe that a licensed driver is incapable of operating a motor vehicle pursuant to A.R.S. § 28-3306 (A)(5) or is otherwise not qualified to be licensed, the department may require the licensee to submit to an examination as prescribed by the department after the department gives at least five days' advance written notice to the licensee.

50.151 Requirements

Officers who believe that a person is incapable or unqualified to operate a motor vehicle because of the persons physical, mental, emotional or medical condition, may submit a Driver Behavior Report to the Motor Vehicle Department listing the reasons for the request. Officers must fill out the form completely and may attach a copy of a traffic collision report if applicable. Current form is at azdot.gov and is 46-3903 R02/16.

Glendale Police Department Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 1 of 31

50.325 Purpose

The purpose of this policy is to establish responsibilities and guidelines regarding this department’s response to reports of missing persons.

50.326 Policy

- A. The Glendale Police Department shall thoroughly investigate all reports of missing children and adults. In addition, this department holds that every child reported as missing will be considered “at risk” until significant information to the contrary is confirmed.
- B. Jurisdictional conflicts are to be avoided when a child is reported missing. If a missing child either resides in, or was last seen in our jurisdiction, this agency will immediately initiate the required reporting process. If a child resides in this jurisdiction and was last seen in another jurisdiction, but the law enforcement agency covering that jurisdiction chooses not to take a missing person report, this agency will assume reporting and investigative responsibility.
- C. Questions concerning parental custody occasionally arise in relation to missing child reports. It shall be the policy of GPD to accept the report of a missing child even if custody has not been formally established. Reporting parties shall be encouraged to obtain legal custody as soon as possible; however, since the safety of the missing child(ren) is paramount, members of this agency will open a case when it can be shown that the child has been removed, without explanation, from his or her usual place of residence.

50.327 Definitions

- A. **Missing Child** includes a person who is:
 - 1. Younger than 18 years of age, and
 - 2. Whose whereabouts are unknown to a parent, guardian, or responsible party.
- B. **Nonfamily abduction** involves a child who has been wrongfully taken by a nonfamily perpetrator through the use of physical force, persuasion, or threat of bodily harm.
 - 1. These cases will be investigated as a **kidnapping**.

Glendale Police Department Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 2 of 31

- C. **Family abduction** occurs when, in violation of a court order, a decree, or other legitimate custodial rights, a member of the child’s family, or someone acting on behalf of a family member, takes or fails to return a child.
1. This is also referred to as parental kidnapping and will be investigated as a **custodial interference**.
- D. A **Runaway** child, often a teenager, leaves home voluntarily for a variety of reasons. This would include any child 17 years of age or younger.
1. These cases will be investigated as a **missing juvenile**.
- E. The **Thrown-Away** is a child whose caretaker makes no effort to recover the child after running away, who has been abandoned or deserted, or who has been asked to leave his or her home and not allowed to return. While not necessarily reported to authorities as missing, children in this category frequently come to the attention of law enforcement.
1. These cases will be investigated as both a **missing juvenile** (if they are still missing) as well as **child neglect** and will be reported to the Arizona Department of Child Safety (formerly CPS).
- F. The **Lost, Injured, or Otherwise Missing** child is defined as a child who has disappeared under unknown circumstances. The incident may range from the child wandering away and becoming lost to the child being abducted, wherein no one witnessed the act. These circumstances sometimes involve “foul play,” where those reporting the incident are attempting to cover-up a crime involving the child.
1. These cases will be investigated as an **“at risk” missing juvenile** until information can be obtained to the contrary or the juvenile is located.
- G. Any missing child will be considered **at risk** when one or more of the risk factors noted in paragraph H are present.
- H. **Risk factors** refer to a missing child who is:

Glendale Police Department Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 3 of 31

1. **Juvenile under eight years of age:**

- a. Missing for any reason or any time of day.

Juvenile 8 to 12 years of age:

- a. Circumstances such as disability either mental or physical.
b. Possibly endangered (kidnapped/abducted).
c. No history as a runaway and missing at night-time hours.
d. Any situation deemed to be increased risk as information is obtained.

Juvenile over 12 years of age:

- a. Disability either mentally or physically that limits their ability to function on their own.
b. Possibly endangered (kidnapped/abducted).
c. Any situation deemed to be increased risk as information is obtained.

2. Believed or determined to be experiencing one or more of the circumstances noted below:

a. **Is out of the zone of safety for his or her age and developmental stage.**

The zone of safety will vary depending on the age of the child and his or her developmental stage. In the case of an infant, for example, the zone of safety will include the immediate presence of an adult custodian or the crib, stroller, or carriage in which the infant was placed. For a school-aged child the zone of safety might be the immediate neighborhood or route taken between home and school.

b. **Has a mental or behavioral disability.** *If the child is developmentally disabled or emotionally/behaviorally challenged, he or she may have difficulty communicating with others about needs, identity, or address. The disability places the child in danger of exploitation or other harm.*

c. **Is drug dependent, including prescribed medication and/or illegal substances, and the dependency is potentially life-threatening.** *Any drug dependency puts the missing child at risk. The diabetic or epileptic child requires regular medication or his or her condition may become critical. The*

Glendale Police Department Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 4 of 31

abuser of illegal drugs, on the other hand, may resort to crime or become the victim of exploitation.

- d. **Has been absent from home for more than 24 hours before being reported to law enforcement as missing.** *While some parents may incorrectly assume 24 hours must pass before law enforcement will accept a missing-person case, a delay in reporting might also indicate the existence of neglect, abuse, or exploitation within the family.*
- e. **Is in a life-threatening situation.** *The environment in which the child is missing may be particularly hazardous. Examples of a dangerous environment could be a busy highway for a toddler, an all-night truck stop for a teenager, or an outdoor environment in inclement weather for a child of any age.*
- f. **Is in the company of others who could endanger his or her welfare.** *A missing child in such circumstances is in danger not only of sexual exploitation, but also of involvement in criminal activity such as burglary, shoplifting, and robbery or other violent crimes.*
- g. **Is absent in a way inconsistent with established patterns of behavior and the deviation cannot be readily explained.** *Most children have an established and reasonably predictable routine. Significant, unexplained deviations from that routine increase the probability of risk to the child.*
- h. **Is involved in a situation causing a reasonable person to conclude the child should be considered at risk.** *Significant risk to the child can be assumed if investigation indicates a possible abduction, violence at the scene of abduction, or signs of sexual exploitation.*

I. Actions upon determination of **risk factors**.

- 1. If it is determined **risk factors** are involved in the report of a missing child, the child will be considered **at risk**, and an expanded investigation, including the use of all appropriate resources, will immediately commence. *While all missing-child incidents should be thoroughly investigated, those involving risk factors indicate a heightened likelihood of danger to the child and, therefore, require an immediate and intensive response.*

Glendale Police Department Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 5 of 31

2. If appropriate, existing interagency response protocols — including the **AMBER Alert** system and/or other immediate community notification methods, if available — should be considered. Activation of an AMBER Alert will be in accordance with procedures and criteria outlined in policy section 26.300. Preplanned strategies for responding to missing-child reports are essential for successful case resolution. All the services and resources the region has available to search for missing children have been identified and multiagency agreements have been reached that can be promptly activated when the need arises.

3. Activation of **Glendale PD CART** and **AZCART** (Child Abduction Response Teams):
 - a. The **Glendale PD CART** Team is based out of the Criminal Investigations Division and is comprised of detectives and supervisors from the Family Violence, Violent Crimes, as well as the Adult Sex and Child Crimes Units. Communications also has specialized personnel assigned to Glendale PD CART and can be activated when needed.
 - The Glendale PD CART Team is activated through the On-Call Investigations Supervisor when one or more of the “at risk” child factors are met.
 - The type and size of response will be determined by the initial Glendale PD CART supervisor responding based on circumstances.

 - b. The **AZCART** Team is a state-wide child abduction response team affiliated with the FBI and the National Center for Missing and Exploited Children. AZCART is coordinated on a rotational basis by one of the participating regional law enforcement agencies. The Glendale Police Department is a certified participating member of this team operating under a memorandum of understanding to both provide and request mutual aid and resources to and from other law enforcement agencies within the State of Arizona when assistance is needed locating an abducted or at risk missing juvenile.
 - The AZCART Team will be activated to assist with a GPD “at risk” missing juvenile or known child abduction case:
 - i. By a Glendale PD CART Supervisor,

Glendale Police Department Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 6 of 31

- ii. When Glendale PD Investigations and Patrol personnel resources become limited,
 - iii. When specific technical or resource assistance from a participating agency is needed,
 - iv. When the scope of the investigation based on circumstances can be forecasted to grow beyond the means of GPD resources to thoroughly investigate in a timely manner.
4. Activation of the City of Glendale **Electronic Billboard Endangered Advisory Messaging System (E-BEAMS)** –
- a. GPD can post information about missing juveniles or adults that may or may not fit the AMBER or Endangered Person Alert criteria on any of the City of Glendale’s electronic billboards when information exists that the public could be utilized to assist in the safe recovery of the missing person who is:
 - A missing juvenile who is considered “at risk”
 - A missing adult who is missing and believed to be in danger of death or seriously injury because; of health, of a medically diagnosed and/or debilitating mental or physical disability, of environment or weather conditions, they are in the company of a potentially dangerous person(s) or any other factor that may place the missing person in peril.
 - b. To activate the Electronic Billboard Endangered Advisory Messaging System (E-BEAMS);
 - The City of Glendale Marketing Department must be contacted through the Police PIO. Contact the Glendale Police PIO via the normal on-call procedure.
 - ❖ Due to compliance restrictions with the Maricopa County’s Dark Sky Ordinance the electronic billboard is unavailable during the hours of 2300-0500.
 - c. GPD should obtain pertinent physical descriptive info on the missing person including what they were last seen wearing, identifiable scars, marks or

Glendale Police Department Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 7 of 31

tattoos, recent photographs, and any other information that may be useful in identifying the missing person or an abductor quickly.

- Any other information that the public might be useful in identifying, such as use of a motorized wheel chair, walker, or the license plate and vehicle description that the missing person might be traveling in or abducted from, should also be included in the advisory.
 - It is possible that the E-BEAMS billboards may not be activated without a photo of the missing person if no other specific identifying information exists so obtaining a recent, high quality digital photograph is highly recommended. A high definition digital camera photo of a standard printed photograph or a high resolution scanned color copy of a standard printed photo that can be emailed will also suffice.
5. Initiate other immediate community notification resources that are available such as;
- a. **Community Emergency Notification System (CENS) - Reverse 911 Notifications** – Send a descriptive message out regarding the missing child including name, age, physical description, clothing and other identifiable features to residences in the immediate area that the child was last seen. The radius for this notification is set by Communications in collaboration with Patrol and can vary into any configuration from notifying a specific apartment complex or neighborhood block to setting a 1 or 2 mile square perimeter. The area of notification should be based on age of the child, mobility, and the time delay since they were last seen.
 - b. **Press Release** – Provide the on-call PIO with a recent photograph of the child, name, age, physical description, clothing and area that the child was last seen as well as any abductor or vehicle info if applicable.
 - c. **A Child is Missing Alert** – This is a public service funded by federal and state grants, private corporations, individuals and fundraisers, and is FREE to law enforcement agencies. It is staffed by expertly trained operators that are multilingual. This notification requires information similar to a reverse 911 alert and works fast at focusing the eyes of the community to help. The first 60 seconds can generate over 1000 calls and is available to law enforcement 24hours a day. The alert can be initiated by calling 888-875-2246.

Glendale Police Department Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 8 of 31

50.328 Procedures

A. **Communications personnel** receiving the report of a missing child shall:

1. **Determine if circumstances of the report meet the definition of a missing child as set forth in Section 50.327.** By questioning the caller about the circumstances of the report, the telecommunicator can make a preliminary assessment about the level of risk to the missing child. This assessment shall also prepare the telecommunicator to promptly activate additional response protocols if needed.
2. **Dispatch, in a prompt manner, an officer to the scene of the report.** The officer who routinely patrols the vicinity of the report is best suited to handle the first response since he or she should be familiar with the area and is likely to have knowledge of unusual activities, suspicious people, known offenders, and other neighborhood dynamics. The handling of certain missing-child reports, such as suspected runaways, should not be taken over the phone in most cases since accurate assessments of risk to the child cannot be made.
 - a. The National Child Search Assistance Act mandates; law enforcement’s immediate response to reports of missing children, no establishment or observance of a waiting period before accepting a case, immediate entry of descriptive information about the missing child into the FBI National Crime Information Center (NCIC) Missing Person File, and close liaison with NCMEC in missing-child cases.
 - b. The Prosecutorial Remedies and Other Tools to end the Exploitation of Children Today Act of 2003 amended the National Child Search Assistance Act to extend the same NCIC reporting responsibility and other benefits to missing young adults 18, 19, and 20 years of age.
 - c. The Adam Walsh Child Protection and Safety Act mandates NCIC entry must be made by law enforcement within two hours of receipt of a report of a missing or abducted child.
3. **Notify a supervisor.** Because of the complexity of some missing-child cases, especially those requiring the immediate mobilization of investigative resources, telecommunicators should verify a supervisor has been notified whenever officers respond to such an assignment.

Glendale Police Department Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 9 of 31

4. **Transmit the appropriate radio alerts and other notifications.** A critical responsibility of the telecommunicator is to obtain sufficient information from the reporting party to broadcast a radio message alerting other officers, and other agencies if necessary, about the circumstances of the missing episode.
 - a. Information should include the child’s height, weight, hair and eye color, clothing, and the location where the child was last seen as well as any dangers or special considerations unique to this missing child.
 - b. Most importantly the radio alert should contain any information known about a possible abductor with special emphasis on the description of the suspect and vehicle used as well as direction of travel. Consideration should be given to utilizing the communications center to complete PSAP to surrounding agencies.

5. **Search agency records for related information, specifically any records such as those pertaining to the family, the place where the child was last seen, and the child’s residence.** It is essential for responding officers to know if the child or family has been the subject of previous reports that might have a bearing on this incident. Records should also be reviewed to learn if any incidents have been reported in the area that might have investigative value in this case. Complaints of or reports about incidents such as attempted abductions, prowlers, public lewdness, loitering, and suspicious people will be of particular interest. If possible access should also be made to Sex Offender Registries to determine if individuals designated as sex offenders reside, work, or might otherwise be associated with the area. All available background information is critical to responding officers and investigative personnel to help evaluate the incident and interview witnesses or possible suspects.

6. **Safeguard all pertinent records.** The telecommunicator should also ensure records of all communication related to this incident, such as phone conversations with the reporting party and witnesses, including written notes regarding the discussion, radio broadcasts, and all subsequent notifications, are safeguarded for future investigative reference.

7. Activate established protocols for working with the immediate community notification methods outlined in 50.327 and work with investigations personnel setting up a tip line to funnel incoming leads should an AMBER or Endangered Person Alert be activated.

Glendale Police Department		
Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 10 of 31

B. The **initial officer or first responder** assigned to the report of a missing child shall:

1. **Respond promptly to the scene of the report activating patrol-vehicle mounted video camera if circumstances warrant. Phone reports may only be taken if the reporting person is outside of GPD jurisdiction.** Even if the assigned officer has been provided with initial information such as the missing child's description and other facts about the incident, it would be inappropriate to delay response to conduct a random search by doing things such as circling through parks, checking playgrounds, or stopping suspicious individuals. Unless in immediate response to the missing child's safety, these activities can be handled by other patrol units. Video of the initial scene condition, vehicles, and people in the area at the time of response may prove useful later during the investigation.
2. **Interview and record the parent(s) and person who made the initial report if not the parent(s).** The purpose of this interview is to gain an insight into the circumstances surrounding the missing episode and other information needed to conduct an initial assessment of the case and of the habits/demeanor of the missing child. All details should be thoroughly documented for more in-depth review later by investigative personnel who can compare statements made with investigative facts.
3. **Obtain a detailed description of the missing child including photo(s) and videos.** The collection of information about the missing child, including race, height, weight, hair and eye color, clothing, and other noteworthy features, should be done promptly and relayed to other officers who may be assisting in the investigation. Several recent photos and/or a video, if available, should be secured. Photos should be the most accurate representation available of the missing child. If photos are not believed to be available, several areas commonly forgotten would include cell phones with cameras as well as photos included on social-networking sites.
4. **Confirm the child is in fact missing.** First responders should never assume searches conducted by distraught parents or others have been performed in a thorough manner. Another check of the scene should be made and include places where children could be trapped, asleep, or hiding. Special attention should be paid to enclosures such as refrigerators, freezers, and the interior and trunks of parked vehicles where limited breathing air may place the child at even greater risk. In the case of older children, first responders should ask if parents have checked with the child's friends or perhaps overlooked or forgotten something the

Glendale Police Department		
Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 11 of 31

child may have said that would explain the absence. **Note: A search of the home should be conducted even if the missing child was last seen elsewhere.**

5. **Verify the child's custody status.** First responders should ascertain whether a dispute over the child's custody might have played a role in the missing episode or might constitute a risk factor. Questions regarding whether the reporting party has legal custody, if the noncustodial parent has been contesting custody, or if the missing child expressed a desire to live with the other parent may help an officer gain important insight into the case.
6. **Identify the circumstances of the missing episode.** First responders need to ascertain whether the circumstances are such that a heightened level of response is warranted. If risk factors exist, as defined in 50.327.H, then the decision to employ additional response methods is clear. In other situations where the circumstances are not clear, officers should keep the missing child's safety in mind and act accordingly.
7. **Determine when, where, and by whom the missing child was last seen.** This information is needed to determine factors such as abduction time frame, windows of opportunity, and verification of previously received information. Interview family members, friends/associates of the child, and friends of the family to determine when each last saw the child, what they think happened to the child, and if the child had complained about being approached by anyone. Comparison of information gathered from the reporting party, witness, and other sources may prove vital to case direction.
8. **Interview the individual(s) who last had contact with the missing child.** Effective questioning of those individuals who last saw or spoke with a missing child is crucial in the case-assessment process. While seeking information about the child's appearance, demeanor, and actions, officers should also be alert to any contradictions made or evasiveness demonstrated by the witness, especially if these statements cannot be readily corroborated. Thorough documentation will allow investigative personnel to later compare those statements with the facts of the case as they are uncovered.
9. **Identify the missing child's zone of safety for his or her age and developmental stage.** Responding officers should attempt to determine how far a missing child could travel from the location where last seen before he or she would most likely be at risk of injury or exploitation. This perimeter should, under many circumstances, define the first search zone.

Glendale Police Department Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 12 of 31

10. **Make an initial assessment of the type of incident.** By employing all available assessment tools (i.e., completion of GPD forms; interviews with parents, other family members, and friends; statements of witnesses; and search of scene) an officer should be able to reach a preliminary determination regarding the type of case and the need for additional resources. **Note:** Officers must be cautious in “labeling” or classifying a missing-child case, since the classification process will impact the way in which initial information or evidence is gathered. Even if first indications suggest a less urgent incident, officers should consider all possibilities until the case category is clearly determined.

11. **Obtain a description of the suspected abductor(s) and/or other pertinent information.** Officers need to immediately record witness information, not only for general investigative use but also before witnesses forget or speak to others who may confuse or make suggestions about what was actually observed. If there is an abduction scene which involves a business or other public place, officers may be able to supplement witness information with video from security cameras that might provide crucial information about the suspect, vehicles, and circumstances. In the case of a suspected family abduction, the reporting party may have photos of the abductor or other valuable information.

12. **Determine the correct NCIC Missing Person File category and ensure notification is promptly transmitted via Communications.** There are 6 categories within the Missing Person File applying to children. They are disability, endangered, involuntary, juvenile, catastrophe, and other. Simply because the child is younger than 18 does not require the juvenile category be used. The circumstances should govern category selection. **Note: NCMEC will be notified immediately if a missing child is entered as endangered or involuntary and will contact GPD to inquire as to the case status and response. Missing children must be entered immediately into NCIC (within 2 hours of receipt of minimum entry requirements.)**

13. **Provide detailed descriptive information to Communications for broadcast updates.** As information becomes available regarding the missing child’s physical appearance, circumstances of the case, or description of the potential abductor, the officer with the information should ensure other officers and agencies are provided with up-to-date facts.

14. **Identify and separately interview everyone at the scene.** The name, address, home and work phone numbers of everyone present at the scene, along with his or

Glendale Police Department		
Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 13 of 31

her relationship to the missing child, should be recorded. If possible, include them in photos and/or videos of the incident scene. By interviewing each person privately, officers may be able to uncover information instrumental in resolution of the case.

15. **Conduct an immediate, thorough search of the scene.** With the assistance of additional personnel, a systematic, thorough search of the incident scene should be conducted. If appropriate, officers should obtain written or voice recorded permission to search houses, apartments, outbuildings, vehicles, and other property that might hold information about the child’s location. Officers are again reminded to conduct a thorough, immediate search of the child’s home and property — even if the child was last seen at another location. Evaluate the contents and appearance of the child’s room/residence. When possible, officers should also search a missing child’s school locker.

16. **Seal/protect initial scene, area of child’s home, and any other areas of interest as potential crime scenes.** First responders must take control of the immediate area where the incident occurred and establish an appropriate perimeter to avoid destruction of vital evidence. Extend search to surrounding areas and vehicles including those that are abandoned and other places of concealment such as abandoned appliances, pools, wells, sheds, or other areas considered “attractive nuisances.” In addition to external crime scenes, the missing child’s home, and particularly his or her bedroom, should be secured and protected until evidence and identification material such as hair, fingerprints, and bite marks are collected.

17. **Inquire if the child has access to the Internet, cell phone, and/or other communications device.** Before making an initial decision the child has run away, an officer should determine if the child may have left to meet someone he or she encountered while online. Since some offenders are known to use the Internet to identify vulnerable children, what appears at first to be a runaway case, may, in fact, be a child abducted or enticed to leave by someone the child first met online. Even if a child willingly decides to leave home to join someone first met online, the child should be considered at risk. Additionally, since many children have their own cell phones/other electronic communications devices and may have them while missing, an officer should note these devices during the information-gathering process.

Glendale Police Department		
Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 14 of 31

18. **Prepare necessary reports and complete appropriate forms.** Information gathered by the first responding officer(s) may be instrumental in the eventual case resolution. To record this important information, officers should prepare a chronological account of their involvement and actions in the case from time of assignment to the point of dismissal. Reports should include everything, not just events seeming to have a direct bearing on the case.

C. The **supervisor** assigned to the report of a missing child shall:

1. **Obtain a briefing and written reports from the first responder(s) and other agency personnel at the scene.** This briefing allows the supervisor to determine the scope and complexity of the case and develop an appropriate response. The briefing should be conducted away from family, friends, or any other individuals who may be present. Doing so will allow officers to speak freely about case circumstances and pass along initial impressions and opinions that might be misconstrued by others.
2. **Determine if additional personnel and resources are needed to assist in the investigation.** Depending on the situation, a supervisor may determine additional personnel, including specialized units and/or Glendale CART, should be called to the scene or otherwise assist in the investigation. Certain cases may also require the supervisor to activate existing interagency response protocols as established by mutual-aid agreements or memorandums of understanding. Confirm all required resources, equipment, and assistance necessary to conduct an efficient investigation have been requested and expedite their availability. Be available to make any decisions or determinations as circumstances develop.
3. **Consider activation of immediate community notification methods listed previously in 50.327.I.3.** If circumstances indicate the chances for the child's safe recovery would be increased by immediate public awareness, a supervisor should promptly activate such efforts in coordination with a Communications Supervisor.
4. **Establish a command post.** The command post should be close enough to the center of activity to facilitate control and coordination, but sufficiently isolated to allow a free exchange of ideas among responders and investigators. It should also allow for sufficient parking of the special events command vehicle and responding units. The command post should be established away from the child's residence.

Glendale Police Department Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 15 of 31

5. **Organize and coordinate search efforts.** Systematic searches are common features of missing-child investigations. A supervisor should appoint a search operation coordinator who can oversee the search effort while the supervisor remains available to manage the entire investigation.
6. **Ensure all required notifications have been made.** Because dissemination of information is an integral part of the search for a missing child, the supervisor should ensure all officers, other supervisors; PIO, departments/agencies, and the Investigations supervisor are supplied with accurate details.
7. **Establish a liaison with the victim family.** Families of a missing child will experience extreme stress. Supervisors should establish a liaison with the victim family who can explain what investigative actions are being employed and what they can do to assist in the search. the liaison can help the family work with the media if needed. Victim's Assistance Personnel may also be useful with a family exhibiting stress.
8. **Confirm all GPD policies and procedures are observed.** In addition to providing the innovative direction required during a missing-child investigation, a supervisor must also ensure adherence to GPD policies and procedures, especially those related to missing children. These policies should be regularly reviewed to ensure compliance.
9. **Manage media relations.** Many missing-child investigations, especially those involving large-scale search efforts, are likely to draw media attention. Supervisors should manage media presence in a way to complement rather than conflict with the investigation. Supervisors should work through the PIO to establish a media brief and staging area.

D. The **investigator** assigned to the report of a missing child shall:

1. **Obtain a briefing from Patrol personnel at the scene.** This briefing should be conducted prior to interviews with family members of the missing child or witnesses who may have been identified during the initial stage of the case. Its objective is to assist the investigator in formulating an effective interview strategy.
2. **Verify the accuracy of all descriptive information.** The verification process should include all details developed during the preliminary investigation. During

Glendale Police Department Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 16 of 31

the interview process the investigator should be alert to facts or statements in conflict with those gathered by the first responders.

3. **Initiate a Neighborhood Canvass.** A thorough canvass of the neighborhood should be conducted without delay. The objective is to identify and interview all people within the abduction zone who may be able to provide information related to the incident. According to a key U.S. Department of Justice child-homicide study out of the State of Washington in 2006, unknowing witnesses are those who see some aspect of a crime but at the time do not realize they are witnessing part of a crime or potential abduction. It was found there were unknowing witnesses in 32.9% of those cases studied. This indicates a neighborhood or area canvass would be of great importance in generating investigative leads.

Investigators should utilize the GPD Neighborhood Canvass Form as a standardized set of questions during the canvass to ensure completeness and uniformity of information. A record should also be made of all vehicles parked within the neighborhood and any other conditions that may have future investigative value.

4. **Initiate a Sex Offender Canvass.** Access should also be made to Sex Offender Registries to determine if individuals designated as sex offenders reside, work, or are otherwise associated with the area.
5. **Initiate a Video Canvass.** If businesses or residences that utilize video surveillance are identified in the search area, attempts should be made to preserve and collect any possible video evidence. An investigator should be assigned to review and document all video evidence.
6. **Initiate a Roadblock Canvass.** Identify key roadway entrances and exits to the search area and station officers to stop, identify occupants, solicit information and search all vehicles leaving the area at the time of the search. Vehicles entering the search area should also be identified with occupants and officers should solicit information about the victim from them as well. Officers should utilize the GPD Roadblock Canvass Form as a standardized set of questions during the canvass to ensure completeness and uniformity of information.
7. **Obtain a brief history of recent family dynamics.** Information about family dynamics, obtained from family members, neighbors, teachers, classmates, employers, coworkers, friends, and witnesses, can offer valuable insights into

Glendale Police Department Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 17 of 31

what may have happened to the missing child and where he or she may be found. Records of family contact maintained by law-enforcement agencies, social-service departments, schools, and other organizations should also be obtained and evaluated.

8. **Explore the basis for any conflicting information.** When preliminary investigative steps have been taken, investigators should “compare notes” with the first responder, fellow investigators, and other agency personnel to identify and work through conflicting information. This collaborative evaluation will provide the investigative staff with a solid foundation upon which to structure future case directions. Correct and investigate the reasons for any conflicting information.

9. **Complete all remaining key investigative and coordination steps.** Key investigative steps could include, when applicable, collecting articles of the child’s clothing for scent-tracking purposes; reviewing and evaluating all available information and evidence collected; securing the child’s last medical and dental records; contacting landfill management and requesting delay or segregation of garbage and dumping containers from key investigative areas; developing and executing an investigative plan; conducting a criminal-history background check on all principal suspects; witnesses, and participants in the investigation; establishing a phone hotline for receipt of tips and leads; and considering establishment of an e-mail address or other methods of electronically receiving leads. Key coordination steps include ensuring details of the case have been reported to NCMEC and preparing and updating bulletins for local law enforcement agencies, the missing-children clearinghouse, FBI, and any other appropriate agencies.

10. **Implement effective case management.** An information-management system is an essential part of the overall investigative process. GPD utilizes the FBI MACE Case Management software and Lead Tracking Forms.

11. **Evaluate the need for additional resources and specialized services.** The complexity of many missing-child incidents may necessitate the use of resources and services both from within the agency and other organizations as well. Investigators should be aware of the input obtainable from resources such as the FBI; NCIC; missing-children clearinghouses; and NCMEC — in particular **Team Adam**, which is a rapid-response team of experienced, retired law-enforcement investigators.

Glendale Police Department Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 18 of 31

12. **Update descriptive information.** If it appears the case will not be promptly resolved, investigators should ensure the descriptive record, especially the information entered into the NCIC Missing Person File, is updated to include dental characteristics, scars, marks, tattoos, and fingerprints along with additional articles of clothing, jewelry, or unique possessions.
13. **Monitor media relations.** While information gained through effective media relations is often of significant value in a missing-child case, investigators should review all notices prior to release to ensure investigative objectives are not unintentionally compromised.
14. **Assign an additional investigator(s) to Communications.** Whether or not an alert has been issued, tips and leads about the missing person may come in to the communications center through 911 and other non-emergency lines. Having a detective or officer familiar with the case prioritizing leads prior to sending them to the command post is beneficial.

50.329 Recovery of Found or Unidentified Missing Child

- A. An officer assigned to the **recovery or return** of a missing child shall:
 1. **Verify the located person is, in fact, the reported missing person.** An officer should personally verify all returns. The benefits of this practice include assessing the person’s safety, gaining intelligence about possible offenders, and helping to prevent future episodes.
 2. **Arrange intervention services, if appropriate.** During the verification process, officers should be alert for indications that the person may have been the victim of a crime while missing and additional services may be needed before the person can be safely reunited with his or her family or guardian. These services may include mental and/or physical health examinations and/or arrangements for family counseling.
 3. Arrange the return of the child to his or her legal guardian or appropriate children’s shelter in the case of a runaway or missing child from within GPD jurisdiction who has been located and who is not wanted on a warrant or other law violation.

Glendale Police Department Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 19 of 31

4. Place the child in custody and transport him or her to the appropriate facility for admission in the case of a runaway from another jurisdiction or from out-of-state who has been located and for whom a warrant exists or for whom an NCIC missing-person "hit" is verified.
 5. **Complete the appropriate supplemental reports and cancel all outstanding notifications.** Along with cancellation of the NCIC Missing Person File entry and other notifications regarding the case, a supplemental report should be completed describing the child's activities while missing, where they were residing, who they were with and other circumstances of the recovery/return.
- B. An officer assigned to the report of an **unidentified person**, whether living or deceased, who appears to be a child, shall:
1. **Obtain a complete description.** If living, this should include not only a physical description, but mental, verbal, and physical capacities as well. For detectives investigating cases involving skeletal remains, consideration should be given to consulting with a Forensic Anthropologist and Forensic Odontologist to ensure all pertinent and accurate information has been gathered. NCMEC's Forensic Services Unit can provide assistance in this area.
 2. **Enter the unidentified child's description into the NCIC Unidentified Person File.** This file is compared daily with the contents of the NCIC Missing Person File. Entries with common characteristics are flagged and both agencies are informed. Agencies should expect to receive this information/response overnight.
 3. **Use all available resources to aid in identification of the child.** NCMEC's Forensic Services Unit; NamUs (National Missing and Unidentified Persons System); missing-children clearinghouses; and other professionals, such as medical examiners, may be of assistance in the identification.
 4. Cancel all notifications after identification is confirmed.
 5. Notify Investigations personnel through the on-call supervisor if the unidentified child is deceased or if their identity cannot be confirmed.

Glendale Police Department Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 20 of 31

50.330 Missing Children with Special Needs

- A. Finding and safely recovering a missing child with special needs often presents a unique and difficult challenge for families, law enforcement, first responders, and search teams. The behaviors and actions of a missing child with special needs are often much different than those of a missing non-affected child. While cases of missing children with special needs should be treated as “at risk” requiring elevated responses by GPD first responders, children with autism have an unusually high mortality rate and are especially at risk. Certain exceptions may apply for those special-needs children who are considered high functioning and therefore should be assessed accordingly weighing all risk factors.

- B. While the behaviors will differ from child-to-child, missing children with certain special needs may:
 - 1. Wander away, run away, or bolt from a safe environment
 - 2. Exhibit a diminished sense of fear causing them to engage in high-risk behavior such as seeking water or active roadways
 - 3. Elude or hide from search teams
 - 4. Seek small or tightly enclosed spaces concealing themselves from search teams
 - 5. Be unable to respond to rescuers

- C. A special-needs condition may be characterized by debilitating physical impairments, social impairments, cognitive impairments, or communication challenges.

- D. Heightened Risk Factors Associated with Autism Spectrum Disorders
 - 1. One such cause for these types of impairments and challenges is autism. Generally, no two children with autism are alike — each child is unique. The symptoms vary from the most severely affected child who may be nonverbal and low functioning, to those with milder forms, such as Asperger’s Syndrome or Pervasive Developmental Disorder–Not Otherwise Specified (PDD-NOS), who may be higher-functioning. This does not suggest all missing children diagnosed with Asperger’s Syndrome or PDD-NOS are not at risk — the risk factors must be weighed for each individual child regardless of the diagnosis. It is also important

Glendale Police Department		
Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 21 of 31

to note the chronological age of individuals with autism is often irrelevant to their level of functioning. *For example a 15-year-old may have the cognitive function of a much younger child.*

2. For reasons not entirely clear, missing children with autism, especially those who are severely affected, have a tendency to wander or elope from a safe environment and will often seek bodies of water such as streams, ponds, lakes, rivers, creeks, storm-water retention/detention basins, and backyard and public swimming pools. *According to the National Autism Association, in the United States between 2009 and 2011, accidental drowning accounted for 91% of the total deaths reported in children with autism ages 14 and younger after wandering or elopement.*
3. Children with autism may also exhibit other interests or fascinations posing similar dangers such as going to active roadways/highways, trains, heavy equipment, fire trucks, roadway signs, bright lights, and traffic signals.
4. In the event of an extended missing episode the children are also at risk of exposure to weather and environmental hazards; dehydration; lack of adequate nutrition such as food and medication; traffic-related injuries/accidents; falls, especially down steep terrain; and even potential encounters with child molesters or others who would intentionally try to take advantage of or harm them.

E. Response to a Special Needs Missing Child

1. Because of the tendency for children with autism to wander or elope it is vitally important to quickly identify the unique interests of the child and create a list of their favorite places. It is imperative first responders talk to the parents, siblings, relatives, caregivers, and others who know the child well to ask for information about interests, fascinations, stimulations, or obsessions when developing search plans and determining where the child may go. This information could provide key clues leading to a speedy recovery.
2. Because children with autism often have an extremely high attraction to water, it is **strongly** recommended first responders and search teams immediately check all nearby bodies of water in an effort to head-off the child. These include but are not limited to streams, ponds, lakes, rivers, creeks, storm-water retention/detention basins, and backyard and public swimming pools.

Glendale Police Department Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 22 of 31

3. Secure identified hazardous areas near where the child was last seen to prevent the child from entering those areas.
4. Determine if the child was wearing/carrying a tracking device such as a cell phone and, if so, immediately initiate tracking measures to locate the child.
5. Determine if the child is sensitive to or frightened by noise and how he or she will typically react to that type of noise to include sirens, helicopters, PA systems, dogs etc.
6. Establish containment measures of the child's known routes to prevent him or her from wandering further away from the place last seen using all appropriate means such as road, bike, and air patrol.
7. Determine the communication abilities of the child regarding verbal versus nonverbal skills and if the child will respond to his or her name when being called.
8. Determine if the child knows his or her parents' names, home address, and phone numbers.
9. Determine if the child is taking any medications, and, if so, the type of medications, risks involved with delayed or missed doses, and potential side effects if the medication is not taken as prescribed.
10. Determine what methods are used to calm the child.
11. **Determine any unique behaviors of the child that may be used to identify them.** Under stress some special needs children will also display self-soothing or "stimming" behaviors which could be as dramatic as flapping their arms and screaming to much more subtle, but still noticeable behaviors which may be recognized by searchers or the public.

F. Additional Considerations Unique to Children with Special Needs

1. The unique behaviors of a child with special needs must be considered by law enforcement and first responders when planning and conducting searches. Past episodes have revealed children with special needs have a natural self-survival

Glendale Police Department Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 23 of 31

instinct and are often resilient, allowing them to survive long periods of time — sometimes longer than a non-affected child.

2. Special needs children may have a diminished sense of fear of their surroundings and are highly mobile and thus may cover great distances, necessitating an expanded search parameter.
3. The children may seek shelter or conceal themselves in confined spaces making it more difficult for searchers to locate them. In urban and suburban environments, it is highly recommended searchers focus their efforts on small confining spaces.

G. Recovery and Reunification Measures

1. With the understanding children with autism exhibit social and cognitive impairments, communication difficulties, and repetitive behaviors, keep in mind the interaction between law enforcement/search-and-rescue personnel and a child with autism at the time of recovery and subsequent reunification can be a traumatic experience.
2. The considerations noted below are recommended to deescalate and/or minimize any heightened emotions or anxieties the child may experience at the time of recovery.
 - a. Maintain a calm and relaxed environment.
 - b. Contain the child in a passive way to keep him or her from running or bolting and avoid use of restraints.
 - c. Bring a parent or guardian immediately to the recovery site, whenever possible, and tell the child that person is on the way.
 - d. Approach the child at his or her level, kneeling if necessary, and speak in a normal tone of voice using simple phrases.
 - e. Use a task-and-reward process to ease anxiety and enhance compliance using phrases such as, “First we are going to stay here, and then your father is going to come here.”

Glendale Police Department Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 24 of 31

- f. Avoid assuming the child understands everything being said and done at the recovery scene. Use communication aids, written instructions, drawings, or prompts.
- g. Use humor and familiar topics when possible. For instance if the child is wearing a shirt with a cartoon character on it, talk to the child about the character to help lessen any anxiety the child may be feeling and calm the child if upset.

50.331 Missing Adults

A. Definitions:

- 1. A **missing adult** is a person 18 years of age or older whose whereabouts are unknown to the reporting party.
 - 2. An **overdue party** is a person or persons known to be traveling from, within or through Glendale, Arizona and have not reached their destination at the predetermined time. These cases will be investigated as any other missing adult case.
- B. A record for a missing person, who is over the age of 18, may be entered in the Missing Person File provided the officer has signed documentation (Affidavit to Missing Persons Report) in their possession supporting the stated conditions under which the person is declared missing. This written documentation will aid in the protection of the individual's right to privacy.
- C. In the absence of documentation of a parent, legal guardian, next-of-kin, physician, or other authoritative source, including friend or neighbor in unusual circumstances, or when such documentation is not reasonably attainable, a signed report by the investigating officer will suffice.
- D. As part of the Protection Act of October 2002, the "Suzanne Law" requires the mandatory entry of Missing Persons under the age of 21 into the National Crime Information Center (NCIC).
- E. The adult missing person should be entered into NCIC using one of the following classifications:

Glendale Police Department		
Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 25 of 31

1. Disability - A person, who is missing and has a proven physical/mental disability or is senile, thereby is subjecting themselves or others to personal and immediate danger.
2. Endangered - a person who is missing and in the company of another person under circumstances indicating that their physical safety may be in danger.
3. Involuntary - a person who is missing under circumstances indicating that the disappearance may have not been voluntary, i.e., abduction or kidnapping.
4. Catastrophe Victim - a person that is missing after a catastrophe.
5. Juvenile – A young adult age 18, 19, or 20 years of age.
6. Other - A person age 21 and older not meeting the criteria for entry in any other category who is missing and for whom there is reasonable concern for his/her safety.

50.332 Procedures

- A. The responding officer shall interview the reporting person, determining the missing adult's status as described in this order.
- B. The responding officer will obtain a description of the missing adult, including: race, height, weight, hair and eye color, clothing, and other noteworthy features. Officers shall also obtain recent photographs or videos of the missing adult from the reporting person to aid in identification.
- C. Should a vulnerable adult or an adult with special needs, such as a condition characterized by debilitating physical impairments, social impairments, cognitive impairments, or communication challenges go missing, the community notification methods listed in 50.327.I.3 should be considered along with activation of the E-BEAMS billboard advisory system per 50.327.I.2.B. *Patrol supervisors should work in conjunction with Communications and CID supervisors as well as the PIO on such cases.*
 1. **Endangered Person Alert** - The Endangered Person Alert is sponsored by the Arizona Attorney General's Office and is a voluntary partnership between law enforcement and local broadcasters to rapidly disseminate information about a

Glendale Police Department Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 26 of 31

missing and endangered person to law enforcement agencies, broadcasters and the public. GPD procedures associated with this alert will be set up the same as with an AMBER Alert under policy 26.300.

2. **CRITERIA** - The Endangered Person Alert is initiated solely by Arizona law enforcement agencies using the following criteria:
 - a. Is the missing person 18 years old or older?
 - b. Is the person missing under unexplained, involuntary or suspicious circumstances?
 - c. Is the person believed to be in danger of death or serious injury because of health, a medically diagnosed mental or physical disability, environment or weather conditions, in the company of a potentially dangerous person or some other factor that may put the person in peril?
 - d. Is there information that could assist the public in the safe recovery of the missing person?
 - e. Has the incident been reported to and investigated by a law enforcement agency?

- D. The responding officer will provide Communications with a complete description of the missing adult for radio broadcast. When the missing adult meets the criteria set forth in 50.331.E of the policy, the missing adult shall be entered into NCIC as a missing person.

- E. The Missing Persons Detective(s), with assistance from other investigators when warranted, will follow-up on all adult missing person reports.

- F. Follow-up contact with the complainant by the assigned investigator will periodically occur during the investigation for the purpose of updating the complainant on the status of the case and determining if the complainant has any additional information regarding the missing person.

- G. Missing Adult Alerts:

Glendale Police Department Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 27 of 31

1. **Endangered Person Alert** - The Endangered Person Alert is sponsored by the Arizona Attorney General’s Office and is a voluntary partnership between law enforcement and local broadcasters to rapidly disseminate information about a missing and endangered person to law enforcement agencies, broadcasters and the public. GPD procedures associated with this alert will be set up the same as with an AMBER Alert under policy 26.300.

❖ **CRITERIA** - The Endangered Person Alert is initiated solely by Arizona law enforcement agencies using the following criteria:

- a. Is the missing person 18 years old or older?
- b. Is the person missing under unexplained, involuntary or suspicious circumstances?
- c. Is the person believed to be in danger of death or serious injury because of health, a medically diagnosed mental or physical disability, environment or weather conditions, in the company of a potentially dangerous person or some other factor that may put the person in peril?
- d. Is there information that could assist the public in the safe recovery of the missing person?
- e. Has the incident been reported to and investigated by a law enforcement agency?

2. **Silver Alert** – A Silver Alert is activated when a person with specific cognitive or developmental disabilities, as defined by statute, or a person the age of 65 or older goes missing. The goal of the silver alert is to provide immediate information to the public through various alerts of a subject who has “gone missing” and meets certain criteria.

❖ **CRITERIA** – As prescribed by A.R.S. 28-1728, DPS will issue a Silver Alert when the following criteria is met.

Glendale Police Department Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 28 of 31

- a. The investigating agency has taken a missing person report and **determined all of the following:**
 - b. The person is 65 years of age or older **or** has been diagnosed with a developmental disability as outlined in ARS 36-551, Alzheimer's disease or dementia.
 - c. All available local resources in locating the missing person have been exhausted (includes BOLO's, APB's, flyers with pictures of the missing person, bulletins, checked area hospitals and jails, contacted other family members and friends, checked in-vehicle location system, cellphone location tracking through carrier, and check other places of residence).
 - d. Missing person disappeared under unexplained or suspicious circumstances, AND
 - e. The missing person is in danger due to **any one** of the following:
 - Age
 - Health
 - Mental or physical disability
 - Environment or weather conditions
 - In the company of a dangerous person
 - Other factors that indicate peril
 - f. There is enough information, if disseminated to the public, could assist in safe recover.
3. **Blue Alert** – A Blue Alert is a statewide public notification alert in Arizona to broadcast information to aid law enforcement in the quick apprehension of an at large, missing suspect who poses an imminent threat to the public or other law enforcement personnel after having threatened with a deadly weapon or caused serious injury or death to a law enforcement officer (local, state, or federal).
- ❖ **CRITERIA** – A Blue Alert is issued solely by Arizona law enforcement agencies using the following criteria:
- a. A law enforcement officer sustained serious injury or death, or was threatened with a **deadly** weapon

Glendale Police Department Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 29 of 31

- b. Suspect(s) fled the scene
- c. Suspect(s) pose(s) an imminent threat to the public or law enforcement personnel
- d. There is a detailed description of the suspect(s) vehicle or license plate
- e. Public dissemination of available information may help avert further harm to others or accelerate the apprehension of the suspect(s)

4. Alert Procedures

- a. When GPD has met the criteria for making an Endangered Person, Silver or Blue Alert activation, GPD will call the DPS Duty Office at (602) 223-2444 to make the request.
- b. GPD must ensure all required activation requirements are met before making such a request. The DPS Duty Officer will deny any activation request when all criteria have not been met. If criteria can be met after the initial request was denied (i.e. flyers distributed, hospitals checked, missing person entered, etc.), GPD should attempt to make a follow-up request for activation.
- c. GPD will provide a media point of contact to the DPS Duty Officer.
- d. GPD will provide any updates and flyers to the DPS Duty Office.
- e. GPD will notify the DPS Duty Office upon recovery or apprehension of the missing person(s) to cancel the alert.

H. Actions to be taken when a person is located:

- 1. Verify that the located person is, in fact, the reported missing person.
- 2. Immediately notify the party who originally reported the person missing. **(Note: If an adult reported as missing is located and does not want the complainant to know their location, the officer should notify the complainant that the person has been located, but cannot disclose their current location).**

Glendale Police Department Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 30 of 31

3. Record the facts surrounding the finding of the person and if the person was reluctant or refused to return home note this fact. Complete supplemental report.
4. Cancel the NCIC notification, BOLOs, media alerts and/or community notifications of the missing person.
5. Ensure that the person found is given medical attention or intervention services, if needed.
6. If the person was missing voluntarily, interview them to determine the motive.
7. If a vulnerable adult is recovered who is a client of APS then officers can utilize the **Client Identification Program** - Arizona Adult Protective Services provides client's pendants with their case number so information can be accessed by first responders calling the APS emergency number: 877-767-2385.
8. If a missing vulnerable adult is located and is **unidentified**, refer to the same steps outlined in 50.329.B.

50.333 Missing Persons at Special Events

- A. For any lost or separated child or special needs adult at a City of Glendale special event or any stadium/arena event, officers should recognize the immediate availability and utilize the personnel and incident command structure already in place for the event itself first. Should reunification not be made promptly and additional resources are necessary the supervisor in charge for the event should request additional Patrol and/or Investigations resources as needed.
- B. For stadium and arena events, utilization of the venue security staff can be useful when attempting to locate a missing or abducted child or special needs adult. Typically venue security already has personnel stationed at entry and exit points. Getting descriptive information out promptly to security command can assist with the safe and prompt recovery of the missing person by vigilant, informed security staff. This information can be relayed through the GPD incident command for the event.
 1. Other stadium and arena event staff members are trained to take found children to Guest Services and/or First Aid Stations for interior recoveries and at the Stadium the exterior reunification point is at Pat Tillman Gate Fountain. Check these areas

Glendale Police Department Operations Order		
Missing Persons (Children and Adult)		50.325
Date Issued 02-11-02	Revision Date 04-20-21	Page 31 of 31

as well to see if the child has already been recovered by a staff member that may be unaware of the incident.

2. The venue's public address system and large screen video monitors can also be used to get information and possibly a photo out about the missing person should it be deemed appropriate.

Glendale Police Department Operations Order		
Patrol Briefings		50.350
Date Issued 03-01-00	Revision Date 06-30-22	Page 1 of 2

50.351 Purpose

To establish guidelines for the first-line uniformed police employee in reference to reporting to duty, briefing, and inspections.

50.352 Reporting for Duty

Uniformed employees will report for duty at the times established by their assignment or as determined by their supervisor. The first 10 minutes will be designated to allow an officer to put on their safety gear (ballistic vest, duty belt and work shoes) but the time does not include preparing their work vehicle, logging into their mobile device or BWC. Officers will log into CAD as soon as briefing is completed or, if no briefing, as soon as practical.

50.353 Briefing

- A. At the beginning of each patrol shift, the Shift Commander, Squad Supervisor, or Officer in Charge will conduct a briefing of personnel to include:
 1. **Attempt to Locate:** Information on stolen vehicles, other stolen property, missing persons, and miscellaneous requests for information from investigators and other Officers.
 2. **Close Watch:** Information requesting special attention for a specific area or during a specific time period.
 3. **Officer Safety:** Information and bulletins designed to alert Officers of hazards, trends, and threats against Officers.
 4. Notifying involved personnel of any changes to schedules or assignments.
 5. Dissemination of and training on any new policy, procedure, or directives.
 6. Supervisors must observe and assess officer readiness to assume patrol duties. This evaluation may include a formal personnel inspection of specific items of issued or needed equipment.
 7. In order to enhance communication between patrol and Detectives, the supervisor conducting the briefing will allow time for informal discussions related to ongoing investigations by Detectives.

Glendale Police Department		
Operations Order		
Patrol Briefings		50.350
Date Issued 03-01-00	Revision Date 06-30-22	Page 2 of 2

50.354 Shift Completion

During the last 15 minutes of an assigned shift, every reasonable effort will be made to allow an officer to remove their safety gear and equipment, secure the items, and be ready and able to leave upon completion of the patrol shift. No overtime will be granted for this purpose. Officers may not leave their assigned police facility until completion of the shift, unless otherwise directed by a supervisor.

Glendale Police Department Operations Order			
Trespassing			50.370
Date Issued 01-17-05		Revision Date 11-06-19	Page 1 of 4

50.370 Trespassing – ARS 13-1502, 13-1503, and 13-1504

- A. A victim is required. Owner or his/her designee must be willing to testify in court and aid in prosecution.
- B. Violations that occur on private property that is posted “No Trespassing” or is private property (considered posted by law, e.g., fenced yard, railroad yards etc.) will be treated by members of the police department in accordance with state laws, ensuring that the elements of the crime, per ARS 13-1502, ARS 13-1503 and 13-1504 are met prior to enforcement.
- C. Violations that take place at a residence or business may require enforcement when there is probable cause for officers to take enforcement action in accordance with ARS §§ 13-1502, 13-1503 and 13-1504, if the elements of the crime are met. This is done when the owner or person with standing can prove that the suspect in question has been given notice or warned prior either by a law enforcement officer(s) and/or by the owner or person with standing. This also can be achieved when a reasonable request to leave has been given by the owner/designee or person of standing when applicable.
- D. Officers must obtain an Incident Report number to document a trespassing warning and complete an FI card, indicating the location(s) of any “No Trespassing” signs and their visibility, if applicable. Additionally, any witness, owner or person of standing present, if applicable, should be documented.
 - 1. The FI card should be entered into the Department’s Record Management System (RMS).
 - 2. In cases where an offense report is used to document the Trespassing, no FI card is needed.

50.371 Trespassing Signs

- A. When applicable, each owner is responsible for ensuring that signs are posted and maintained in order for officers to enforce trespassing.
- B. Trespassing signs must be posted in a conspicuous location on the property and have the Arizona Revised Statute codes posted legibly on them and it is suggested that they be printed in both English and Spanish.

Glendale Police Department		
Operations Order		
Trespassing		50.370
Date Issued 01-17-05	Revision Date 11-06-19	Page 2 of 4

50.372 Authority to Arrest

- A. Officers may arrest for violations of the trespassing statutes that are felony or misdemeanor in nature ensuring that the elements of the crime are met, or cite in lieu of arrest for violations of the trespassing statutes that are misdemeanor in nature ensuring that the elements of the crime are met. An Incident Report shall be completed when enforcement action is taken.
- B. Officers may also submit charges for trespassing to the Glendale City Prosecutor or the Maricopa County Attorney for violations of Arizona Revised Statutes 13-1502, 13-1503 or 13-1504, whichever is applicable.

50.373 Trespassing – Procedure for Blanket Trespassing ARS 13-1502

- A. Blanket Trespassing Authorizations are used for a variety of locations including, but not limited to; vacant lots, parking lots, apartment communities, vacant houses, mobile home communities and HOA common areas with the emphasis on the trespassing laws in Arizona Revised Statutes §§13-1502 through 13-1504.
- B. The owner or his/her designee of a specific property gives the authority to each and every Police Officer of the Glendale Police Department to act as their agent in enforcing the trespassing laws on their private property. The owner or his/her designee must be willing to testify in court and aid in prosecution and must provide at least two points of contact. An executed Trespassing Authorization Form makes it unnecessary to contact the owner/designee immediately. Their signature on the Trespassing Authorization Form is sufficient to act on their behalf.
- C. The owner or designee will be informed that the Trespassing Enforcement Authorization Form will be valid for a period of one year, and the owner or designee must re-new the Trespassing Enforcement Authorization form by contacting a member of the Glendale Police Department Community Action Team prior to or after the expiration date. In this case, the procedures outlined will be completed again to ensure that the signs are posted and the information is disseminated properly.

Glendale Police Department		
Operations Order		
Trespassing		50.370
Date Issued 01-17-05	Revision Date 11-06-19	Page 3 of 4

50.374 Trespassing Enforcement Authorization Form

- A. The Trespassing Enforcement Authorization form procedure applies to owners or their designee who have requested police enforcement of the trespassing statutes on their property without the owner/designee's presence.
- B. The owner or designee will be provided with a Trespassing Enforcement Authorization Form. This form will be completed and signed by the owner or his/her designee and also signed by a member of the Glendale Police Department.
- C. Officers must obtain an Incident Report number with a disposition one and complete an FI card, indicating the location(s) of "No Trespassing" signs and their visibility from each entrance.
 - 1. The FI card should be entered into (RMS).
 - 2. In cases where an Incident Report is used to document the Trespassing, no FI card is needed.
- D. The Trespassing Enforcement Authorization form information will be provided to a member of the Community Action Team and subsequently entered into CAD. Listed in CAD will be the owner or designees phone numbers, effective dates of the Trespassing Authorization and any other relevant information with the focus being on brevity.
- E. The Trespassing Enforcement Authorization form will be kept on the Glendale Police Department "HUB" for easy locating for officers.
- F. Once the form is on file, and the signs are posted, officers may enforce the appropriate trespassing codes on the affected property without the presence of the property owner/agent.
- G. Officers may arrest, or cite in lieu of arrest for violations of the Trespassing law or ordinance. An Incident Report shall be completed when enforcement action is taken.
- H. In cases where an individual has been warned for Trespassing and has been allowed within a dwelling by a party that has standing, Trespassing shall not be enforced and the owner should be notified of the violation.

Glendale Police Department Operations Order

Trespassing

50.370

Date Issued
01-17-05

Revision Date
11-06-19

Page
4 of 4

- I. In cases where an individual(s) is moving about the common area of an apartment community, townhome community or similar (not traveling to and from a car or course of travel to visit a confirmed guest), officers will take enforcement measures.

- J. A Bureau Commander, or his/her designee, reserve the right to modify a Trespassing Enforcement Authorization request when it is in the best interests of the Glendale Police Department, when an owner(s) fails to cooperate with police employees, and/or there are liability concerns that would dictate a different response.

Glendale Police Department Operations Order		
Civil Disputes		50.450
Date Issued 07-30-99	Revision Date 11-06-19	Page 1 of 6

50.450 The Landlord-Tenant Act

- A. Disputes under the Landlord Tenant Act (ARS 33-1301) and disputes under the Mobile Home Landlord / Tenant Act (ARS 33-1401) are treated differently than disputes over business rental situations.
- B. These Acts provide, in part, that a landlord:
 - 1. Cannot take the personal property of a tenant for non-payment of rent, i.e., tools, clothing, etc.
 - 2. Cannot lock out a tenant for non-payment of rent.
 - 3. Under certain circumstances, may refuse to allow a tenant to remove a mobile home from the premises until the rent is paid.
- C. When officers observe violations of these Acts, they will:
 - 1. Take no action at the scene, unless there is probable cause to believe that a crime(s) has been perpetrated.
 - 2. Complete an Incident Report and submit it for review, if they feel criminal intent was present.
 - 3. Submit an FI card: In aggravated cases where only civil actions are involved.
- D. The Landlord Tenant Act does not include transient occupancy in hotels or motels. Innkeepers may utilize such techniques as 'lock out', 'seizure of personal property', etc., the same as in any business rental situations.
- E. Many lease agreements contain a Right of Entry clause, which allows a landlord to inspect the tenant's premises for a number of reasons. In addition, ARS 33-1343 allows the landlord the right of entry for a number of reasons. State law does require the landlord give notice, except in an emergency situation. When disagreements over entry occur, officers should advise the parties to check the lease for such a clause or to refer to state law. If this does not resolve the difficulty, participants will be advised to consult an attorney or to proceed to Justice Court for civil remedies.

Glendale Police Department Operations Order		
Civil Disputes		50.450
Date Issued 07-30-99	Revision Date 11-06-19	Page 2 of 6

- F. The basic purpose when we respond to such a call is to maintain the peace. Callers should be advised to seek legal advice about the problem and avoid possible confrontations.

50.451 Property Repossession

A. Definitions:

1. **Secured Creditor:** One who sold the property on time payment basis and who retains a security interest in the property until it is paid in full.
2. **Debtor:** One who is required to make regular payments for purchased property.
3. **Default:** Occurs when a person fails to make payments as agreed and is subject to the loss of the purchased property. Secured creditor may retake the property without obtaining a court order, provided this can be done without a breach of the peace.
4. **Writ of Replevin:** Court order served by the Sheriff's Office allowing mandatory repossession of property from the debtor.
5. **If the debtor resists peaceful repossession by the secured creditor:** The secured creditor may obtain a Writ of Replevin to retrieve the property.

50.452 Guidelines for Repossession

A. Secured creditors may not break and enter to repossess property.

1. The secured creditor may be guilty of trespass, but not burglary, because of the lack of felonious intent.
2. The status quo should be maintained until the parties obtain a court order. If creditors attempt to seize property without a court order, any property being taken will be returned to the debtor until such a time as a Writ of Replevin is obtained.

B. Secured creditors may remove property, not enclosed, when the debtor does not object or resist.

Glendale Police Department Operations Order		
Civil Disputes		50.450
Date Issued 07-30-99	Revision Date 11-06-19	Page 3 of 6

1. Vehicles parked in a driveway.
 2. Property left out in the open, etc.
 3. Secured creditors may not forcibly enter or exit a locked fenced yard in order to remove property.
- C. Secured creditors must stop any further actions when the debtor objects or resists regardless of any sales agreements. Any action continued by the secured creditor is considered a Breach of the Peace, Criminal Trespass, or both.
- D. When the secured creditor has a court order (such as a Writ of Replevin) authorizing the taking of the property, they may continue their actions.

50.453 Role of the Police Officer

- A. Keep the peace.
- B. Check the sales agreement and any court orders to see if the property is, indeed, subject to repossession.
- C. Check the credentials of the creditor or creditor's representative.
- D. If peaceful recovery of property is not possible, discourage immediate action and advise the creditor to obtain a Writ of Replevin.
- E. If the creditor continues illegal attempts to remove property after being advised to cease attempts, cite or arrest depending on the circumstances.

50.454 Civil Standby

- A. The purpose of a Civil Standby is to allow for the peaceful removal of personal property (not children) from a residence.
- B. Civil Standby requests will be handled Monday through Sunday between the hours of 0800 and 1900. Any supervisor or officer at the scene of a civil standby can deviate from the timeframe, if it is in the best interest of the parties involved and the organization.

Glendale Police Department Operations Order		
Civil Disputes		50.450
Date Issued 07-30-99	Revision Date 11-06-19	Page 4 of 6

- C. Communications Supervisor may grant approval, if doing so will not have a detrimental impact on patrol service delivery.
- D. An on-duty Operations Lieutenant, Sergeant, or Department Legal Advisor should be contacted to answer questions.
- E. An officer may be dispatched if there is a threat of physical injury and the person making the request:
 - 1. Has a legal right to enter the premises; and
 - there is reason to believe that police presence will be needed to prevent physical injury; or
 - someone at the residence has exhibited or threatened violence.
 - 2. Is a tenant or owner of the premises; and
 - 3. Has a court order authorizing the removal of property from the premises (i.e. - an order of protection or court ordered jail release guidelines).
 - 4. Has been involved in prior domestic violence calls at the location.
 - Under all these circumstances, at least two officers should be sent where the potential for conflicts exists.

50.455 Response Procedures

- A. Prior to responding to the location, the requesting party will be contacted and briefed on the guidelines for police involvement.
 - 1. Only items needed for a day-to-day living may be taken.
 - a. Acceptable items would be clothes, medicines, baby food, etc.
 - b. If any party present expresses concern over the items being taken, the items should be left at the residence and the parties told to consult their attorneys.
 - 2. It is the individual's responsibility to have the necessary assistance to remove the property.

Glendale Police Department Operations Order		
Civil Disputes		50.450
Date Issued 07-30-99	Revision Date 11-06-19	Page 5 of 6

3. Unless authorized, officers should not be at the location for more than 15 minutes.
4. The officer's purpose is to maintain the peace.
5. No forced entry or damage will be made to the residence.

50.456 Child Custody Dispute

- A. Custody of children generally rests with either of the natural parents, unless otherwise directed by a court of record. A child may only be removed from custody when authorized by a court order or if child abuse is suspected (refer to Access Interference in policy manual).
- B. If a party is in violation of a court order, charges of access interference or custodial interference (ARS 13-1300) may be filed in aggravated cases.
- C. If it appears a child is in no immediate danger the involved parties will be advised to contact an attorney.

50.457 Self-Service Storage Lockers (ARS 33-1701)

When a rental agreement contains warnings that the personal property will be held if rent is unpaid and due, the owner may sell the property in the storage locker by following the statutory procedures. Regardless, violation of this statute is not a crime and complainants should be advised to contact a private attorney or seek a remedy in civil court.

50.458 Garage Liens (ARS 33-1022 (A))

- A. When the owner of a vehicle and the owner of a vehicle repair business (repair garage or service station) have entered into an agreement regarding the fee to be charged for repairs to a vehicle, the owner of the business may hold the vehicle until the charge for services performed on the vehicle has been paid.
 1. This includes fees for parts, labor, and storage. If there was no agreement as to the amount of the charges, the owner of a vehicle is entitled to possession.
 2. This section does not apply to vehicles towed at the request of a third party (e.g. apartment complex).

Glendale Police Department Operations Order		
Civil Disputes		50.450
Date Issued 07-30-99	Revision Date 11-06-19	Page 6 of 6

50.459 Material and Labor Liens on Personal Property (ARS 33-1021)

- A. When an item of personal property (except a motor vehicle) is repaired or cleaned, glazed, or washed by the labor of a carpenter, mechanic, artisan, or other workman, such person has a lien on the property and may retain possession of the property until the amount, including materials, is fully paid. No prior agreement as to the amount of the charges is necessary.

- B. Liens are civil matters and officers will take no action except to preserve the peace.

Glendale Police Department Operations Order		
Domestic Violence		50.500
Date Issued 07-30-99	Revision Date 08-13-20	Page 1 of 13

50.500 General Information

A. Purpose:

The purpose of this policy is to establish agency priorities, guidelines, and procedures to be followed by officers in response to domestic violence calls, to include when the subject is a law enforcement officer.

B. Policy:

It is the policy of the Glendale Police Department to provide a proactive, victim-centered approach when responding to domestic violence calls for service. Additionally, it is the policy of this department to take a position of zero - tolerance on domestic violence. Any domestic violence incident will be thoroughly investigated, to include when law enforcement personnel or other individuals in positions of power or influence are involved.

C. Definitions:

Domestic Violence: Any criminal behavior in a relationship as defined by ARS 13-3601, that is used to gain or maintain power and control over a current or former intimate partner, family or household member.

Predominant Aggressor: The individual who poses the most serious, ongoing threat, who might not necessarily be the initial aggressor in a specific incident.

Preferred Arrest Response: Law enforcement officers are expected to arrest any person who commits a crime related to domestic violence as defined by law, unless there is a clear and compelling reason not to arrest, such as self-defense, lack of probable cause, or other exceptions as defined by ARS 13-3601, after a comprehensive investigation to identify the predominant aggressor has taken place.

Protection Order: Any injunction or other court order issued for the purpose of preventing violent or threatening acts, harassment against, contact or communication with, or physical proximity to another person, including any permanent, temporary, or emergency order issued by a civil or criminal court (other than a support or child custody order issued pursuant to state divorce and child custody laws, except to the extent that such an order is entitled to full faith and credit under other federal law).

Glendale Police Department Operations Order		
Domestic Violence		50.500
Date Issued 07-30-99	Revision Date 08-13-20	Page 2 of 13

50.501 Patrol Response to Domestic Violence

- A. Patrol officers will respond to domestic violence calls in a quick and safe manner.
- B. Patrol officers will utilize issued body worn cameras to record the incident beginning upon arrival at the scene. The recorder will be activated on or before arrival, to record crime scene condition, excited utterances, victim and offender comments and actions, witness comments, and subsequent victim, offender and witness interviews.
- C. Initial officer response should include the following:
 - 1. Avoid parking law enforcement vehicles in front of the residence or other site of the disturbance when possible.
 - 2. When making contact, indicate that they are responding to a call for service, without revealing the name of the caller or the caller's whereabouts.
 - 3. Request entry in the event the incident is at a private residence as time and safety permit. A warrantless entry without consent is permissible if there is an objectively reasonable basis to believe that the safety of an occupant may be in jeopardy based on call information and/or officer observations.
 - 4. Make contact with all individuals present, including potential witnesses, victims, or suspect(s); separate all parties, keeping all individuals out of sight and hearing range of one another, as safety permits.
 - 5. Restrain and remove the suspect if necessary.
 - 6. Assess for physical injuries, including inquiry about strangulation or possible internal, nonvisible injuries such as concussion, and sexual violence; administer first aid; and request medical services as necessary.
 - 7. Summon emergency medical services at the request of the victim or suspect, or if it appears that strangulation has occurred.
 - 8. Inquire about weapons in the area or access to weapons; identify and take custody of firearms or weapons in plain view.
 - 9. Secure and protect any crime scene(s)

Glendale Police Department Operations Order		
Domestic Violence		50.500
Date Issued 07-30-99	Revision Date 08-13-20	Page 3 of 13

10. Determine whether there are any potential language barriers and request an interpreter or utilize Language Line when necessary.
 11. When interviewing the victim of intimate partner domestic violence, officers will utilize the predetermined lethality/coercive control assessment questions to help determine the level of risk/danger for the victim. The results of the assessment will be shared with the Victim's Assistance Unit as well as the court and applicable prosecutor's office via documentation by the officer in records management. If the victim is found to be in a high lethality relationship via the assessment, the department should ensure that the victim is made aware of their results including their elevated risk and offered any additional services the Victim's Assistance Unit can provide.
 12. Offer to contact a victim advocate to provide support to the victim as available. When requested, indicate in the report if victim services were called for on scene or if the report was marked for priority follow-up.
- D. When conducting the initial investigation, the responding officers will:
1. Interview all parties separately (victim, suspect, and witnesses).
 2. Conduct victim interviews in a location away from others at the scene. Interviews should include questions about:
 - a. Acts of intimidation intended to prevent the victim from calling law enforcement or seeking other assistance;
 - b. Recent or previous stalking behaviors;
 - c. Objects, items or gifts that were given by the suspect; and
 - d. Unwanted contact by the suspect that made the victim feel frightened or threatened.
 3. Interview children in a manner appropriate for their age, out of sight and sound of others. Document any signs of physical or emotional trauma and any apparent wounds or healing of wounds on the children and take appropriate action, in accordance with A.R.S., to prevent imminent harm to the children, such as notifying the AZ Department of Child Safety.

Glendale Police Department Operations Order

Domestic Violence

50.500

Date Issued
07-30-99

Revision Date
08-13-20

Page
4 of 13

4. Document the presence of any children or other potential witnesses at the scene. This includes asking and canvassing for potential witnesses that may have left the scene prior to police arrival.
5. Collect and document all evidence, physical and/or electronic, that establish the facts of the crime(s).
6. Photograph and describe all property damage and condition of the scene when applicable. Document and index the owner(s) of any property damaged, its value and if they were made aware of the damage.
7. On calls alleging assault or aggravated assault, take photographs of the victim and suspect whether or not there are any visible injuries.
8. Take photographs of alleged or apparent injuries to all parties, including any healing or old injuries.
 - a. Ideally photographs should also be taken 24, 48, and 72 hours later in the event the injuries become more visible and pronounced (utilize CID for follow-up if needed).
 - b. Descriptive and specific documentation of the injuries should accompany the photos.
 - c. Officers should be sensitive to the victim's need for privacy, which may include the use of an officer of the same sex as the victim to photograph injuries.
9. If unable to take photographs at that time, make an appointment for the victim with the Forensics Unit or CID as soon as practical to photograph injuries in a timely fashion.
10. Check for the existence of a protection order or similar court orders through communications personnel or by any other means available. If one is said to exist, ask the victim if they possess a copy. If not, verify the order through other existing means. Add additional and aggravate charging as appropriate due to the existence of the protection order.
11. Obtain a comprehensive account of the incident events from all parties assessing for any signs of elder, child, or sexual abuse and animal cruelty. Assess for co-occurring and interconnected crimes, to include but not be

Glendale Police Department Operations Order		
Domestic Violence		50.500
Date Issued 07-30-99	Revision Date 08-13-20	Page 5 of 13

limited to stalking, harassment, strangulation, firearms prohibitions, protection order violations, electronic crimes, intimidation and threats.

12. Prepare an offense report when a crime has been alleged and as otherwise appropriate. All officers on the scene should complete a supplemental report as to their actions and presence of their body cam footage in evidence. All reports shall be completed prior to the end of the officer's shift and submitted to a supervisor.

- In addition to routine documentation regarding the incident, the officer should ensure that elements as they relate to the domestic violence relationship are captured, including, but not limited to the following:
 - a. Observations upon approach, including the demeanor of the victim, suspect, and witnesses
 - b. Relationship of parties involved (to include from suspect's perspective)
 - c. History of relationship
 - d. Current or past protection orders
 - e. Prior calls to the location involving the suspect
 - f. Probation or parole status of the suspect
 - g. Information on co-occurring crimes to include, but not be limited to, stalking; sexual violence; strangulation; firearms prohibitions; protection order violations; intimidation and threats; and abuse of children, elders, and animals
 - h. Details of any children present
 - i. All threats and intimidation tactics used by the suspect
 - j. Presence or use of firearms or weapons

13. Notify a supervisor if one or more of the parties involved in the incident is determined to be a high-profile party, police officer or police employee, regardless of affiliated agency.

Glendale Police Department Operations Order		
Domestic Violence		50.500
Date Issued 07-30-99	Revision Date 08-13-20	Page 6 of 13

- E. Officer(s) shall not do the following:
1. Make any statement that would discourage a victim from reporting an act of domestic violence.
 2. Threaten, suggest, or otherwise indicate the possible arrest of all parties, to discourage future requests for intervention by law enforcement personnel.
 3. Avoid taking action, because the victim stated prosecution was not desired.
- F. All on-duty field supervisory personnel will monitor domestic violence incidents dispatched to any officer under their command or within their area of responsibility.
1. Whenever possible, the supervisor will respond to the location for the purpose of providing additional safety, monitoring of the situation, and being available for advice.
- G. Supervisors will respond to any domestic violence call where one or more of the parties involved are a police officer or police employee.
1. If the police officer or employee is from another agency the Shift Commander will be notified and the Watch Commander for that agency will be contacted and advised of the situation.
 2. The on-call CID sergeant will be contacted to determine if Family Violence personnel are to be called out to scene.
 3. The on-scene supervisor shall assume command. They should ensure that the crime scene is secure. If CID does not respond, the supervisor shall ensure that all evidence is collected including photographs, recorded statements and interviews, and if probable cause exists an arrest of the predominant aggressor is made per policy.
 4. Notifications:
 - a. When communications personnel receive a call that involves or appears to involve a law enforcement officer, they shall immediately:
 - Notify and dispatch a supervisor, regardless of the involved individual's jurisdiction, and

Glendale Police Department Operations Order		
Domestic Violence		50.500
Date Issued 07-30-99	Revision Date 08-13-20	Page 7 of 13

- Notify responding officers that the call involves a law enforcement officer.
- b. If previously unaware that the call for service involves a law enforcement officer, responding officer(s) shall immediately notify communications personnel and request that a supervisor of higher rank than the involved officer report to the scene, regardless of the involved officer's jurisdiction. If there is no one of higher rank on duty, the shift commander should be notified.
 - c. If a subject involved is employed by this Department, the on-scene supervisor shall notify the Division Commander or their designee and the accused individual's immediate supervisor as soon as possible.
 - d. In the event that the reported incident involves the chief executive of a law enforcement agency, the appropriate prosecutors and the individual with direct oversight of the accused individual shall be notified.
 - e. All notifications and attempts to notify shall be fully documented.
5. Arrest warrants charging law enforcement officers with domestic violence and protective orders issued against law enforcement officers shall be served by no fewer than two officers, with at least one being of senior rank to the officer being served.
 - Staff notification should be made prior to service
 6. In cases where an accused officer is arrested, and firearms have not been seized previously, firearms shall be seized if present either for safekeeping or evidence as appropriate.
 - a. A supervisor shall relieve the accused officer of all service weapons regardless of whether the officer is a member of this Department or another agency.
 - b. If the accused officer is a member of an agency in another jurisdiction, their service weapon shall be relinquished to officials at that agency.
 - c. The supervisor shall debrief all officers who responded to a police employee or high-profile party domestic violence call. The supervisor shall;

Glendale Police Department Operations Order		
Domestic Violence		50.500
Date Issued 07-30-99	Revision Date 08-13-20	Page 8 of 13

- Review department confidentiality guidelines.
 - Reaffirm that information is shared on a need-to-know basis.
 - Establish a clear delineation of assignments in order to assist the victim(s) in a coordinated and consistent manner.
- d. Review all domestic violence reports for accuracy and consistency and conduct after-action reviews to ensure officers are conducting comprehensive, victim-centered, perpetrator-focused investigations.
- H. After completing a preliminary investigation, the responding officer may determine that more intensive further investigation is needed. The officer will request a patrol supervisor to consult. The supervisor will then provide instructions to the officer. If Investigations personnel are not authorized to respond, the officer should complete his/her investigation and the report will be forwarded to the Family Violence Unit for follow-up prior to the end of his/her shift.
- If photographs were taken and/or recordings of interviews captured in regard to the case, they will be uploaded into the storage and retrieval database prior to the end of shift.
- I. Arrest Determination:
- A police officer **shall arrest** if the officer has probable cause to believe domestic violence has been committed **and the crime involved either a physical injury, threatening exhibition or use of a deadly weapon or dangerous instrument.** An officer is not required to arrest in other domestic violence cases but should do so in most circumstances; this is true even if the victim does not desire prosecution.
1. Cite and Release does not apply in the case of Domestic Violence.
 2. If the officer does not make an arrest and the investigation is complete, the officer should state why the arrest was not made in the report (i.e. that the suspect had left the location prior to the officer's arrival, that the suspect was under 15 years of age, the victim would be protected from further injury, etc.) and submit the report directly to the appropriate prosecutor.

Glendale Police Department Operations Order		
Domestic Violence		50.500
Date Issued 07-30-99	Revision Date 08-13-20	Page 9 of 13

3. Where an arrest cannot be made because the offender has left the scene, the officer(s) should attempt to locate, interview, and arrest suspect as soon as possible. If a warrant is needed, the officer(s) should contact CID to obtain and execute the warrant as soon as possible. If the suspect is still outstanding, the Domestic Violence report will be completed before the end of shift and forwarded to Investigations.

4. If it has been determined that no arrest shall be made, the officer(s) should NOT become involved in the disposition of personal property ownership. The officer(s) should remain neutral and be concerned primarily with maintaining the peace and the safety of those present. The officer(s) should stand by briefly while victim or suspect gathers necessities for a short-term absence from the home. Officers may advise the party leaving the home that a civil stand-by may be arranged through a Patrol supervisor at a later date/time if more time is needed to gather personal belongings.

5. If an officer has probable cause to believe that two (2) or more persons committed a misdemeanor or felony, or if two (2) or more persons make complaints to the officer, the officer shall try to determine the predominant aggressor.
 - a. Arrest is the preferred response only with respect to the predominant aggressor.
 - b. The officer shall determine if arrest is the appropriate response for the person or persons who were not the predominant aggressor(s).
 - c. If the officer believes that all parties are equally responsible, the officer shall exercise their best judgment in determining whether to arrest any parties.
 - d. If it is determined that both parties are to be arrested, both parties should have independently committed an act of domestic violence that was not determined to be an act of self-defense. With a dual arrest it is not necessary to complete separate criminal offense reports for the same incident. However, if separate reports are created, both report numbers should be associated for reference.

6. To determine who is the predominant aggressor, the officer shall consider:
 - a. Evidence from the persons involved in the domestic abuse;

Glendale Police Department Operations Order		
Domestic Violence		50.500
Date Issued 07-30-99	Revision Date 08-13-20	Page 10 of 13

- b. The relative severity of the injuries inflicted on each person;
 - c. Nature of injuries;
 - d. Evidence from witnesses of the domestic abuse;
 - e. Whether one of the persons acted in self-defense:
 - A person is justified in threatening or using force against another person when and to the degree the person reasonably believes the force is necessary to protect against the others use or attempted use of unlawful force.
 - To be justified in the use of lethal force, the person must have a reasonable belief that there is imminent threat of death or serious bodily injury. The danger creating the belief of imminent death or serious bodily injury must be real, or honestly believed to be real at the time, and must be founded upon reasonable grounds.
 - There is no duty to retreat before a person threatens or uses force.
 - f. The history of domestic abuse between the parties;
 - g. The likelihood of future injury to each person.
7. When considering who is the predominant aggressor in “mutual combat” incidents, officers should consider ARS 13-415 (Justification of Force) which states if there have been past acts of domestic violence as defined in section 13-3601, subsection A against the defendant (the person who employed force and historical DV victim) by the victim (force recipient and historical DV abuser), the state of mind of a reasonable person under sections 13-404, 13-405 and 13-406 shall be determined from the perspective of a reasonable person who has been a victim of those past acts of domestic violence.
- K. Full Faith and Credit – Any Order of Protection that is valid in another US jurisdiction or tribal court is valid in this jurisdiction per ARS 13-1602. (U).
- L. Police officers should seize firearms lawfully found by virtue of either a valid consent or plain view search at a domestic violence call, when they have reason to believe leaving the weapon behind will expose the victim or another person in the household to a risk of serious bodily injury or death. The firearm must belong to

Glendale Police Department Operations Order		
Domestic Violence		50.500
Date Issued 07-30-99	Revision Date 08-13-20	Page 11 of 13

the suspect only or the officer must get the owner's consent to remove the firearm.

1. Safekeeping firearms will be kept in Property for a minimum of 72 hours per ARS 13-3601(D) (Evidentiary firearms for a minimum of 14 days).
 2. Officers shall give a receipt to the owner/possessor of each seized firearm including the serial number or other identifying characteristics of the firearm per ARS 13-3601(D).
 3. Reports will be forwarded to the appropriate prosecutor who may seek a court order to hold the weapon(s) for up to 6 months.
 4. Officers will note in the report synopsis that there is a seizure of a firearm.
 5. Officers will indicate in the report and the property entry whether the weapon is being held as evidence or seized for safekeeping.
 6. This in no way affects firearms seized for their evidentiary value.
- M. An officer responding to a call for service or incident where Domestic Violence has been, may have been, or might be committed must give the victim a victim's rights brochure which includes:
1. The local police department emergency telephone number.
 2. The telephone numbers of local emergency services.
 3. That the victim may seek an Order of Protection, an injunction pursuant to A.R.S. 25-315, or an injunction pursuant to A.R.S.12-1809, as applicable.
- N. A preliminary injunction is a temporary court order issued to maintain the status quo pending any further hearings and orders dealing with the subject matter of the preliminary injunction (not to be confused with Conditions of Release). Preliminary injunctions are often issued in domestic relations cases by the Superior Court.
1. The party seeking enforcement of the preliminary injunction should be advised to contact the court where the injunction was issued for potential action for contempt of court.

Glendale Police Department Operations Order		
Domestic Violence		50.500
Date Issued 07-30-99	Revision Date 08-13-20	Page 12 of 13

2. Officers will not arrest a subject solely for violating a preliminary injunction. Officers should arrest for any criminal acts committed in conjunction with the preliminary injunction violation.
3. When domestic violence is involved, officers will follow the Glendale Police Department Domestic Violence Policy. Include in the DR that a preliminary injunction has been issued.

50.502 Victim Resources

- A. Victim Assistance is available to respond to scenes involving distraught victims, or where there is an immediate need for resources.
- B. When a peace officer responds to a call alleging that domestic violence has been or may be committed, the officer shall inform in writing any alleged or potential victim of the procedures and resources available for the protection of the victim. The officer will advise the victim of the availability of a shelter and other services in the community and give the victim immediate notice of the legal rights and remedies available by furnishing the victim with a copy of the Victims Rights Pamphlet.

50.503 Custodial Interference, ARS 13-1302

- A. Custodial Interference involves any crime withholding a child from the legal custodian as defined by A.R.S 13-1302.A, which is also designated as a domestic violence crime under 13-3601 when the relationship conditions of that statute apply.
- B. Officers will not remove the child from the home unless the health or welfare of the child is in immediate jeopardy or with a valid court order and D.C.S. as well as a supervisor have approved the removal. D.C.S. will then place the child as appropriate.
- C. In accordance with A.R.S. 13-1302(B) if a child is born out of wedlock, the mother is the legal custodian of the child for the purposes of this policy until paternity is established AND custody or access is determined by a court. The paternity portion is established by valid birth certificate, court order, or D.E.S. Acknowledgement of Paternity.
- D. When completing the incident report, officers should include the following information:

Glendale Police Department Operations Order		
Domestic Violence		50.500
Date Issued 07-30-99	Revision Date 08-13-20	Page 13 of 13

1. How suspects would know that they do not have the legal right to take or keep a child who is entrusted to the custody of another person or institution.
 2. Current status of the legal custody of the child, including any court actions that have occurred or are pending.
 3. How the suspect managed to take, entice, or keep the child from the legal custodian, denying that custodian possession of the child.
- C. If the suspect is the non-custodial parent or agent of a non-custodial parent of the child taken, officers should advise the suspect that the custodial interference charge will be reduced to a Class 1 misdemeanor if the child is returned voluntarily and without injury prior to arrest.
- D. Violations of parenting time or child visitation against the non-custodial parent or other person are considered Access Interference and are handled in accordance with ARS 13-1305.
- E. When the legal custodian of a child is a state agency such as D.C.S. or Juvenile Corrections these investigations will be handled in accordance with A.R.S. 13-1310.

Glendale Police Department Operations Order		
Refusal of Medical Treatment		50.550
Date Issued 11-01-99	Revision Date 03-03-20	Page 1 of 1

50.551 Procedure

- A. During the course of duties, if an officer contacts a subject, with visible injuries or who behaves in a manner that suggests the subject has received an injury, or may require medical or psychiatric care, the subject will be asked if they desire medical attention. If the subject declines medical attention, but the officer believes the injuries are serious enough to warrant medical attention, then paramedics will be called to the scene. Paramedics will attempt to assess and may treat and potentially transport the subject to the hospital. If the subject refuses to accept further treatment, then paramedics may attempt to have the subject sign a refusal of treatment form. Officers shall not sign refusal-for-treatment forms or forms accepting financial responsibility for treatment. Employees may sign EMS pre-hospital care forms witnessing that the patient refused care.

- B. If the individual appears not to be in a mental state such that they are incapable to make rational decisions, and the paramedics determine that the extent of the injuries maybe life threatening and treatment is advisable, the individual will be transported for treatment with or without consent, at the discretion of paramedics.

- C. From time to time officers may believe it is necessary or prudent to request medical attention for a person in custody. When medical attention is offered by responding Fire Personnel, EMTs, hospital medical staff, or other medical professionals, the subject in custody may decide to decline or refuse medical attention. In those cases, medical personnel will routinely request the subject to sign a refusal form indicating that the subject declines medical treatment.

- D. If an officer believes it is safe to do so, a handcuffed subject may be uncuffed to allow the subject to sign the refusal form. If the officer does not believe it safe or prudent to uncuff the subject, then the subject should remain in cuffs. **OFFICERS SHOULD NEVER SIGN AN AUTHORIZATION FOR A CUFFED OR OTHERWISE INCAPACITATED SUBJECT.** Medical personnel may document the pertinent facts, i.e. 1) the subject refused medical attention; and 2) the subject was cuffed and unable to sign. The BWC should be used to record and confirm all offers and refusals of medical attention.

Glendale Police Department Operations Order		
Traffic Control		50.600
Date Issued 02-14-00	Revision Date 08-16-19	Page 1 of 4

50.601 Procedures

- A. Police Officers may be required to direct traffic when traffic signals become inoperable or whenever the normal flow of traffic is disrupted by accidents, emergencies, hazards in the roadway, special events, or any other situation that creates an excessive amount of vehicular traffic.
- B. Employees who observe a situation requiring traffic control will immediately notify police radio of the problem, request appropriate assistance, and take all necessary steps to facilitate the flow of traffic and preserve the safety of the public.
- C. Employees who have received training may regulate traffic by manual control of the traffic signal, when appropriate and available.
- D. Officers will not attempt to direct traffic by utilizing the traffic control panel at major accident scenes unless authorized to do so by either the lead investigator, on-scene command, or a supervisor.
- E. Employees may use traffic control panels or hand signals and a whistle in accordance with the training provided by this department.
- F. All employees will wear a traffic vest while directing traffic, whether the employee is on duty or hired for off duty traffic control.
- G. The use of a flashlight, flares and traffic cones are required in darkness.
- H. Employees should make maximum use of flashlights, flares, traffic cones, barricades, temporary traffic control devices, etc., during periods of darkness or adverse weather conditions, to maintain effective traffic control while minimizing danger to themselves.
- I. Explorer Scouts will be allowed to assist in traffic control only after being trained and approved by the Police Explorer Post Liaison as being competent to handle traffic control.
 - 1. Scouts will not be allowed to direct traffic unless they are in full scout uniform and wearing all necessary safety equipment (i.e. official department approved traffic vest, reflectors, lights, etc.)

Glendale Police Department Operations Order		
Traffic Control		50.600
Date Issued 02-14-00	Revision Date 08-16-19	Page 2 of 4

- 2. Scouts will only be allowed to direct traffic while they are supervised by a police officer present at the site.

- J. Traffic control at fire scenes will be coordinated with the Fire Department Command Post and the Police Scene Supervisor to direct traffic away from the hazardous fire area, fire hoses, crowd congestion, etc.

- K. In cases where traffic collisions occur within construction zones, officers will make every effort not to move any barricading or signage. In the event any barricades or signage is moved or damaged, the officer (or lead investigator) will contact the contractor (or barricade vendor) to have the barricades “properly” replaced.

50.602 Temporary Traffic Control

- A. Portable traffic signs and barricades may be an appropriate form of traffic control in certain situations. Transportation Department should be notified of a potential problem. Placement of any signage will be left to the discretion of the city Transportation Director or the State of Arizona Department of Transportation.
 - 1. Uncontrolled intersections with inoperable traffic signals should be treated as four-way stops as defined in A.R.S.28-645(C)
 - 2. Officers may direct traffic at intersections where traffic signals have become inoperable and intervention would reduce the potential for significant traffic congestion and/or motor vehicle collisions.

- B. Officers will ensure that street obstructions and hazards on city roadways have the proper signs/barricades. The city Transportation Director or his/her department designee will be notified of any hazard as soon as observed by an officer.

- C. If a situation, such as a hole in the street or roadway flooding, etc., causes a traffic problem or danger to the public, officers will take control of traffic until the necessary signs/barricades are in place.

50.603 Barricades

- A. All requests for traffic barricades will be routed through the police dispatcher.

Glendale Police Department Operations Order		
Traffic Control		50.600
Date Issued 02-14-00	Revision Date 08-16-19	Page 3 of 4

- B. The police dispatcher will contact the city Transportation Department for barricades, with the exception of the need for REACT services at which the police dispatcher will contact REACT directly. Barricades will be sent to the specified location.
- C. After-hours requests will be made by the police dispatcher contacting the on-duty roving Public Works Service Representative.
- D. In situations where barricades are erected, and the need arises for the same barricades to be moved to another location, officers will contact the police dispatcher and advise of the new location and number of barricades moved. The police dispatcher will then contact a Public Works representative and forward this information.
- E. In areas where roadways are closed, Public Works (particularly Transportation Department) will be responsible for the placement of barricades. The Police Department may be asked to go to an area where a private vendor has placed barricades to ensure they are up/how many. However, the proper placement of such barricades will be left up to the trained staff of Public Works (i.e., from the Transportation Department).
- F. In situations where barricades are requested by the officer to replace down signage or barricade fencing, the officer will not leave the scene until the Public Works representative, or the private vendor acting on behalf of the city, has responded and placed the barricades.

50.604 Material in the Roadway

- A. During working hours, Public Works will be contacted by the police dispatcher and the appropriate personnel will be sent to remove the material.
- B. After hours, the police dispatcher will contact the on-duty Public Works Representative. The representative will then call out the appropriate personnel to remove the materials from the roadway.
- C. An officer should remove, or cause to be removed, small debris and items that might be a potential hazard (i.e. loose load or traffic collision debris). Spills that are beyond the officer's capability should be removed by either Public Works or the city Environmental Resources Department (in hazardous materials situations).

Glendale Police Department Operations Order

Traffic Control

50.600

Date Issued
02-14-00

Revision Date
08-16-19

Page
4 of 4

- D. In all cases where the material can be considered a potential hazard, the officer should remain and prevent the situation from causing additional problems.

Glendale Police Department Operations Order		
Judicial Enforcement Team		51.050
Date Issued 10-01-99	Revision Date 05-29-19	Page 1 of 5

51.050 Purpose

The purpose of this directive is to establish guidelines for the duties of the Judicial Enforcement Team.

51.051 Objective

The objectives of the Judicial Enforcement Team are to serve arrest warrants issued out of Glendale City Court, orders of protection, injunctions against harassment, court summons, Superior Court mental health orders, and to provide armed security for the Glendale City Court.

51.052 Requirements

Officers assigned to this position are required to have at least three (3) years of service with the G.P.D. as a certified police officer, and have at a minimum, meets standards on his/her previous yearly evaluation.

51.053 Assignment

The Judicial Enforcement Team position is performance based, however, if manpower shortages arise personnel may be reassigned to patrol.

51.054 Chain of Command

Officers assigned to this position will report to the Judicial Enforcement Team Sergeant or designated supervisor.

51.055 Duties

- A. The duties of the Judicial Enforcement Team will include, but are not limited to the following:
 1. Serve arrest warrants issued out of Glendale City Court.
 2. Serve orders of protection issued out of any court in cases where the defendant can be contacted within the City of Glendale.
 3. Serve injunctions against harassment issued out of Glendale City Court (only), providing the defendant resides within the City of Glendale.
 4. Serve Glendale City Court summonses for prosecutors in neighboring jurisdictions, as well as ours.

Glendale Police Department Operations Order		
Judicial Enforcement Team		51.050
Date Issued 10-01-99	Revision Date 05-29-19	Page 2 of 5

5. Serve Superior Court Mental Health Orders on persons within the City of Glendale.
 6. Assist in serving search warrants, when approved by a Supervisor.
 7. Perform armed security for the Glendale City Court (Court Security Officer).
- B. The Judicial Enforcement Team Officer responsible for tracking court orders and subpoenas will be required to maintain a log, and make it available to the chain of command, upon request. The log should include the following:
1. Date and time received;
 2. Type of legal process, civil or criminal;
 3. Nature of document;
 4. Source of document;
 5. Name of plaintiff/complainant or name of defendant/respondent;
 6. Officer assigned for service;
 7. Date of assignment;
 8. Court docket number; and
 9. Date service due
- C. The Judicial Enforcement Team may also be assigned other duties deemed necessary by their supervisor.

51.056 Court Security

- A. Court Security Function / General Responsibilities
1. The Court Security Officer will act as a liaison between the Department and the City Court. Providing this function allows the Department to maintain a presence within the court facility and help to ensure a more rapid response to situations requiring a uniformed police presence. Specific responsibilities of the Court Security Officer include, but are not limited to the following:
 - a. Provide first response to disruptive behavior and the detection of illegal and prohibited items, including illegal substances.
 - b. Maintain order in the courtrooms and public spaces within the facility.
 - c. Monitor surveillance system, operate building alarms, and coordinate evacuation planning.

Glendale Police Department Operations Order		
Judicial Enforcement Team		51.050
Date Issued 10-01-99	Revision Date 05-29-19	Page 3 of 5

- d. Provide oversight for contract security who operate screening equipment to detect prohibited items, preventing them from entering the facility.
- e. Contact defendants by telephone to encourage voluntary compliance with active warrants.
- f. At the direction of court personnel, conduct follow-up investigations involving non-custodial situations. This will include responding to Detention to conduct "LiveScan" fingerprinting operations.
- g. At the direction of the court, take physical custody of individuals that are unable to meet the terms of their sentence or judgment, as previously handed down by the court (i.e. an active warrant).
- h. While operating as Court Security, assigned officer(s) will maintain contact with court personnel by way of an assigned mobile phone, a phone at the Court Security desk, and/or by portable departmental radio, via GPD Communications.

B. Court Security Holding Facility (Glendale Detention)

- 1. Glendale Detention will act as the holding facility for all court related matters. Any rooms at the court facility that had been previously designed and outfitted to provide temporary holding **shall not be utilized for this function**. All the applicable guidelines associated with Court Security within GPD Detention can be found in the Detention Operations Manual. Specific functions related to this include, but are not limited to the following:
 - a. Use of restraints during courtroom proceedings;
 - b. Initial holding facility training, to include fire suppression;
 - c. Prisoner search, processing, and property storage;
 - d. Medical assistance and treatment;
 - e. Facility conditions, maintenance, and inspections;
 - f. Prisoner security, supervision, and safety checks;
 - g. Documentation Requirements (daily log, tracking, and other inventories).
- 2. Equipment that is utilized in GPD Detention, and/or for a Court Security functions, must be readily available for immediate use and maintained in a state of operational readiness. All items that meet these criteria are inspected at regularly prescribed intervals, as indicated in the GPD Detention Operations Manual.

Glendale Police Department Operations Order		
Judicial Enforcement Team		51.050
Date Issued 10-01-99	Revision Date 05-29-19	Page 4 of 5

3. In addition to specifically assigned Court Security, Detention personnel have the ability to utilize electronic surveillance within portions of the court to help ensure security during proceedings.

C. Facilities and Equipment

1. Primary facilities and equipment that relates to the Court Security Officer will be located and maintained in GPD Detention. Additional items that are specific to the court facility that will be monitored and maintained are as follows:
 - a. First aid equipment will be stored and maintained at the Court Security desk. This equipment will be inventoried on a daily basis and documented on the GPD Detention Daily Activity Log. When necessary, first aid supplies will be replenished with the assistance of Detention personnel.
 - b. Evacuation plans, which have been created and approved by the City Fire Marshal, are clearly posted throughout the court facility. In the event of an emergency that requires the implementation of the evacuation plan, the Court Security Officer will act as a coordinator to help facilitate the effort.
 - c. In conjunction with GPD Detention, a documented security survey will be conducted at least once every two years, or as otherwise needed. This comprehensive review will enable the department to ensure that all things associated with the facilities and equipment, as it relates to the Department and Court Security function, are operating correctly and efficiently.
 - d. All electronic equipment within the court facility (computers, surveillance, alarms, etc.) is maintained by the Glendale City Court. The Police Department will be responsible to monitor and maintain GPD Detention, as it relates to Court Security related activities.
 - e. A documented report of all incidents that threaten the court facility, or any persons therein, shall be completed and routed through the chain-of-command, to the Chief of Police. Notifications of such incidents will be made to appropriate and affected outside agencies.

D. Court Alarms / Duress & Panic

Officer(s) assigned to provide Court Security should utilize the panic alarm on their portable radio as a means to notify GPD Communications of situations

Glendale Police Department Operations Order		
Judicial Enforcement Team		51.050
Date Issued 10-01-99	Revision Date 05-29-19	Page 5 of 5

requiring additional police assistance. In addition, all of the courtrooms and other specified areas within the court facility are equipped with duress alarms that immediately notify Communications and Detention of the need for officer response. These alarms are primarily utilized by assigned court personnel, in instances where police personnel are not readily available within the court facility.

E. Additional Considerations

1. The Court Security Officer, in conjunction with GPD Detention shall inspect and test the court building alarms on a monthly basis. Information associated with this task should be documented on the Detention Daily Log, along with the Detention inspection/tests that are related to the same function.
2. Sworn officers are permitted to carry weapons within the Glendale City Court. Officers shall provide the necessary credentials (badge/commission card) in the lobby, upon entering the facility.
3. Individuals in possession of weapons that are not certified peace officers will be directed to the courtyard of the complex, where public lockboxes are available to secure the weapon.

51.057 Dress

Officers assigned to the Judicial Enforcement Team position may wear the standard police officer uniform, or plain clothes as described in the Uniform Regulations guidelines (21.470), unless otherwise directed by their supervisor. The Judicial Enforcement Team Officer that is specifically assigned to the Court Security function shall wear the standard police officer uniform.

Glendale Police Department Operations Order		
Bicycle Certified Officers		51.100
Date Issued 01-29-99	Revision Date 04-09-20	Page 1 of 3

51.100 Objectives for Bicycle Patrol

Officers on patrol bicycles are used to provide an efficient, effective, and environmentally friendly means of patrol. The use of bicycles in a law enforcement capacity provides benefits that include the following:

1. Greater accessibility into city parks.
2. Quicker officer response into congested business areas.
3. Ability to target specific crime locations throughout the city for aggressive enforcement.
4. Provide assistance for select community policing projects in schools and neighborhoods.
5. Utilization at special events.

51.101 Conditions and Limitations on Usage of Police Bicycles

- A. Officers performing bicycle patrol duties will ride with a partner at all times, for officer safety reasons.
- B. During times of excessive heat, bicycle officers should monitor their health and safety due to possible heat related illnesses.
- C. Officers should use caution when riding in the rain or when the roads are wet.
Note: It is not recommended to ride in wet conditions.
- D. All injuries or illnesses should be reported to the officer's supervisors.

51.102 Authorized Users, Qualification, and Training

- A. Authorized users of police bicycles are officers who have successfully completed an approved 40-hour police bicycle officer certification course and have demonstrated proficiency by successfully completing the Glendale Police Department bicycle obstacle course.
- B. Officers will attend periodic in service bike training, as designated by the lead bicycle instructor, to maintain proficiency and skill levels. Officers must

Glendale Police Department Operations Order		
Bicycle Certified Officers		51.100
Date Issued 01-29-99	Revision Date 04-09-20	Page 2 of 3

successfully complete the Glendale Police Department police bicycle obstacle course bi-annually.

- C. Officers who have completed the 40-hour police bicycle school but have allowed their certification to lapse will need to complete a remedial school including attending classroom instruction, trail riding, and obstacle course instruction, prior to qualifying on the course.

51.103 Police Bicycle Maintenance

- A. Officers shall only perform minor repairs and adjustments to the bicycle that they are using for the shift. Equipment will not be added or taken off of a department bicycle with approval from the lead bicycle instructor. A Department approved bicycle mechanic shall perform major repairs, warranty service, and tune-ups.
- B. Officers shall be responsible for maintaining the cleanliness and lubrication of the bicycle used during a shift. Officers shall report any damage or repairs needed to a police bicycle to the lead bicycle instructor.

51.104 Uniforms and Equipment

- A. Bike Certified Officers shall wear the following Department approved uniform/equipment:
 - 1. All black athletic shoes.
 - 2. Black or white low quarter socks when wearing bike shorts.
 - 3. White or black socks when wearing bike pants.
 - 4. Department issued nylon duty web gear.
 - 5. Polo style shirt (long or short sleeve).
 - 6. Bicycle shorts or pants (class C uniform pants are not recommended due to the cut of these pants, as they may get caught in the chain of the bicycle).
- B. Bike officers will wear a Department approved bicycle helmet at all times while operating a police bicycle. It is recommended that officers wear bicycle gloves and eye protection while operating a police bicycle.
- C. Bike officers are responsible for maintaining their equipment in good operating condition and will replace it as soon as possible, or repair it as needed.

Glendale Police Department Operations Order		
Bicycle Certified Officers		51.100
Date Issued 01-29-99	Revision Date 04-09-20	Page 3 of 3

51.105 Patrol Bicycle Storage

There will be mountain bikes stationed at the Gateway and Foothills stations. These bikes will be separate from the bikes assigned to Neighborhood Response Squad personnel. Officers are required to sign the bicycle out for their duty day and sign it back in at the end of shift. Bicycle usage logs will be maintained by the lead bicycle instructor.

Glendale Police Department Operations Order		
Traffic Management		51.200
Date Issued 06-09-00	Revision Date 07-24-23	Page 1 of 25

51.200 Purpose

While the department has a unit whose primary function is that of traffic enforcement, all uniformed employees are responsible for enforcing state and local traffic laws. The following guidelines will be used when investigating traffic collisions or enforcing traffic related laws.

51.201 Roadway/Roadside Hazards

- A. It is the policy of this department to prevent collisions before they happen. Officers will, from time to time, come across hazards in need of immediate attention or hazards that are not presently causing a safety issue. Hazards can range from wires down and traffic signals out to potholes, trees covering traffic signs, or disabled vehicles. Officers are expected to take the appropriate action with safety being the first priority.
- B. When department personnel come upon a hazard that needs immediate attention they will notify communications of the location and nature of the hazard. Communications will notify the responsible department to respond. Uniformed officers will ensure safety of traffic and pedestrians by the use of, but not limited to the following:
 - 1. Hand signal traffic control.
 - 2. Flares, cones, marked vehicle, or crime scene tape.
 - 3. Towing or pushing a vehicle from the roadway.
 - 4. Requesting assistance from another unit.
- C. Hazards not requiring immediate attention can be documented and forwarded to the appropriate department within the city for disposition.

51.202 Collision Reporting

- A. Definitions: Applicable definitions are those contained in the State of Arizona Crash Report Forms Instruction Manual (ACR), or in Arizona Revised Statutes (ARS). Commonly used definitions include:

Collision: An unstabilized situation involving one or more motor vehicles in transport which results in death, injury, or property damage. Collisions involving trains are included when they occur at or near grade crossings. Air or watercrafts are not included.

Glendale Police Department Operations Order		
Traffic Management		51.200
Date Issued 06-09-00	Revision Date 07-24-23	Page 2 of 25

Hazardous Material: Any substance or material, which is capable of posing an unreasonable risk to health, safety, or property when transported in commerce.

Hit and Run Collision: Any collision in which one or more involved drivers fails to comply with ARS 28-663 by not stopping at the collision scene and exchanging information and/or rendering aid.

Physical Injury: Any injury that is plainly visible or a complaint of pain that may or may not require medical treatment (Arizona Crash Report injury severity Code 2-3).

Motor Vehicle: Any mechanically or electrically powered device, not operated on rails, upon which, or by which any person or property may be transported upon a roadway. Does not include a motorized wheelchair, an electric personal assistive mobility device, or a motorized cycle. (ARS 28-101).

Private Property: Any land that is privately owned. This will include canal banks, parking lots, driveways, and privately owned streets.

Roadway: Any road, highway, street, or thoroughfare that is marked, defined or ordinarily used for vehicular travel. This definition will not include the berm, shoulder, or sidewalk.

Serious Physical Injury: Includes physical injury which creates a reasonable risk of death, or which causes serious and permanent disfigurement, serious impairment of health, or loss or protracted impairment of the function of any bodily organ or limb ARS 13-105. These injuries prevent the person from leaving the scene without assistance.

Fatal Injury: An injury that results in death within thirty twenty-four hour time periods after the crash has occurred.

- B. Reports: The following traffic collisions will be documented on the Arizona Crash Report Form.
1. Roadway collisions involving death, injury, or property damage greater than the state minimum.
 2. Roadway Hit and Run collisions involving death, injury, or property damage, regardless of minimum, that are reported at the time of the collision or the discovery of damage.

Glendale Police Department Operations Order

Traffic Management

51.200

Date Issued
06-09-00

Revision Date
07-24-23

Page
3 of 25

3. Private property collisions involving death, serious physical injury, or excessive property damage to other than a vehicle.
 4. Private property Hit and Run collisions listed above or those that include damage to another vehicle regardless of minimum.
 5. Any collision that results in a citation or criminal charges related to the incident.
 6. Any collision that would be in the best interest of the department to report.
- C. Collision Disposition: The following guidelines should be followed in assigning disposition of collisions to personnel.
1. Patrol officers and/or Traffic Services Specialist (TSS) should respond to and investigate most vehicle collisions involving misdemeanor hit and run, property damage and/or physical injury.
 2. Patrol officers and/or TSS should investigate private property collisions.
 3. All fatal traffic collisions will be investigated by assigned personnel of Vehicular Crimes.
 4. The Traffic Unit (Vehicular Crimes or Motors) should investigate roadway collisions involving serious physical injury when criminal charges related to hit and run, criminal speed, reckless driving, and/or impairment are applicable. If unavailable, a patrol accident investigator and/or TSS should respond.

51.203 Measurements, Statements and Diagrams

- A. All state reportable collisions require an approximate area of impact (AI) measurement, at a minimum. Collisions that involve death or serious physical injury, normally an injury severity code of 4 or 5 on the collision face sheet, require more detailed measurements to include each AI, roadway evidence, and uncontrolled final resting positions, at a minimum.
- B. Statements will be taken on all collisions that involve death, serious physical injury, excessive property damage, City of Glendale vehicle involvement, hit & run, or when criminal traffic charges are cited/booked/submitted.
- C. Not-to-scale diagrams are required on all state reportable traffic collisions.

Glendale Police Department Operations Order		
Traffic Management		51.200
Date Issued 06-09-00	Revision Date 07-24-23	Page 4 of 25

- D. To-scale diagrams are required in those collisions involving death, serious physical injury, or any other time a scale diagram would aide in prosecution or investigation.

51.204 Non-Reportable Collisions

- A. Non-reportable collisions are those collisions where there is not an incident of death or injury, a citation is not issued for the collision, and the property damage is less than the state minimum dollar amount (per ARS 28-667).
- B. Non-reportable collisions require only that driver exchange cards be exchanged and a field interview report in Field Base Reporting (FBR) be completed.

51.205 Driver Exchange Information

Driver exchange information will be completed on all state reportable and non-reportable traffic collisions. This information will be provided to the drivers and/or property owners as soon as practicable. Officers will confirm the validity of the information provided by each driver before exchanging cards.

51.206 Late Reported Collisions

Reports that are not investigated at the scene will not be taken, unless there is a death, serious physical injury, or a hit & run that is reported at the time the damage is discovered. All other requests for late reports will be handled by completing a field interview report in FBR only.

51.207 On-Duty City of Glendale Employee Traffic Collision

- A. When a City of Glendale employee is involved in a vehicle collision and the vehicle they are operating is city owned, rented or leased a patrol supervisor will be notified immediately.
- B. If the collision involves a police department employee, a patrol supervisor will respond to the scene and ensure that a complete investigation is conducted. If available and on duty, the employee's direct supervisor will also respond to the scene.
- C. The investigator preference (based on availability) is listed in the following order:
1. Vehicular Crimes Detective
 2. Motor Officer
 3. Patrol Accident Investigator (PAI) and/or Traffic Services Specialist (TSS)

Glendale Police Department Operations Order		
Traffic Management		51.200
Date Issued 06-09-00	Revision Date 07-24-23	Page 5 of 25

4. Patrol Officer

- D. The Vehicular Crimes Sergeant or on call Traffic Division Supervisor will be contacted/consulted for any of the following types of collisions:
1. Sustained injuries which require hospital admittance
 2. When accusation is alleged of a hit and run by city employee
 3. When collision occurs during a police pursuit
- E. All employee traffic collisions will be documented on either an Arizona Crash Report form or field interview report in FBR. Refer to G.O. 22.095 to determine which documentation is necessary (i.e. accident/incident).
- F. The employee involved in a traffic collision will not make statements regarding the collision to anyone other than the supervisor and the collision investigator.
- G. Should the employee be found to have contributed to the traffic collision by the commission of a traffic violation, the investigator, with oversight from the on-scene supervisor will issue the employee a traffic citation.
- H. Photographs and statements are required on all traffic collisions involving city owned, rented or leased vehicles/property and where city liability may be involved.
- I. A supervisor will complete a Risk Management City of Glendale – Incident Notification Report.

51.208 Review/Quality Control

Any supervisor, preferably the direct supervisor of each police employee completing a collision report, will be responsible for ensuring the quality of each report by reviewing and approving the report in FBR.

51.209 Misdemeanor Hit and Run

- A. If the Hit and Run (H&R) vehicle has been immediately identified or easily locatable, the assigned officer will attempt to contact the suspect driver.
- B. A police employee investigating a H&R will take any evidence pertaining to the accident and properly enter it as evidence at GPD.

Glendale Police Department Operations Order		
Traffic Management		51.200
Date Issued 06-09-00	Revision Date 07-24-23	Page 6 of 25

- C. Vehicular Crimes will review and assign H&R cases that meet the solvability requirements in the Records Management System (RMS).
- D. When probable cause exists, the officer/investigator will arrest, submit charges, or issue a citation for the H&R, including all violations present during the collision.

51.210 Felony Hit and Run

- A. If a hit and run traffic collision involves serious physical injuries and the suspect is apprehended, the suspect will be booked on all related charges to include misdemeanor or felony.
- B. The officer will submit an incident report, in addition to the Arizona Crash Report, giving the details of the traffic collision.
- C. Civil traffic violations unrelated to the cause of the traffic collision will be cited at the time of the suspect contact or arrest and will be listed in the incident report.
- D. The Vehicular Crimes supervisor will be contacted on all H&R traffic collisions where there is death or serious physical injury.

51.211 Fatalities/Serious Injury Collisions

- A. The assigned detectives of Vehicular Crimes will investigate fatal traffic collisions, or collisions that have serious physical injuries that may lead to a fatality.
- B. The scene of a traffic collision with a fatality or a serious injury will be secured and managed as any other major crime scene (refer to G.O. #50.700).
- C. Forensics personnel will be contacted at the direction of vehicular crimes to respond and take photographs.
- D. The scene supervisor or primary investigator will be responsible for maintaining a log of all officers present at the scene and will identify those officers required to produce an incident supplemental report detailing their activities at the scene.
- E. The Arizona Crash Report Form for fatality or serious physical injury collision will be completed by the primary investigator and entered into FBR for the supervisor review.

Glendale Police Department Operations Order		
Traffic Management		51.200
Date Issued 06-09-00	Revision Date 07-24-23	Page 7 of 25

- F. For all traffic collisions associated with a fatality the ADOT Traffic Records Early Notification Vehicular Crimes Unit Form will be completed by the primary investigator within 72 hours of the collision and forwarded to the appropriate representative at the Arizona Department of Transportation.
- G. At the completion of the investigation the primary investigator at a traffic collision involving a fatality or a serious physical injury will be responsible for submitting the report to the county attorney or the city prosecutor within a reasonable time when criminal/civil charges are being considered.
- H. The Vehicular Crimes Supervisor will review all completed fatal traffic collision reports prior to being submitted to a prosecutor or closed.

51.212 Collision Investigation Procedures

- A. Purpose: Traffic collisions inherently represent hazards to the motoring public. In addition to this, evidence at the scene can become contaminated due to intrusion into the scene. Initial responding officers must be aware of this and take steps to ensure that the collision scene is secured.
- B. Protecting the scene: As soon as possible, officers need to protect the scene from contamination, as well as protect the public from further damage or injury. Officers may:
 - 1. Utilize traffic cones, flares, and/or line taper to secure an area.
 - NOTE: Caution should always be used prior to utilizing flares. The potential for combustion exists when vehicles have been involved in collisions where fuel and/or oils may be leaking.
 - 2. Provide traffic control, as needed using officers for direction.
 - 3. Utilize marked patrol units as necessary.
 - 4. Using non-public safety personnel for traffic direction should be discouraged and should only be used in extreme emergencies.
 - 5. Officers should make every effort to re-route traffic around the scene in a safe manner and return the traffic to its normal flow expeditiously.
- C. Procedures:

Glendale Police Department Operations Order		
Traffic Management		51.200
Date Issued 06-09-00	Revision Date 07-24-23	Page 8 of 25

1. Upon arrival at the scene, check for injuries and attend to any injuries.
2. Any employee at a traffic collision scene will wear a reflective vest.
3. Mark the position of the vehicles or persons involved in the traffic collision, as needed.
4. If the collision does not involve a fatality or serious injury move the vehicles from the roadway as soon as possible, ARS 28-674.
5. If the vehicles are damaged to the extent that they cannot be driven or pushed from the roadway, advise radio to dispatch a city contracted tow truck to the scene.
6. If the owner of a vehicle has a specific request for a private tow company, advise radio of this request.
7. Take measurements of the collision scene as necessary, in order to complete a diagram, when applicable.
8. Complete any follow-up required, as soon as practicable.
9. The officer investigating the collision will issue citations for all violations present during the collision. This will be done at the collision scene, or as soon as practicable thereafter.

51.213 Fire Hazards

All fire hazards will be treated seriously and will be handled by GFD. If GFD is not on the scene, employees will immediately request their assistance and take any necessary action to stabilize the situation.

51.214 Hazardous Materials Traffic Collisions

- A. If, while responding to or investigating any traffic collision, an employee believes hazardous materials may be involved, he/she will:
 1. Determine a safe approach and distance to the scene.
 2. Immediately notify a supervisor.
 3. Request the assistance of GFD.

Glendale Police Department Operations Order		
Traffic Management		51.200
Date Issued 06-09-00	Revision Date 07-24-23	Page 9 of 25

4. Identify the material by finding one of the following:
 - a. The four digit ID numbers on a placard or orange panel.
 - b. The four digit ID numbers following “UN” or “UA” on shipping paper or package.
 - c. The name of the material on a placard, shipping papers or package.
5. Using the United States Department of Transportation Emergency Response Guidebook, follow the protective actions stated until fire personnel arrive.
6. If the exact substance cannot be identified, the placard may display the Hazard Classification. This can be used with the guidebook to determine an appropriate response to the situation.

51.215 Clearing Collision Scenes

A. Policy

1. As a safety precaution, a traffic collision scene will be cleared before the investigator leaves the location. If it is impossible to clear a scene entirely, field personnel will take all necessary precautions to safeguard the public. City personnel will be requested to correct problems such as downed trees or poles, damaged traffic control devices, and to clear the roadway of debris when a tow truck is not called.

B. Tow Truck Responsibility

1. Per ARS 28-898.C, as amended, “Any person removing a wrecked or damaged vehicle from the highway shall remove any glass or other injurious substance dropped upon the highway from the vehicle.” This means the tow truck driver will sweep the roadway and clear all debris. If the driver fails to remove the debris, he/she will be called back to the scene to do so. If the driver refuses to remove the debris, he/she will be cited.

C. Glendale Fire Department (GFD) Responsibility

1. The disposition officer or a patrol supervisor will be responsible for any biohazard material on scene. If prearranged clean-up services are not available, the city’s Environmental Resource representative will be notified through either the city’s Public Works dispatcher for a daytime response, or

Glendale Police Department Operations Order		
Traffic Management		51.200
Date Issued 06-09-00	Revision Date 07-24-23	Page 10 of 25

their representative for an afterhours response. No harmful material will be “washed down” at the scene, nor will it be left at the scene.

D. Disposition of Property

1. In any collision where the owner or responsible party for the vehicle is transported from the scene or is otherwise unable to take possession of their vehicle and property, an inventory from shall be filled out describing the property remaining in the vehicle.
2. If items of value (i.e., wallets, purses, money, jewelry, etc.) are found at the scene of the collision or left in an involved vehicle, they shall be immediately returned to their owner. If this is not possible, the item(s) will be logged into property for safekeeping.
3. If probable cause exists to believe that criminal charges may result from a traffic collision involving death or serious physical injury the involved vehicle(s) may be seized as evidence and secured in the Glendale Police Vehicle Impound Lot.

51.216 Traffic Enforcement

- A. Per ARS 28-1872, Article III (a), and ARS 13-3883(B), officers may issue citations for subjects for suspected civil and criminal traffic violations who are non-residents of this jurisdiction (i.e., other cities, states, and foreign countries).
- B. Traffic enforcement is necessary to ensure the safe operation of vehicles on the roadway. Officers will accomplish this using a variety of techniques.
 1. Visible traffic patrol/enforcement. The sight of a patrol vehicle or motor is a deterrent.
 2. Positioning of the patrol vehicle or motor in high collision areas, or areas of concern to the public, in order to enforce traffic laws.
- C. Being stopped by a police officer is a traumatic and stressful experience for most motorists. Officers are expected to conduct themselves professionally and to maintain control during a traffic stop. Officers are expected to do the following:
 1. Initiate traffic stops based on observation of a violation of a law, or after establishing that a violation took place when dealing with a citizen.

Glendale Police Department Operations Order		
Traffic Management		51.200
Date Issued 06-09-00	Revision Date 07-24-23	Page 11 of 25

2. Anticipate a safe stopping location, or have the violator move his/her vehicle to a safe location during the contact. Officers should weigh the need for a traffic stop against traffic problems that may be caused by a traffic stop in the wrong place or at the wrong time.
3. Greet the violator with an appropriate title such as Sir or Ma'am and request the needed documentation such as driver's license, registration, and proof of insurance.
4. Explain the violation and officer actions (warning or citation) to the violator and court options. Officers may then issue the Notice to Defendant and Court Brochure depending on the nature of the violation.
5. If necessary, assist the violator in re-entering the flow of traffic or verify his/her vehicle is in a safe location.

51.217 Stopping the Vehicle

- A. Using the police emergency lights, the officer will attempt to pull the vehicle over into an available space along the street, highway, or private property.
 1. If at night, an attempt should be made to stop the vehicle in a well-lighted area.
 2. Upon stopping the vehicle the officer will notify the radio dispatcher and advise the following:
 - a. Location of stop
 - b. Vehicle license number

51.218 Assisting Officers

If an officer is assisting another officer at a traffic stop, whether they are the officer's partner or their back-up, the assisting officer will position themselves on the right side of the stopped vehicle in such a way to allow them visibility of any area that has driver/passenger access.

51.219 Speed Measuring Devices (Radar, Laser)

- A. Radar and Laser are effective tools utilized in conjunction with an officer's visual observations to identify and deter speed violators and to educate the public. Models that may be in use are, but are not limited to:

Glendale Police Department Operations Order		
Traffic Management		51.200
Date Issued 06-09-00	Revision Date 07-24-23	Page 12 of 25

1. Falcon Hand Held Traffic Radar / Kustom Signals, Inc.
2. Talon/Talon II Traffic Radar / Kustom Signals, Inc
3. Pro-Laser III Hand Held Traffic LIDAR (Laser) / Kustom Signals, Inc.
4. Pro-Lite + Hand Held Traffic Lidar (Laser) / Kustom Signals, Inc.
5. Pro Laser IV Hand Held Traffic LIDAR / Kustom Signals Inc.
6. Raptor RP-1 Moving Radar/Kustom Signals, Inc.

51.220 Required Skills and Knowledge

- A. Prior to using the radar or laser each officer will receive instructions on the operation of the instrument and will be familiar with the basic court testimony requirements. Officers will attend training presented by a certified radar/laser instructor. This will include both classroom instruction and practical training.
 1. The radar operates under the Doppler Theory of radar, which is a well-established legal means of determining speeds of motor vehicles.
 2. Laser determines speed using the time-distance equation, which is a well-established legal means of determining speed of motor vehicles.

51.221 Application

- A. Policy regarding speeds to cite for will be issued as the need arises at the discretion of the Chief of Police or designee.
 1. It is not mandatory to cite all persons stopped. Policy regarding warnings vs. citations may change according to proper selective enforcement procedure.
 2. The radar will not be used to the extent it becomes a "speed trap" device. Its sole purpose is a selective enforcement tool for safer traffic flow, not as a revenue source.

51.222 Maintenance

- A. Operation and the identification of any need for maintenance of the radar/LIDAR instrument will be done according to the certification training received by the operating officer.
- B. Radar/Laser units are delicate instruments and should be handled accordingly. Any malfunction or damage to the unit must be reported as soon as possible.

Glendale Police Department Operations Order		
Traffic Management		51.200
Date Issued 06-09-00	Revision Date 07-24-23	Page 13 of 25

- C. An officer identified by departmental staff will be responsible for the maintenance of traffic radars/LIDAR assigned to the Patrol Divisions. This officer will also coordinate with a certified repair facility to complete the repairs/calibrations for their assigned patrol bureau radar units.
- D. The radar/LIDAR equipment assigned to the Traffic Unit will be maintained by a representative of that group. This officer will coordinate with a certified vendor to facilitate repairs and calibrations.

51.223 Radar Sign Out Logs

- A. In an effort to establish accountability and tracking of the radar/LIDAR devices assigned to the Patrol Divisions, the following procedures will be followed:
 1. Radar units, the corresponding tuning forks, as well as LIDAR units will be assigned to the Patrol Scheduling Officer. It will be the responsibility of the Patrol Scheduling Officer to assign the radar/LIDAR units to Patrol Sergeants for dissemination to Patrol Officers.
 2. If the tuning fork is missing and/or there is damage to the radar/LIDAR unit, it will be the officer's responsibility to bring it to the attention of their supervisor. The supervisor will then investigate the loss or damage.

51.224 Window Tint

Only officers who have familiarized themselves with the instructions accompanying the window tint meter, and who have been trained in their use, will operate the window tint-measuring device.

51.225 Traffic Citations

- A. A Traffic Unit Supervisor will inventory citation books received by the police department.
- B. Supplies of citation books will be kept in a secured area at each of the substations, with access granted only to a supervisor or their designee.
- C. Citation books will be issued by a supervisor or designee, who will verify that the citation book issued is complete and in sequence, without any missing copies.

Glendale Police Department Operations Order

Traffic Management

51.200

Date Issued
06-09-00

Revision Date
07-24-23

Page
14 of 25

1. Officers will complete and sign an audit form for each book issued, which includes the officer's name, employee number, the date, and the first and last citation numbers.
 2. The audit form will be forwarded to the records section.
- D. Citation books will only be issued to officers and non-sworn TSS personnel of the Glendale Police Department.
- E. Completing the ATTC Handwritten Citation form (considerations):
1. When the issuance of an electronic citation is not possible, paper citations will be hand printed, clearly and legibly.
 2. NCIC abbreviations will be used where applicable.
 3. Every block in the citation will be filled out completely. The word "NONE" will be entered in spaces where the information is not applicable (driver license number, business address, residential address, etc). The word "REFUSED" may be entered in appropriate spaces when the violator refuses to provide requested information.
 4. The violator's phone number (both home and business) should be obtained and documented in the appropriate box on the citation.
 5. If the person receiving the citation has no middle name, the officer will leave the middle name field blank.
 6. If the violation is accident related it shall be indicated in the space(s) provided.
 7. The violation should be listed from the location from which it was first observed (i.e., 5600 W. Northern Ave).
 8. If the violation occurred in an intersection the exact intersection should be listed (i.e., 55 Ave. and W. Glendale Ave).
 9. The legal speed limit for red light and stop sign violations is "0" and should be listed as so.
 10. The violation will be listed as to its A.R.S. or City code, as well as a printed explanation of the violation.

Glendale Police Department Operations Order

Traffic Management

51.200

Date Issued
06-09-00

Revision Date
07-24-23

Page
15 of 25

11. The without admitting guilt box should be checked for criminal traffic or criminal violations. A signature will then be required.
 12. The without admitting responsibility box should be checked for civil traffic violations. A signature is desired but not required.
 13. Check civil traffic, criminal, or criminal traffic depending on which applies.
 14. Check the military box, if applicable.
- F. Turning in completed Citations
1. Hand written citations will be turned into the citation box at the officer's duty station no later than the end of shift.
- G. The primary method for the issuance of a citation will be in RMS.
1. The citation form in RMS should be used to document citations and warnings.
 2. All critical fields must be completed and displayed on the defendant printout and transmitted to the court.
 3. Civil citations do not require a defendant signature.
 4. Criminal citations require a defendant signature. The copy will be turned into the citation box at the officer's duty station no later than the end of shift.
 5. The citation form in RMS will need to be work flowed in RMS so that it can be submitted to the court by the completion of shift.

51.226 Court Appearance Dates

- A. The officer will check the appropriate court appearance block, which is determined by whether the violator is an adult or a juvenile.
1. Adults
 - a. Criminal Traffic - Adults will be cited into the Glendale City Court 30 days from the violation on the officers assigned criminal arraignment day/time.

Glendale Police Department Operations Order

Traffic Management

51.200

Date Issued
06-09-00

Revision Date
07-24-23

Page
16 of 25

- b. DUI Violations- Misdemeanor DUI's will be cited into the Glendale City Court 15 days from the violation on the Officers assigned criminal arraignment day/time.
- c. Civil Traffic - Adults will be cited into Glendale City Court 30 days from the violation on the officer's assigned civil arraignment day/time.
- d. Multiple Violations - If multiple traffic citations are issued and one is a criminal traffic charge, then all of the citations need to have the same court appearance date (criminal traffic citation criteria).

2. Juveniles

- a. Criminal Traffic - Juveniles will be cited into Glendale City Court within 30 days from the violation on a date scheduled by the court for Juvenile cases. This includes DUI and associated Liquor violations.
- b. Civil Traffic - Juveniles will be cited into the Glendale City Court 30 days from the violation on the Officers assigned civil arraignment day/time.
- c. City Code/Curfew Violations - Juveniles being cited for a City Code Violation to include Curfew will be cited into the Glendale City Court on the Officers assigned adult criminal arraignment day/time. City code violations are the jurisdiction of the Glendale City Court, not the Superior Court which handles all other juvenile criminal issues.
- d. Check the appropriate Glendale City Court box for juveniles being cited for traffic violations and/or Title 4 violations.

B. Do not assign a court date to a violator that falls on a weekend or a holiday when the court is closed.

51.227 Recognizing Violations

- A. Officers should uniformly enforce traffic violations.
 - 1. Cite violators for traffic violations that were clearly observed.
 - 2. A warning is sufficient if any doubt exists as to the occurrence of the violation.

Glendale Police Department Operations Order		
Traffic Management		51.200
Date Issued 06-09-00	Revision Date 07-24-23	Page 17 of 25

- B. Violations will be based on ARS Title 28, Traffic Laws of the State of Arizona, and Glendale City Ordinances, to include, but not limited to the following:
1. Speed violations
 2. Hazardous and non hazardous violations
 3. Off-road vehicle violations
 4. Equipment violations
 5. Newly enacted laws and/or regulations
 6. Pedestrian and bicycle violations

51.228 Commercial Vehicles

- A. Commercial vehicles, which are found to be in violation of A.R.S. Title 28, or Federal Carrier Regulations (FCR) are to be cited or warned for the violation, as the officer deems necessary.
- B. Only officers who are certified for Federal Code Enforcement will cite commercial vehicles, which are found to be in violation of any Federal codes.
- C. Only officers certified for inspections will conduct commercial vehicle inspections. A Level I inspection will not be done unless a minimum of two (2) officers is present to conduct the inspection.
- D. Inspections will be documented on a Driver Vehicle Inspection Report (DVIR) and delivered to DPS in accordance with program regulations. The report will either consist of a paper copy or electronic version of the DVIR.

51.229 Voiding Citations

- A. Voiding Paper Citations
1. Write "VOID" across the entire face of the citation to void entire citations.
 2. Write the reason for voiding the citation on back of the law enforcement copy.
 3. Only void when you have all 4 copies of the citation at hand.
 4. Sign the back of the law enforcement copy.
 5. Immediate supervisor will sign the back of the law enforcement copy also.
 6. The voided citation will be forwarded to the records section.
- B. Paper Citations may only be voided, prior to being deposited with the court.
1. The citation may be voided in the presence of the person issued the citation at the time of the alleged violation.

Glendale Police Department Operations Order

Traffic Management

51.200

Date Issued
06-09-00

Revision Date
07-24-23

Page
18 of 25

2. If the person issued the citation has left the scene, prior to the citation being deposited with court, the officer may use other means to contact the person. Approval from a supervisor is needed if this is done.
3. If the person issued the citation cannot be contacted, the citation will be deposited with the court. The officer will have to appear in court and a judge or hearing officer will void or dismiss the citation at the officer's request.

C. Lost or Stolen Paper Citations

1. Memo to immediate supervisor including citation number(s) and the circumstances surrounding the loss/theft.
2. If a citation(s) is stolen a DR will be completed, along with the memo.
3. The memo and the DR (if applicable) will be forwarded to the records section.

D. Unusable Paper Citations

1. Memo to immediate supervisor including citation number(s) and the circumstances surrounding the damaged/unusable citations.
2. The memo and citation(s) will be forwarded to the records section

E. Continuance

1. Complete a request for Motion to Continue and Order.
2. Forward the completed request to the city court.

F. Voiding Electronic Citations

1. Citation must be voided in RMS through the Void Citation tab located within the Citation.
2. Officer will say yes to voiding citation, provide date and time it's being voided, who is voiding the citation and the reason why it is being voided.
3. If Citation has already been work flowed in the RMS, the officer must email Records and the Prosecutor's office notifying requesting the citation to be voided and dismissed including the Citation number, Defendant's name,

Glendale Police Department Operations Order		
Traffic Management		51.200
Date Issued 06-09-00	Revision Date 07-24-23	Page 19 of 25

Defendant's DOB, and the reason for voiding the citation. Records will then void the citation in RMS.

51.230 Dismissal of Citations

- A. Citations that have been deposited with the courts may be dismissed but require notification to the Prosecutor's Office and the reason for dismissal.
- B. Citations issued through RMS can be voided. Officers who wish to have a citation dismissed must send a request to the Prosecutor's Office.

51.231 Routing of Paper Citation Copies

- A. Completed citations
 - 1. The original citation, court copy, and law enforcement copy will be placed in the citation basket at the officer's respective duty station. Citations completed through RMS only require criminal citations to be routed and one copy needs to be submitted to the citation basket.
 - 2. The individual removing the original citations from the citation basket will fill out a citation-tracking sheet and will remove the "Law Enforcement Copy" from the court copies. For criminal citations completed through RMS, the Lieutenant will need to document the citation as received through the RMS Criminal Citation Review workflow.
 - 3. The original citations will be released to personnel from the Glendale City Court. When the citations are released to the Glendale City Court, the citations will have been deposited with the courts.
 - 4. The law enforcement copy of the citations will be forwarded to the records section. All citations submitted through RMS will remain within the RMS.
 - 5. The records section will maintain the copies for two years.

51.232 Refusal to Sign Traffic Citation / Be Fingerprinted

- A. Criminal, Criminal Traffic, or Criminal-City Code Offenses:
 - 1. If a violator refuses to sign a citation, or give the appropriate fingerprint on the citation as per policy, for any criminal, criminal traffic, or criminal-City code offense(s), the officer may follow one of the listed procedures:

Glendale Police Department Operations Order

Traffic Management

51.200

Date Issued
06-09-00

Revision Date
07-24-23

Page
20 of 25

a. On the scene arrest:

- The officer will advise the violator that refusal to sign the citation and/or refusal to give the appropriate fingerprint on the citation will lead to an arrest, in which case the violator will be booked into jail for the violation.
- If the violator still refuses to sign the citation and/or give the appropriate fingerprint, the officer will then place the violator under arrest, transport the violator to GPD, and book the violator for the violation.
- The violator's car may be impounded as per written directives.
- If the violator now, or at any later time, agrees to sign the citation or give the fingerprint, whichever they refused, the violator may then be cited and released. If not, they will be held for an initial appearance before the magistrate.

b. Summons:

- In emergency or exceptional cases where a violator refuses to sign the citation, the officer may decide to release the violator at the scene and have the Court issue a summons for the violator at a later date.
- The decision to use a summons is only viable if the officer already has all the necessary information pertaining to the violator (name, address, driver's license, etc.) and the information pertaining to the violator's vehicle.
- If the officer feels that the violator will not be available to receive a summons at a later date, an arrest is more appropriate.
- Violators experiencing some form of trauma or elderly violators afraid to sign the citation may be examples of cases where a summons may be preferable.
- The officer will submit an offense report outlining the incident. The City Prosecutor will review the report and decide on whether to issue a summons for the violator.

Glendale Police Department Operations Order		
Traffic Management		51.200
Date Issued 06-09-00	Revision Date 07-24-23	Page 21 of 25

B. If a traffic violator refuses to sign the civil traffic citation being issued, the officer should follow the following procedure:

1. Fill in the blank for the traffic violator's signature with the word "refused" or a word of similar meaning.
2. Hand a copy of the citation to the violator. If the violator refuses to take the copy, the violator's copy should be left in a conspicuous place, either inside or outside of the vehicle. Unlike a criminal traffic citation, the violator is not required to sign a civil traffic citation. All that is required is that the officer deliver a copy of the citation to the violator.

C. Fingerprinting for Civil Traffic Violations

1. When officers are issuing a traffic citation for a Civil Traffic violation only, the officer may ask the violator if they will voluntarily give their fingerprint on the citation. The violator may refuse to do so without any consequence to the violator. Being fingerprinted on Civil Traffic Violations is strictly voluntary on behalf of the violator.

51.233 Suspended, Revoked, Etc.

- A. Persons found operating a motor vehicle while their license is suspended, canceled, revoked, or refused are guilty of a class 1 misdemeanor.
- B. Persons found operating a motor vehicle under these conditions may be placed under arrest for ARS 28-3473.A, transported to GPD, and booked.
- C. The vehicle shall be impounded in accordance to ARS 28-3511.
- D. The violator must be cited for ARS 28-3473.A (Suspended, Canceled, or Revoked License) and the citation must accompany the booking slip.

51.234 Suspended Registration for Financial Responsibility

- A. Persons found operating a motor vehicle while the vehicle registration is suspended for reasons of financial responsibility (M/I suspension) are responsible for a civil traffic violation per ARS 28-4139.A.
- B. Persons found operating a motor vehicle under these circumstances are subject to the following:
 - 1.

Glendale Police Department		
Operations Order		
Traffic Management		51.200
Date Issued 06-09-00	Revision Date 07-24-23	Page 22 of 25

1. The vehicle license plates will be seized by the officer and placed in the appropriate marked box at the officer's respective duty station.
2. The violator will be cited for Suspended Registration (civil traffic).

51.235 DUI on a Suspended, Revoked, Etc. License

- A. Persons found to be operating a motor vehicle while under the influence of intoxicating beverages, while also operating the vehicle while their driver license is in state of suspension, cancellation, revocation, or refusal, or while a restriction is placed on their license or privilege to drive as a result of a violation of DUI, Extreme DUI, or Admin Per Se, other than suspensions for financial responsibility, are guilty of a class 4 felony.
- B. Financial responsibility suspensions are not a sufficient basis on which to base this type of charge. The person should be handled in accordance with directives regarding F.R. suspension and DUI.
- C. Persons accused of the above will be transported to GPD and booked for ARS 28-1383.
 1. No citations will be issued on this charge.
 2. The officer should ask the violator if he/she was ever notified of the suspension, cancellation, revocation, or refusal and, if so, how they received that notification. If the suspect is in custody this inquiry should be given after Miranda.
 3. The violator should be booked as per written directive concerning DUI, unless circumstances exist that prevent this from occurring (vehicle accident, injuries, hospitalization, etc).
 4. The officer will submit an offense report along with the other necessary paperwork.
 5. Additional charges should be included in the offense report for review by the County Attorney's Office. The supporting charges should also be placed on the County Attorney's Office charging transmittal that is submitted with the report.
- D. MVD will be contacted by the Court Liaison and asked to supply a written verification of the suspension, cancellation, revocation, or refusal.

Glendale Police Department Operations Order		
Traffic Management		51.200
Date Issued 06-09-00	Revision Date 07-24-23	Page 23 of 25

- E. If written verification is received from MVD, the felony DUI charge will be submitted to the County Attorney's Office for prosecution.
- F. If the County Attorney's Office should decide to prosecute, the violator will be summoned to appear in court to face the charges.
- G. If the violator is a juvenile, the officer will refer the juvenile to the Juvenile Court Center for prosecution.
 - 1. The juvenile will be Juvenile Referred and released to parents or guardians.
 - 2. An offense report will be submitted along with the Juvenile Referral.
 - 3. All the appropriate DUI paperwork will be completed, including the results of the intoxilyzer or the refusal to take test.

51.236 Fictitious Plates

- A. ARS 28-2531.B.1 states that it is a Class 2 Misdemeanor to attach number plates to a vehicle that are assigned to another vehicle or display month and date tabs on a plate knowing them to be fictitious, or to have been stolen, canceled, revoked, suspended or altered.
- B. In circumstances where an officer encounters fictitious plates the following procedure should be used:
 - 1. Verify the vehicle registration by running a registration check by M.D.T. or through G.P.D. radio, to ensure the plate and / or tab is fictitious.
 - 2. Run a registration and wants check on the vehicle's V.I.N. to find the vehicle's true registration, (proper plate, expiration, and registered owner), and place the proper information on the citation under vehicle information / owner.
 - 3. Detach the fictitious plates from the vehicle.
 - 4. General provisions under Cite and Release and exception to Cite and Release Policy applies.
 - 5. Obtain and place the incident number on the citation.

Glendale Police Department Operations Order		
Traffic Management		51.200
Date Issued 06-09-00	Revision Date 07-24-23	Page 24 of 25

6. Submit an offense form with the appropriate incident number, giving the details leading to the seizure.
7. Impound the seized, fictitious plates in Evidence pending court disposition.

51.237 Altered Drivers License

- A. ARS 28-3478.1, states that it is a Class 2 Misdemeanor for any person to knowingly display or cause to permit to be displayed or have in his possession a canceled, revoked, suspended, fictitious or fraudulently altered operators or chauffeurs license.
- B. In circumstances where an officer encounters an altered drivers license, the following procedure should be used:
 1. Seize the altered drivers license.
 2. General Provisions under Cite and Release, and exceptions to Cite and Release Policy applies.
 3. Submit an offense form giving the information leading to the seizure.
 4. Ascertain the correct information pertaining to the suspect (i.e., correct name, correct DOB, etc.) and include it in the DR along with the suspect's explanation as to why the drivers license was altered.
 5. Place the seized altered drivers license in a GPD property locker as evidence pending court disposition.
 6. If the altered drivers license charge results in a conviction, the City Court will inform GPD. The altered drivers license will then be sent back to the state of origin or destroyed in accordance with the issuing, government entity's directions.

51.238 Selective Traffic Enforcement

- A. Selective Traffic Enforcement is the intensified effort to obtain a goal of voluntary compliance with the traffic laws and/or reduction of traffic accidents.
- B. Initiation of Selective Traffic Enforcement may be as the result of the following reasons, but is not limited to the following:
 1. Citizen complaint

Glendale Police Department Operations Order

Traffic Management

51.200

Date Issued
06-09-00

Revision Date
07-24-23

Page
25 of 25

2. Analysis of traffic accident experience and traffic complaints. This will allow seasonal profiles of these problem locations.
- C. Implementation of Selective Traffic Enforcement may be by the Patrol Divisions or the Traffic Unit.
- D. Selective Traffic Enforcement may consist of citations, warnings, high visibility or other reasonable means. Cars, motorcycles, radar, aircraft, or any other reasonable equipment may be used to obtain the ultimate goal.
- E. The supervisor in charge, who shall monitor the enforcement's results, should determine the length of the Selective Traffic Enforcement.

Glendale Police Department Operations Order		
Vehicular Crimes Squad		51.260
Date Issued 02-14-01	Revision Date 05-10-23	Page 1 of 4

51.260 Vehicular Crimes Squad

Purpose: The *Vehicular Crimes Squad* is responsible for providing highly specialized and professional personnel to investigate all traffic collisions occurring within the City of Glendale which involve fatal injury, and those collisions involving serious physical injury where criminal charges are present. The squad also investigates traffic collisions involving the crime of misdemeanor hit and run that meet the solvability requirement in the Records Management System (RMS).

51.261 Assignment

- A. Assignment to the Vehicular Crimes Squad (VCS) will be made at the discretion of the Chief of Police.
- B. Assignment to the Vehicular Crimes Squad will be based on the Officer's ability to successfully pass an entrance examination to consist of a written test and an oral interview.
- C. Assignment to the Vehicular Crimes Squad is considered a performance- based position, therefore investigators must maintain a minimum of meets standards criteria on their annual performance evaluation in order to remain in the squad.

51.262 Qualifications

- A. Officers must be willing and able to meet the demands of the squad such as call-outs, call-backs, and differential shifts.
- B. Officers must have demonstrated proficiency in collision investigation while serving as a patrol officer such as, but not limited to, acting as a Patrol Accident Investigator (PAI).
- C. Officers must be willing to complete and must successfully pass, highly specialized training courses conducted by the Institute of Police Training and Management (IPTM) and other recognized organizations pertinent to the field of crash reconstruction.

51.263 Duties

- A. Vehicular Crimes Squad Investigators will be required to respond and take disposition of:
 - 1. All fatal injury collisions

Glendale Police Department Operations Order

Vehicular Crimes Squad

51.260

Date Issued
02-14-01

Revision Date
05-10-23

Page
2 of 4

2. All serious injury collisions that create a reasonable risk of death, or that causes serious and permanent disfigurement, serious impairment of health or loss or protracted impairment of the function of any bodily organ or limb;
3. All serious injury or life-threatening collisions where any driver/pedestrian is impaired, one or more of the involved vehicles/drivers left the scene of the collision (hit and run), or if there is evidence of reckless driving prior to the collision;
4. Any officer/city employee involved, or city vehicle involved collision that results in serious injury. Any potentially high profile, or high liability, or media sensitive collision;
5. If the injury or death is a result of an “intentional act” in which the vehicle was used as a weapon or a means to cause damage, contact the On-Call criminal investigation sergeant.
6. Other circumstances or conditions related to collisions not covered above may be taken into consideration by the Shift Commander or the Vehicular Crimes Supervisor in determining whether the Vehicle Crimes Squad will be called out.

51.264 Field Training

- A. All officers filling positions within the Vehicular Crimes Squad will be required to spend their first two weeks in field training with a Senior VCS Investigator, as designated by the Vehicular Crimes Squad Sergeant.
- B. Investigators may be afforded the opportunity to attend various in-service training courses, as well as membership in the Southwestern Association of Technical Accident Investigators (SATAI).
- C. Investigators will be required to become proficient in the use of all VCS related equipment and programs, such as, but not limited to the following:
 - Leica and Sokkia Total Stations
 - Crash Data Retrieval Systems (CDR)
 - Vehicle weigh scales
 - Forensics digital photography
 - CAD drawing programs
 - Trimble Forensics X7 scanning system
 - Emlid Reach RS2 GPS GNSS system

Glendale Police Department Operations Order		
Vehicular Crimes Squad		51.260
Date Issued 02-14-01	Revision Date 05-10-23	Page 3 of 4

- D. Investigator’s primary duties during their first year of assignment to the squad will be limited to misdemeanor hit and run investigations. During this time investigators will be called to assist with fatality investigations, when available. The Vehicular Crimes Supervisor will determine the scope of duties during the Investigator’s first year of assignment.
- E. After the first year of assignment to the squad, investigators who have demonstrated proficiency in taking disposition of fatality investigations, as determined by the VCS Sergeant, may be placed in the on-call rotation, may be required to respond to VCS call-outs, and may take disposition of these incidents.

51.265 Equipment

- A. Detectives assigned to the Vehicular Crimes Squad (VCS) will be issued specialized equipment in order to better perform the tasks required by the position. Examples of this equipment include:
 1. *Unmarked Police Vehicle / Take-Home Vehicle* - It will be the responsibility of the officer to maintain the vehicle in top condition at all times. The officer will be allowed to drive the car to and from their residence in order to more efficiently respond to call-out situations and to be “in service” as soon as they leave their residence. Detectives will not be allowed to operate the vehicle for personal use. Detectives may drive the vehicle to and from any department-related function.
 2. *Laptop Computer* - The Detectives will be assigned a laptop computer, which doubles as a Mobile Data Computer (MDC).
 3. *Digital Camera*
 4. *Roll-a-Tapes* and any other equipment, as needed.

51.266 Vehicle Impound Lot

- A. The Vehicle Impound Lot will be maintained by the VCS Sergeant or assigned VCS Investigator.
- B. A VCS Investigator may be assigned by the VCS Sergeant to conduct weekly inspections of the lot and vehicles impounded within it. An evidence log will be maintained by the VCS Sergeant or assigned VCS Investigator.

Glendale Police Department Operations Order

Vehicular Crimes Squad

51.260

Date Issued
02-14-01

Revision Date
05-10-23

Page
4 of 4

- C. All VCS Investigators will be issued a key granting them access to the Vehicle Impound Lot. VCS Investigators are the only persons who are authorized access to the Vehicle Impound Lot. While on the lot premises all other parties must be accompanied by a VCS Investigator at all times.

- D. VCS Investigators will log all vehicles placed into the Vehicle Impound Lot into the evidence log at the time the vehicles are placed into the lot. Vehicles will also be logged into the Field Base Reporting System (FBR). When a vehicle is removed from the Vehicle Impound Lot the date of removal and to whom the vehicle was released will be noted on the evidence log. The VCS Sergeant or assigned VCS Investigator will update the evidence log once a removal date and release notes are added to the evidence log.

- E. Lost or stolen keys must be reported to the VCS Sergeant within 24 hours of discovery.

- F. Security breaches and/or damage to impounded vehicles must be documented and reported to the VCS Sergeant within 24 hours of discovery.

Glendale Police Department Operations Order		
Traffic Management - Parking Enforcement		51.270
Date Issued 10-01-99	Review Date 03-16-23	Page 1 of 3

51.270 Parking Enforcement

- A. Officers are reminded that compliance with the parking regulations is the primary reason enforcement action is taken.
- B. A warning may be appropriate when the infraction does not create an immediate hazard to motorists, and where there is no history of a prior violation for the same offense.
- C. Handicapped Zones are the responsibility of the Volunteer Parking Control Officers as well as Traffic Services Specialists. Action may be taken by a patrol officer upon complaint.

51.271 Abandoned Vehicles

- A. Abandoned vehicles are defined in A.R.S. § 28-4801(1) as those which are left unattended upon a street, alley, or roadway for a period in excess of 48 hours.
- B. Any officer suspecting a vehicle of being in violation will use the following procedure for self-initiated activity as well as for calls initiated through the Communications Center.
 1. The officer will fill out an Unattended Vehicle Check sticker and place the sticker on the rear window of the vehicle on the side that is closest to the center of the roadway. If placement on the rear window is not possible, then placement of the sticker should be at a point of maximum visibility to the driver of the vehicle.
 2. On tractor trailer rigs, the sticker may be placed on the left front window.
 3. On motorcycles, the form may be placed on the rearview mirror, seat, or handlebars.
 4. On utility, horse, boat or recreational trailers, the sticker may be placed on the tongue of the trailer
 5. The officer will complete a Field Interview entry into the Records Management System (RMS). This will allow the service to be tracked through final disposition in Premier one.

Glendale Police Department Operations Order

Traffic Management - Parking Enforcement

51.270

Date Issued
10-01-99

Review Date
03-16-23

Page
2 of 3

- C. Volunteer Parking Officers who suspect a vehicle of being in violation will use the following procedure for both self-initiated activity, calls initiated through the Communications Center, calls received through the Abandoned Vehicle hotline or the Abandoned Vehicle website.
1. The Volunteer Parking Officer will fill out an Unattended Vehicle Check sticker and place the sticker on the vehicle as directed above in subsections (E) (1) through (4).
 2. The volunteer will complete an Abandoned Vehicle Form provided by the TSS Supervisor which will include vehicle description, registered owner information, Officer initiating the form, and comments which will include specific details such as how the vehicle was marked and pictures if possible.
 3. The completed Abandoned Vehicle Form will be placed in the Parking Volunteers supervisor's inbox for TSS follow-up. The TSS assigned will complete a Field Interview entry into the Records Management System (RMS). This will allow the service to be tracked through final disposition in RMS.
 4. In the absence of the Parking Volunteer Supervisor, the Supervisor will designate a replacement who will be responsible for this form's assignment.
- D. Vehicles that do not comply with the warning may be towed after the 48-hour period has expired.
1. The officer will issue a notice of violation, parking citation, of City Code Sec. 24-120 (a)(4).
 2. The officer will request that a tow truck be dispatched for impound.
 3. Vehicles will only be towed during the normal business hours of the tow company.
 4. Vehicles will not be towed on weekends.
 5. The officer will inventory the vehicle and complete a Vehicle Removal Report, (tow form).

Glendale Police Department Operations Order

Traffic Management - Parking Enforcement

51.270

Date Issued
10-01-99

Review Date
03-16-23

Page
3 of 3

6. The officer will complete a field interview entry into RMS recapping the events leading to the impoundment of the vehicle and will upload the inventory form as part of the field interview entry.

- E. Vehicles abandoned on private property, parking lots, etc., are not a police responsibility except in cases where the vehicle is stolen or has been used in the commission of a crime.

- F. Prior to the disposition of any vehicle determined to be abandoned the officer will physically inspect the Vehicle Identification Number to determine if the VIN has been altered, modified, or removed and that it matches the VIN supplied by MVD for the license plate on the vehicle.

Glendale Police Department Operations Order		
Prescription Medication Disposal		51.280
Date Issued 09-04-14	Revision Date 04-06-20	Page 1 of 2

51.280 Purpose

The purpose of this Operations Order is to set forth the policy and procedure of the Glendale Police Department in regard to the disposal of unwanted prescription medication by the public. This policy will assist in reducing access to addictive or harmful medications for accidental or intentional misuse by children or adults and will provide a convenient and environmentally responsible medication disposal program for citizens to safely dispose of unwanted, unneeded, or expired medications. It is the policy of the Glendale Police Department to accept for disposal, all prescription medication turned in by the public.

51.281 Procedure

- A. The prescription drug take - back program through the *Prescription Medical Disposal (PMD) Drop Box* is for individual use only. The Police Department will not accept prescription drugs from commercial entities for the purpose of destruction.
- B. The person turning in the prescription medication may remain anonymous.
- C. Unwanted or expired prescription medication brought in by the public will be deposited of into one of the drug disposal receptacle *PMD Drop Boxes*.
- D. The collection receptacles (*PMD Drop Boxes*) are green metal containers with a one-way deposit drawer and lockable door. The containers are securely attached to the floor and/or lobby wall, in plain view of police employees, and locked secure with a two-lock and two-key system.
- E. Clearly posted on the *PMD Drop Boxes* will be a list of acceptable and unacceptable items.
 1. Acceptable items include: Prescription drugs, prescription patches, prescription samples, pet medication, and over the counter medications, including vitamins.
 2. Unacceptable items include, but are not limited to, the following: aerosol cans or inhalers, prescription ointments, liquids, bio-hazard or infectious waste, syringes or razors, hydrogen peroxide or alcohol, thermometers, food items and supplements.

Glendale Police Department Operations Order		
Prescription Medication Disposal		51.280
Date Issued 09-04-14	Revision Date 04-06-20	Page 2 of 2

- F. Placement of the *PMD Drop Boxes* will be in the lobby at the Foothills, and Gateway Police Sub-Stations.

51.282 Police Personnel Responsibilities

- A. Once per week, or as necessary, Police Department employees will empty the *PMD Drop Box* receptacle of all materials. The process to access the storage containers are as follows:
1. Foothills/Gateway Station: Property and Evidence Custodians will be in possession of one key, and the Foothills/Gateway Commander (or designee) will have possession of the second key. Representatives from both areas will need to be present to ensure the integrity of the collection of controlled substances.
- B. Those handling the medications and contents of the *PMD Drop Box* will take the necessary precautions. Liquid medications must be properly sealed to prevent spillage.
- C. The Property and Evidence Custodian will collect the contents and will document the weight of the items in the container.
- D. The Property and Evidence Custodian will use a predetermined Departmental Report Number (DR) and impound the items for destruction in the Property and Evidence Control System; the weight should be recorded in the Property and Evidence Control System along with a brief description of the items. The listed items are to be marked for destruction and placed into an evidence locker.
- E. Property and Evidence Custodians will process the contents of the *PMD Drop Box* in accordance with their established procedures, as indicated in the Property and Evidence Operations Manual (72.000M).

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00	Revision Date 06-07-23	Page 1 of 27

51.300 Purpose

- A. The purpose of Driving while Under the Influence (DUI) enforcement is to prevent collisions, injuries and fatalities by utilizing trained officers to detect impaired drivers and removing them from the roadway.
 - 1. Officers will develop probable cause to take enforcement actions to arrest impaired drivers.
 - 2. Violations of the state statutes governing DUI may occur on public roadways or alleys, or on public or private property.

51.301 Preliminary Steps

- A. Advise radio of suspected DUI stop.
- B. Important observations aside from driving behaviors include:
 - 1. Driver's position in vehicle
 - 2. Position of other people in vehicle
 - 3. Alcoholic beverage containers in vehicle
 - 4. Any odor of alcoholic beverages
 - 5. Condition of driver's eyes and face
 - 6. Condition of driver's clothing
 - 7. Driver's language and choice of words
 - 8. Driver's coordination and balance
 - 9. Any other unusual observations, odors, etc.
 - 10. Presence of drugs in vehicle
 - 11. Prescription drugs in marked/unmarked containers

Glendale Police Department Operations Order

DUI Arrest

51.300

Date Issued
02-29-00

Revision Date
06-07-23

Page
2 of 27

12. Presence of vapor releasing substances in vehicle (any product that releases vapors, i.e., toluene, that may cause impairment)
 13. Spray paint cans, beverage containers with paint, paint stains on hands and/or face of driver, etc.
- C. If the driver is suspected of DUI, call for backup.
- D. Wait for backup to arrive before giving the field sobriety tests.
- E. In addition to the evidentiary considerations set forth in 51.301(B), in cases where no driving is observed, but the driver is in actual physical control of his/her vehicle, the following issues should be addressed as well as any additional facts that may tend to prove that the suspect was driving or in actual physical control of the vehicle:
1. Was the engine running
 2. Where the vehicle was parked
 3. Distance from roadway
 4. The direction vehicle was facing in respect to roadway
 5. Location of suspect in vehicle
 6. Where were the keys to the vehicle located
 7. Was the suspect conscious; if not, describe in detail the efforts needed to awaken suspect
 8. Weather conditions
 9. Were the vehicle lights on or off
 10. If in a public location, the existence of any surveillance video that may have shown suspect driving

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00	Revision Date 06-07-23	Page 3 of 27

51.302 Field Sobriety Tests

- A. Officers having reasonable suspicion that a violator is impaired will request that the violator submit to a series of field sobriety tests to determine his/her ability to drive.
 - 1. If the violator refuses to submit to the field sobriety tests, the officer must base his/her decision to arrest on the violator's driving behavior, and subsequent observations made after the stop pertaining to the impairment level of the violator.
- B. All officers will complete the DUI portion, within the department's Field Base Reporting system.
- C. All officers will follow the directions outlined under each specific field sobriety test.
- D. All officers will make notations about the violator's performance and behavior on each test that is administered in the appropriate field sobriety test section.
- E. All officers will check the appropriate boxes for any clues of impairment listed.
- F. Only officers certified in the Horizontal Gaze Nystagmus technique (HGN), and HGN officers in training, are authorized to conduct the HGN test. The certified HGN officer's name and serial number, who conducted the HGN test, will be entered into the DUI portion of the field base reporting system in the space allotted.
- G. Officers certified in HGN may choose to conduct only the NHTSA Battery (i.e., HGN, walk and turn, and the one leg stand).
- H. Upon completion of the Field Sobriety Tests (FST's), the officer will make the determination to either arrest or release the violator.

51.303 Arrest Criteria

- A. Was the violator in actual physical control of the vehicle?
- B. Did alcoholic beverages/drugs/vapor releasing substances impair the violator to the slightest degree?

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00	Revision Date 06-07-23	Page 4 of 27

- C. Did the driver violate the provisions of ARS 28-1381 or 28-1383?
- D. The determination to arrest the violator should be based on, among other things, the driving behaviors of the violator, the officer's observations leading up to and after the stop, and the results of the FST's.

51.304 Arrest Procedures

- A. Advise the violator that he/she is under arrest for driving under the influence (DUI). This is a requirement under Arizona Revised Statutes in order for the Admin Per Se/Implied Consent Law to apply.
- B. Search, handcuff, and place the violator in a police vehicle prior to transport to the department.
- C. Transport the violator to the department, or another appropriate facility (DUI van, Task Force command post, alternate police facility, etc.), for processing.
- D. A background check of the violators driving record and wants/warrants will be conducted.
- E. The violator may be eligible for "cite and release" if their record is clear, and they have valid identification in their possession.
 - 1. If the violator's driving record includes two or more prior DUI convictions within the last seven years, or if the violator is driving DUI on a license that is currently suspended, revoked, or refused for points and/or Admin Per Se, the violator will not be eligible for Cite and Release (Aggravated DUI criteria).
- F. The violator will be given notice to appear in court, set at the appropriate time for criminal traffic violations, plus any specific times and particular days of appearance set by the Glendale City Court.
- G. The violator will be given an opportunity to call a responsible party to respond to the Police Department and take responsibility for the violator.
 - 1. The responsible party must be an adult, be in possession of a valid drivers license (if driving), and have knowledge of the violator. Additionally, the violator may obtain a taxi or rideshare service (e.g. UBER or Lyft) of their

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00	Revision Date 06-07-23	Page 5 of 27

choosing, provided that the violator fully understands that the transport will be made at the violators own expense.

51.305 Vehicle Disposition

- A. The arresting officer will gather all necessary information pertaining to the vehicle registration, color, type, VIN, etc. prior to leaving the scene.
- B. The officer may either secure the vehicle at the scene or have the vehicle towed/impounded per department procedures.
 - 1. Violators will be given the option of having their vehicle locked and secured at the location of the arrest so long as the vehicle is legally parked on a city street or on private property with the property owner’s permission.
 - 2. The violator may also elect to release the vehicle to a responsible party.
- C. If the violator elects to leave the vehicle locked and secured at the location of arrest and the violator is going to be cited and released, the violator will be informed of the following:
 - 1. That his/her vehicle keys will be removed from the key ring and retained by the department for a minimum of ten (10) hours from the time of his/her arrest.
 - 2. That his/her vehicle keys will not be released to anyone except the DUI suspect, registered owner, or a person presenting the signed authorized for release of vehicle keys portion of the release of vehicle keys information form.
 - 3. The keys can be obtained from the Property Bureau, at 6811 N. 57 Dr., during operating business hours.

51.306 Disposition of Keys

- A. The officer shall completely fill out a prisoner property notification form (release of vehicle key information form).
- B. The officer shall give a copy of the completed release of key information form to the defendant prior to his/her release.

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00	Revision Date 06-07-23	Page 6 of 27

51.307 Claimed Keys Related Paperwork

- A. Property invoice and authorization for release of vehicle keys will be signed and the original forms placed into the main file in records.
- B. The vehicle keys of those violators being booked will be placed into their property and logged in accordance with policy.

51.308 DUI Processing

- A. Prior to any testing to determine impairment, the violator will be read the Admin Per Se / Implied Consent Affidavit requesting that the violator submit to the test(s) offered by the officer.
 - 1. ALL appropriate boxes and spaces must be filled in completely and accurately on the form.
 - 2. The violator will be read all relevant statements in the admonition box, and each box will be checked after the reading.
 - 3. Follow the procedures printed on the Admin *Per Se* / Implied Consent Affidavit.
 - 4. The officer will immediately attempt to determine if the violator is a candidate for cite and release.
 - 5. After being read the Admin Per Se / Implied Consent Affidavit, note any statements the suspect makes on the form.
- B. Certified intoxilyzer technicians will administer the breath test(s).
 - 1. A 15-minute deprivation period must be conducted immediately preceding the administration of the breath test. Constant visual contact will be kept with the violator to ensure that he/she does not ingest any alcoholic beverages or other fluids, vomit, eat, smoke, or place any foreign object in the mouth.
 - 2. The deprivation period should be started after arrival at the jail, DUI van, DUI Task Force location, etc. The processing officer must maintain visual contact of the suspect during the deprivation period.

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00	Revision Date 06-07-23	Page 7 of 27

C. The officer(s) will complete all paperwork associated with the arrest, when applicable, to include:

1. Admin Per Se Form
2. Duplicate Breath Test Advisory Form
3. Intoxilyzer check sheet
4. Intoxilyzer print outs
5. Offense report, DUI report, and citations
6. Release of vehicle keys information form (Prisoner Property Notification Form)

❖ An optional checklist is available to assist officers during the processing of a DUI arrest. This form is designed as an aid to ensure that all the necessary paperwork is completed. The form may be turned in with the report, but it is not a requirement.

51.309 Admin Per Se / Implied Consent Affidavit

A. This form is to be read to any violator arrested for driving under the influence, and prior to the violator submitting to any breath, blood, urine, or other bodily substance test(s) offered by the officer.

1. Refusal to submit to the test(s) offered by the officer will result in a mandatory suspension of the violators driving privileges for twelve (12) months, or two years if the violator had a prior implied – consent refusal within the last 84 months.
2. This form applies to violators with BAC'S at .08 or above, or to violators who refuse to take the test(s) offered by the officer.
3. Should the suspect choose to remain silent, it will be considered a refusal to take the test.

B. If the violator consents to take the test, the following apply:

1. If BAC results are UNDER .08, the Admin Per Se Form will still be completed. All copies of the form should be sent to records and filed with the report as a supporting document.
2. If the BAC is .08 or above, the officer will:

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00		Revision Date 06-07-23
		Page 8 of 27

- a. Check the "person submitted to" box and write in the BAC level(s).
 - b. Check the "Pursuant to ARS 28-1385" box in the order of suspension section.
 - c. Seize the violator's Arizona driver license and any other driver authorization documents.
 - d. Issue a temporary driver's permit to the violator, only if the driver license status is clear. Do not issue the permit if the status indicates a suspension, revocation, etc.
3. Violator must sign the Admin Per Se Form in order to receive the permit. If the violator refuses to sign the temporary permit, "refused" can be written by the officer on the signature line. "Temporary Driver License on the back of the yellow copy is crossed out by the officer, but the violator is still served his/her copy of the form.

51.310 Breath Samples / Duplicate Testing

- A. One copy of the duplicate breath test advisory form will be placed in the violator's property. A second copy of the duplicate breath test advisory form will accompany the original report. The officer shall explain the duplicate breath test advisory process and ask that the violator sign the form.
- B. Miranda warnings will be read to the violator from the issued Miranda rights card.
- C. If violator agrees to cooperate and answer questions, the officer will ask him/her the questions listed on the Alcohol Influence Report.
- D. If violator refuses to cooperate or advises he/she wants to speak with an attorney prior to any questioning, the officer will make note of that fact and cease any further questioning of the violator pertaining to the alcohol/drug/vapor releasing substance impairment.
 1. The officer will allow the violator to contact an attorney if the violator "specifically requests" to do so.
 2. If it is unclear whether the suspect is asking for an attorney, the officer should specifically ask him/her if they would like to speak to an attorney.

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00		Revision Date 06-07-23
		Page 9 of 27

3. If the suspect requests to speak to an attorney, the officer should provide him/her with a telephone, a telephone book, and a location to speak to an attorney where the conversation cannot be overheard by any law enforcement officer. In the event the suspect indicates that they are waiting for a return call from an attorney, a telephone number for the attorney to return the call will be provided.

- E. If the violator is eligible for “cite and release”, the violator will be informed of that fact and that he/she may be released to a responsible third party. Additionally, the violator may obtain taxi-cab services of his/her choosing, provided that the violator fully understands that the transport will be made at the violator’s own expense.

51.311 Violator Refusal

- A. If the violator refuses to give a breath sample:
 1. Officer will complete the Admin Per Se Form checking the "Pursuant to ARS 28-1321..." box in the ORDER OF SUSPENSION section.
 2. Seize the violator's Arizona driver license and any other driver authorization documents and destroy them. Officers shall not seize out of state licenses.
 3. Issue a temporary driver permit to the violator, only if the license status is clear.
 4. The violator must sign the Admin Per Se Form to receive the permit. If the violator refuses to sign the Admin Per Se form also, the “Temporary Driving Permit” section on the back of the yellow copy shall be crossed out by the officer, but the form will still be served to the violator.

51.312 Horizontal Gaze Nystagmus Technicians

- A. HGN technicians are sworn employees that have received formal HGN certification and probable cause training.

- B. HGN technicians may be called to the scene of a possible violator of ARS 28-1381. Additionally, the following should also be considered:

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00	Revision Date 06-07-23	Page 10 of 27

1. If the violator has already been arrested for 28-1381 (probable cause already established), the HGN technician may advise the officer of the findings and the additional information may serve to supplement the investigation.
2. If the violator is not under arrest (probable cause not yet determined), the HGN technician should not reveal their findings. This is to prevent the HGN results from being the basis of the arrest.

51.313 Use of Drug Recognition Experts (DRE)

- A. Drug Recognition Experts (DRE) are used to determine if a subject is under the influence of one or more of the seven major drug categories, while operating a motor vehicle, by the use of eye examinations, psycho-physical testing, and vital signs. Medical concerns may be ruled out also during this procedure.
 1. A DRE technician may be requested when the arrestee's impairment level does not coincide with the arrestee's blood alcohol content (i.e., high level of impairment with low BA). **An intoxilyzer test must be completed, prior to requesting a DRE,** in order for alcohol to be eliminated as a factor.
 2. A DRE may be called to assist directly if there is an on-duty DRE.
 3. An off-duty DRE may be called out by notifying your immediate supervisor. The supervisor will notify the shift commander or senior sergeant, who will then notify the DRE coordinator.

51.314 Oral Fluid Mobile Test System

- A. Purpose: An Oral Fluid Mobile Test System (OFMT) is a handheld device which is used as a rapid drug screening. The OFMT shall be used solely as an investigative tool when a person is suspected be under the influence of a drug and is willing to volunteer an oral fluid sample. The OFMT result alone shall not be used to fulfill the requirements of probable cause regarding whether a person may be under the influence. An OFMT shall not be used to replace an evidentiary breath or blood test.
- B. Approval: Officers shall only use department approved OFMT devices.

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00	Revision Date 06-07-23	Page 11 of 27

- C. Certification and Training: Officers shall complete the required OFMT training to obtain a certification prior to the OFMT being used.
- D. DUI Investigation
1. An OFMT may be offered after a driver has been given the opportunity to perform standardized field sobriety tests.
 2. A deprivation period is not required for administration of a test using an approved OFMT device.
 3. Additional OFMT readings may be obtained but are not required.
 4. A phlebotomy blood draw shall follow an OFMT if probable cause for DUI is determined.
 5. An OFMT shall not be used to assist a Drug Recognition Expert (DRE) in their opinion.
 6. Administrators of the OFMT shall complete an Oral Fluid Collection Report in the Records Management System (RMS) for each enforcement oral fluid collection.
- E. Quality Assurance
1. Administrators shall complete training in the use of an OFMT provided by either the department or the OFMT vendor.
 2. Administrators shall follow OFMT recommendations.
 - a. Test kits should be stored at ambient temperature, preferably between 59°F and 77°F.
 - b. Storage temperature for the OFMT is between -4°F to 113°F.
 - c. Quality Check (QC) testing should be conducted prior to each use, using the negative QC and positive QC cartridges.
 - d. First service will be 12 months after the first test was completed; thereafter, it will be every 12 months from the date of service.

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00	Revision Date 06-07-23	Page 12 of 27

51.315 Injured DUI Suspects

If an injured DUI suspect is treated and released from a hospital within a reasonable amount of time, he/she will be handled as any other DUI suspect.

51.316 Requests for Hospital Blood Draws

- A. If the suspect is transported to the hospital while the investigating officer is still busy at the scene, who has probable cause to believe that the suspect is in violation of the DUI statutes and the hospital has or is going to conduct a blood draw for medical purposes, the officer should obtain a search warrant for the suspect's blood prior to requesting that he/she be provided a sample of that blood. If no blood draw is done by the hospital, or there is not enough left for law enforcement, the officer should advise hospital staff that a search warrant has been obtained, or is in the process of being obtained, for the suspect's blood and request assistance in obtaining a sample.
- B. The responding officer will obtain the name and hospital address of the hospital personnel who withdrew any blood or other substance, and everyone who has been in possession of the blood or other substance since it was withdrawn.
- C. The responding officer will obtain the time of day any blood was withdrawn, the type of antiseptic used, and if possible, the location the blood was taken from (e.g., left arm, right hand, etc.).
- D. Officers obtaining blood, urine, or other bodily substance samples taken from a suspect will also fill out as much of the Admin Per Se form as possible.
 - 1. The incomplete Admin Per Se form will be forwarded to records and filed under the GPD report number.
 - a. When lab results become available and BAC is over .08%, attempt(s) to serve the completed Admin Per Se form shall be made by the case disposition officer.
 - b. If jurisdictional boundaries exist, the subject to be served moves, or other factors exist making it difficult to locate the subject, all four (4) copies of the Admin Per Se form can be mailed to MVD with a memorandum included explaining the inability to re-contact and serve

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00	Revision Date 06-07-23	Page 13 of 27

the form. MVD will suspend immediately and send notice to the violator's current address.

- E. If the officer did not witness the blood draw, contact the individual who conducted the blood draw and have that person identify the person from whom they obtained the sample. In the event the individual who conducted the blood draw is unavailable, obtain all information that is listed on the suspect's hospital wrist band.

51.317 Conscious Injured DUI Violators

- A. If the officer has probable cause to believe the injured, but conscious suspect is DUI, the officer will advise the suspect that they are under arrest before reading Admin per Se and requesting the suspect submit to a blood test.
1. The officer will advise the suspect that the drawing of the blood to be tested for alcoholic content is a provision of ARS 28-1321 (Implied Consent).
 2. If the suspect refuses consent the officer should obtain a search warrant.
 3. The officer should obtain a search warrant for the suspect's blood prior to requesting that he/she be provided a sample of that blood. The hospital staff will also provide a BAC% if a draw was done for medical purposes and tested for ethyl alcohol content.
 4. If the suspect refused to submit to the drawing of his/her blood, the officer will also complete the Admin Per Se form Checking the "Pursuant to ARS 28-1381..." box in the ORDER OF SUSPENSION section.
 5. The officer will serve the suspect with a (12) month suspension for his/her refusal to submit to the specified test.

51.318 Unconscious Injured DUI Suspects

If the officer has probable cause to believe that the suspect is in violation of the DUI statutes and the hospital has, or is going to conduct a blood draw for medical purposes, the officer should obtain a search warrant for the suspect's blood prior to requesting that he/she be provided a sample of that blood. If no blood draw is done by the hospital, or there is not enough left for law enforcement, the officer should advise hospital staff that a search warrant has

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00	Revision Date 06-07-23	Page 14 of 27

been obtained, or is in the process of being obtained, for the suspect's blood and request assistance in obtaining a sample.

1. The officer will witness the taking of such samples if at all possible.
2. The officer should ensure that no alcohol antiseptics are used to sterilize the suspect's arm prior to the withdrawal of blood.
3. If hospital staff cannot assist in drawing the blood, at no time will an officer threaten to arrest a medical professional for refusing to draw blood for the police department. The officer will try and locate an on-duty phlebotomist or have the on-call phlebotomist respond to the hospital.

51.319 Sample Packaging for Testing Purposes

A. Blood, urine, or other bodily substance samples will be immediately marked and packaged for shipping to the DPS Crime Lab for analysis, and the procedure documented. The substance will be packaged in a blood kit box, logged as evidence, and placed in the refrigerated locker. The Property Division will be responsible to ship the blood kits to DPS.

1. The sample should be refrigerated until such time as the samples are shipped.
2. The DPS "Request for Scientific Examination" form should list both the officers and accident investigators names and serial numbers to facilitate follow up when the analysis form is returned from DPS.
3. The property custodian will route a copy of all blood alcohol analysis forms returned from DPS to the case disposition officer, as well as the Records Bureau.
 - a. The case officer will complete a supplement report to the original offense report stating the results of the lab analysis. Blood sample results are automatically reviewed by the city prosecutor's office and applicable additional charges will be brought forth by their office.

51.320 Financial Responsibility for Obtaining Samples

The City of Glendale will assume the financial responsibility for drawing samples on "consent" basis when the hospital would not have drawn a sample for their own

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00	Revision Date 06-07-23	Page 15 of 27

use. If a hospital is not drawing blood for medical purposes, a GPD Phlebotomist should be contacted.

51.321 Independent Samples

- A. Independent samples requested by the violator will be the responsibility of the violator.
 - 1. Officers will allow the violator to make arrangements to have a qualified person respond to the station to draw blood, urine, or other bodily substance if the violator is not going to fall under the cite and release guidelines.
 - a. This will occur only when the violator "specifically requests" an independent blood, urine, or other bodily substances draw.
 - b. The suspect shall be allowed to make arrangements for an independent test before being booked into county jail.
- B. The suspect will assume the financial responsibility for having an independent sample drawn by a facility or qualified person of his/her own choosing.

51.322 Issuance of DUI Citations

- A. Appropriate DUI related citations should be issued to the violator prior to the violator's release on misdemeanor arrests.
- B. Injured DUI suspects will be issued DUI related citations at the hospital, if at all possible.
 - 1. If blood is being drawn, the officer will only issue the ARS 28-1381.A.1 charge. The hospital will provide the BAC% of the violator to the officer if a draw has been done for medical purposes, however, the hospital's BAC% is **NOT** sufficient to support charges. Charges will only be issued based on lab results from the Department of Public Safety lab or other authorized government laboratory.
 - 2. ARS 28-1381.A.2 (BAC above .08%) and any other applicable charges will be added by the city prosecutor's office upon receipt of the lab results from the Department of Public Safety Lab (or other government laboratory contracted with the City of Glendale).

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00	Revision Date 06-07-23	Page 16 of 27

51.323 Aggravated DUI

- A. DUI drivers will be charged with Aggravated DUI (A.R.S. 28-1383 including the appropriate subsection) and booked into jail when any of the following circumstances, as defined in Title 28, are present. In the absence of those circumstances, DUI suspects will be processed as outlined above and subsequent sections of that policy pertaining to arresting, processing and releasing of suspects in violation of A.R.S. section 28-1381.

- B. The person must be driving or in actual physical control while under the influence of intoxicating liquor or drugs if the person does any of the following:
 - 1. Commits a violation of section 28-1381, 28-1382, or 28-1383 while the persons driver’s license or privilege to drive is suspended, canceled, revoked or refused or while a restriction is placed on the person’s driver license or privilege to drive as a result of violating section 28-1381, 28-1382, or under section 28-1385.

 - 2. Within a period of eighty four (84) months commits a third or subsequent violation of section 28-1381, 28-1382, or 28-1383 or is convicted of a violation of section 28-1381, 28-1382, or 28-1383 and has previously been convicted of any combination of convictions of section 28-1381, 28-1382, or 28-1383 or acts in another state, a court of the United States or a tribal court that if committed in this state would be a violation of section 28-1381, 28-1382, or 28-1383. For the purposes of this paragraph, an order of a juvenile court adjudicating the person delinquent is equivalent to a conviction.

 - 3. Commits a violation of section 28-1381 or 28-1382, while a person under fifteen years of age is in the vehicle. In this instance the investigating officer should ask the suspect the ages of the children. Photos of the children should also be taken.

 - 4. While the person is ordered by the court or required pursuant to A.R.S. 28-3319 by the department to equip any motor vehicle the person operates with a certified ignition interlock device, commits a violation of A.R.S. 28-1381, A.R.S. 28-1382, or this section.

 - 5. Commits a violation of A.R.S. 28-1381, A.R.S. 28-1382 or this section while driving the wrong way on a highway.

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00	Revision Date 06-07-23	Page 17 of 27

- C. The following are considered to be automatic “turndowns” per the County Attorney; consequently, the suspect should not be booked on the felony charges. The matter should be handled as a misdemeanor.
1. Effective January 1, 2011, A.R.S. 28-3473 (Suspended Driver’s License) will not be broken down into subsections. There will only be the one violation of A.R.S. 28-3473 for driving on a suspended license regardless of the reason for the suspension. Therefore, the driving history must be checked with a “KQ” response. If the suspect’s driving privileges are suspended for anything other than civil sanction the matter should be submitted to the County Attorney for consideration of Aggravated DUI charges.
 2. When an Arizona driver’s license suspension or revocation period has ended, and the computer shows the license status as a “suspension” or “revocation” because of an outstanding reinstatement fee that is still owed MVD. This information is usually available only during normal work hours, 0800 to 1700 hours, Monday through Friday. Even if the only reason the suspect’s driver’s license is still suspended or revoked is because he did not pay the reinstatement fee the matter should still be submitted to the County Attorney for Aggravated DUI charges.
- D. In all Aggravated DUI cases, the suspect will be booked, fingerprinted and photographed. “Cite and release” will not be available to a suspect booked for Aggravated DUI, however a Shift Commander will have the authority to release a suspect booked for aggravated DUI. No citations will be issued if this occurs.
- E. The arresting officer will advise the suspect of implied consent from the state Admin Per Se form.
1. The Admin Per Se will be served and the license (Arizona only) will be seized if the suspect refuses to submit to a breath or blood examination to determine BAC.
 2. At no time should the arresting officer tell the suspect or imply that a search warrant is an option at this time. This is to prevent the appearance that the officer coerced the suspect into giving a breath test.
- F. The preference of chemical tests administered is breath in misdemeanor cases and blood in felony cases. Certain situations, such as lack of a phlebotomist in

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00	Revision Date 06-07-23	Page 18 of 27

non-homicide or non-aggravated assault cases, can permit the use of the intoxilyzer if a phlebotomist cannot be contacted. Cases involving potentially violent subjects may also permit the use of a breath test. However, every effort should be made to utilize a qualified phlebotomist in death or serious physical injury cases. Both breath and blood tests can be done as well, which will provide immediate BAC% results (breath) if needed for a Grand Jury Hearing.

- G. If the suspect agrees to a breath test, an approved instrument on the Department of Health Services intoxilyzer list will be used as an evidentiary instrument.
- H. The “Duplicate Breath Test Advisory” should be read and signed prior to the administration of breath alcohol tests. Violator must also be provided a copy.
- I. If the suspect requests his/her own tests by a qualified person, (physician, registered nurse), then arrangements will be made to allow the person to call someone (to include providing phone books to the suspect) and allow that qualified person to obtain a sample from the suspect while he or she is in custody. The qualified person must utilize their own equipment and testing material. All arrangements for services regarding the payment or billing are between the suspect and the provider. The provider also assumes all liabilities regarding the administration of their test(s) or obtaining any samples from the suspect. The officer should make an effort to obtain the name, title, type of business and official information that supports the qualifications. For evidentiary purposes, the qualified person’s information will be listed on the report as a witness.
 - 1. A qualified person may be a physician, registered nurse, or other person similarly qualified such as a phlebotomist or breath test operator.
- J. A Phlebotomy Draw Report will be completed by a qualified Law Enforcement Phlebotomist in all cases when the suspect agrees to a blood test. The suspect must “expressly agree” to consent to the test both verbally, and by signing the form.
- K. If a suspect refuses a breath test and/or a blood test, a blood sample will be obtained via search warrant.
 - 1. The arresting officer will complete an Electronic Search Warrant. A phlebotomist may be called to assist the arresting officer. In these cases, the assisting officer will assist the arresting officer in completing the Electronic Search warrant and will act as a witness during communications

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00		Revision Date 06-07-23
		Page 19 of 27

with a judge. The probable cause shall include, but not limited to the following:

- a. The name, date of birth, and other physical characteristics of the suspect.
 - b. The probable cause for the stop and apprehension of the suspect to include dates and times.
 - c. The manner in which the suspect refused the test.
 - d. The driver history information that indicates that the case should be filed as an Aggravated DUI.
2. Upon receipt of the signed warrant, the officer will ensure that an on-call department phlebotomist has been called to respond to the station to execute the search warrant. On call phlebotomists are available from GPD, DPS, and MCSO. If a phlebotomist is not available, the officer will transport the suspect to a prearranged medical facility for execution of the search warrant.
 3. The officer will follow the procedures established for electronic search warrants and utilize the department issued blood collection kit.
 4. The officer will serve the search warrant by reading the contents of the search warrant verbatim to the suspect and provide the suspect with a photocopy of the search warrant, which will include a list of the evidence collected. The suspect will not be provided with a copy of the Affidavit for the search warrant.
 5. If the suspect refuses, the officer will advise the suspect of the ramifications of failing to comply with the court order and the procedures that will be followed if the suspect refuses to cooperate. The suspect should be advised that if they refuse and we are unable to obtain the sample, they (suspect) will be additionally charged with violation of A.R.S. 13-2809(A)(3); Tampering with Evidence, a class 6 felony and A.R.S. 13-2810(A)(2); Interfering with Judicial Proceedings, a class 1 misdemeanor.
 6. The officer will inform the suspect that they have a right to a sample of the blood collected by the department phlebotomist during the execution of the search warrant, but that a fee for the sample will be assessed if convicted.

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00	Revision Date 06-07-23	Page 20 of 27

7. All officers involved in a DUI investigation shall maintain awareness that A.R.S. 28-1381(A)(2), requires that the state prove that a suspect's alcohol concentration was 0.08 or more within two (2) hours of being found driving or in actual physical control of a vehicle. Subsequently every effort will be made to complete the blood collection within that two (2) hour limit.
8. In cases where a fatal collision has occurred, a search warrant has been obtained, and the two-hour limit will not be met in executing the search warrant or consent draw, the officer will ensure that two (2) separate blood draws are completed within a one (1) hour period. The first draw will be done immediately upon the availability of the phlebotomist. The second draw will be taken 1 hour from the first draw.
9. The officer will personally observe the drawing of the blood and prepare all chain of custody documentation associated with the blood draw as well as prepare the Department of Public Safety laboratory request for blood analysis form. A notation will be made in the narrative of the report and the lab analysis form if the person drawing the blood uses something other than a Betadine or iodine swab. In these cases, the officer will identify the type of swab used and record it.
10. If the suspect continues to refuse to cooperate, the phlebotomist will follow policy as outlined in G.O. 51.376, non-compliant blood draw.
11. With an Electronic warrant, the return of the search warrant can be electronically submitted moments after the blood sample has been obtained. The officer, however, will have three (3) business days to return the search warrant to the issuing judge, electronically. A copy of the search warrant and return of the search warrant shall be filed with the original report.
- L. Civil and/or criminal citations will not be issued in Aggravated DUI cases. All actions and violations will be stated in the narrative of the offense report, and all criminal charges will be documented on a county charging transmittal. Civil infractions are not charged, but noted in the Incident Report.
- M. The officer's Incident Report will include the following:
 1. Date the license was suspended, revoked, canceled, or refused and for how long.

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00	Revision Date 06-07-23	Page 21 of 27

2. Reason for the license suspension, revocation, cancellation, or refusal.
 3. How the suspect was notified of the license suspension, revocation, cancellation, or refusal.
 4. Name of the driver license bureau employee from whom the driver license information was obtained when follow-up is at MVD. Their address and telephone number should also be recorded in the offense report.
 5. Who witnessed the suspect driving or in actual physical control of the vehicle.
 6. All observations upon which probable cause was determined, such as improper driving actions, odor of intoxicating liquor on the suspect's breath, standardized field sobriety test impairment, horizontal gaze nystagmus, etc.
 7. Who read the Admin Per Se form, how the suspect refused to submit to the requested test, who explained the consequences of refusal and were there any statements made by the suspect indicating an understanding of the consequences.
- N. All officers involved in these investigations should be aware that the suspect's right to counsel does not prevent the department from obtaining a search warrant.
- O. The arresting officer will be available to assist a responding motor officer during the continuation of the investigation.

51.324 Juvenile / Under Age Alcohol / DUI Suspects

- A. The following procedures will be used for processing a juvenile DUI offender:
1. The only test offered juveniles under 18 years of age for alcohol testing in DUI investigations will be a breath test unless the juvenile refuses to comply with Admin *Per Se*. A search warrant for the blood draw will be obtained in those situations. But, in vehicular homicide and aggravated assault cases blood should always be drawn pursuant to a search warrant. Due to Parent's Bill of Rights issues the suspect's age should be mentioned in the search warrant affidavit.

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00		Revision Date 06-07-23
		Page 22 of 27

2. The arresting officer will complete the same documents that need to be completed with an adult DUI arrestee with the exception of an adult booking sheet.
 3. Issue citations into the appropriate court for juvenile criminal traffic violations using the date and time for juvenile misdemeanors.
 4. Juveniles arrested for Aggravated DUI will be released as listed below and a Juvenile Referral will be completed along with the remaining Aggravated DUI paperwork.
 5. Once the DUI process is completed and the citations issued (misdemeanor DUI only), the juvenile may be released to a parent, guardian or transported to the Durango Juvenile facility. No citations will be issued for Aggravated DUI. All offenses will be listed in the narrative of the Incident report.
 6. Vehicles driven by juveniles arrested for A.R.S. 4-244.33 or 28-1381(A)(1) (Misdemeanor DUI) will not be towed if at all possible.
- B. Drivers under the age of 21 who are found to have any measurable alcohol level while operating or in physical control of any motor vehicle may be arrested for A.R.S. 4-244.33 (Minor Operating a Motor Vehicle after Consuming an Alcoholic Beverage) and transported to the station where a breath test will be administered per Implied Consent:
1. If the driver has a blood alcohol level of at least .01 and below .08 and the driving did not appear to be impaired, the driver may be charged with A.R.S. 4-244.33.
 2. If the driver has a blood alcohol level of at least .05 and below .08 and the driving appeared impaired to the slightest degree, then the driver may be charged with A.R.S. 28-1381(A)(1), (Driving while impaired), as well as other potential liquor violations (A.R.S. 4-244).
 3. If the suspect's blood alcohol level is .08 or greater, the suspect shall be treated same as an adult in that the suspect will be charged with both A.R.S. 28-1381(A)(1) and A.R.S. 28-1381(A)(2) and the Admin *Per Se* Suspension shall be served.

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00	Revision Date 06-07-23	Page 23 of 27

4. If a driver under 21 is arrested for driving after consuming alcohol and the driver refuses to submit to a blood or breath test or has a blood alcohol level greater than or equal to .08, an Admin Per Se form shall be completed and the suspension served. A search warrant may then be completed, and a blood sample taken.

51.325 Electronic/ Telephonic / Telefacsimile Search Warrants

- A. There are several methods in which to obtain a search warrant to obtain blood samples from suspects. The preferred method is to obtain an Electronic Search warrant through the online E warrant process.
- B. The Electronic Search warrant, like the telephonic and tele-facsimile warrant, is an authorized statutory method of obtaining a warrant and shall be used to replace the written warrant.
 1. In an electronic search warrant, the officer will log into the Superior Court of Maricopa, electronic search warrant website and complete the online electronic search warrant. Once the arresting officer has reviewed the “E” warrant, making sure that all information is correct, he/ she will then hit the “submit” button. This automatically sends the “E” warrant to an on-duty commissioner.
 2. Once the commissioner reviews the warrant, her or she will call the number that was provided by the arresting officer, on the warrant, to be sworn in. Once the commissioner is satisfied with the warrant and swears-in the arresting officer, the commissioner will return the signed search warrant, electronically to the arresting officer who can then serve the warrant to the suspect.
 3. Once the warrant is served and the blood is obtained, the arresting officer shall complete the “Return of Service” and return it to the court, electronically within 3 business days.
- C. The telephonic and tele-facsimile warrant is an authorized statutory method of obtaining a warrant and may be used to supplement or replace the written search warrant procedure (Refer to ARS 13-3914 and A.R.S.13-3915) and can be used as a backup method of obtaining a search warrant for blood.
- D. The statute allows a police officer to present the facts justifying the search to the judge over the telephone or other electronic means instead of presenting a written affidavit in person.

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00	Revision Date 06-07-23	Page 24 of 27

1. If the judge decides that probable cause exists to believe the incriminating evidence is in the place to be searched, he/she can direct the officer to sign a "Duplicate Original Search Warrant" in the judge's name.
 2. This procedure will reduce the time necessary to obtain and execute a search warrant significantly.
- E. There are three situations in which time is critical for the seizure of incriminating evidence and lend themselves to the telephonic or tele-facsimile search warrant procedure:
1. Where an officer develops information that incriminating evidence is going to be at a particular place for only a short time before being metabolized, removed, or destroyed.
 2. Where an arrest has been made on a person's premises, and the officer develops probable cause to search further than permitted by incidental-to-arrest rules, especially where there are other persons present on the premises who could conceal or destroy the evidence while a written warrant is being obtained.
 3. Where an officer is on a person's premises for some purpose other than to make arrests or searches (e.g., conduct an interview), and while there, develops probable cause to believe that there is incriminating evidence on the premises that would be destroyed or concealed if the time were taken to obtain a written warrant.
 4. When obtaining a telephonic search warrant the conversation with the magistrate should be tape recorded pursuant to A.R.S. 13-3914(C).
- F. An officer should consider the tele-facsimile search warrant procedure in those instances where the telephonic search warrant procedure cannot be utilized.
1. A short outline of the facts to be presented to the judge over the telephone should be prepared before making the call to avoid leaving out important information, and the "Duplicate Search Warrant" form should be completed.
 2. The call to the judge should be made from a telephone where there is little or no background noise.

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00		Revision Date 06-07-23
		Page 25 of 27

3. When practical, one other officer should be present to serve as a witness to the conversation.
4. The requesting officer will identify him/herself to the judge by name, rank, badge number and department, and the purpose of the call will be stated. Before reciting any facts about probable cause, the judge must put the officer under oath. Failure to give the oath at this time may invalidate the warrant. The procedure will be as follows:
 - a. After stating the date and time, the officer will begin to recite facts that make up probable cause referring to the short outline prepared before the telephone call.
 - b. After the judge finds that probable cause exists, the officer must read verbatim the completed “Duplicate Original Search Warrant” (previously prepared) to the judge.
 - c. The judge will then direct the officer to sign the “Duplicate Original Search Warrant” with the judge’s name, the court, and the officer’s name, rank, badge-number, and department.
 - d. Just before ending the telephone call, the officer will state the time and date when the conversation with the judge is finished.
 - e. The Judge will sign the faxed warrant him/herself and fax the document back to the officer, if approved.
5. The “Duplicate Original Search Warrant” will be executed in the same manner as an original search warrant.
 - a. The officer executing it will enter the exact date and time of the execution of the warrant on the face of the warrant.
 - b. All items seized during the search will be listed on the inventory and return form.
6. To protect the chain of evidence: Between the time that the “Duplicate Original Search Warrant” is executed and the warrant, recording, and inventory form are returned to the judge, these items will be retained in the personal custody of the officer originally obtaining the warrant until they are returned to the judge.

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00	Revision Date 06-07-23	Page 26 of 27

7. Within three (3) business days after the issuance of the warrant, the officer who requested the telephonic search warrant should return the warrant, the recording, and the inventory form to the issuing judge.
- G. The procedure for the use of a Tele-facsimile Search Warrant will be as follows:
1. Fully complete a standard search warrants affidavit and search warrant. A copy of the warrant packet can be found on the “N” drive of the computer network.
 2. Telephone the magistrate or judge at his/her home and tell him/her your name, the name of your witness, and that you are faxing a search warrant to their home.
 3. The judge will administer the oath over the telephone and you and your witness will sign the affidavit.
 4. Fax both the affidavit and search warrant. Be sure to include your fax number.
 5. The judge will review and fax back the search warrant.
 6. The officer requesting the search warrant will deliver the original affidavit and search warrant to the court within three (3) business days of issuance.
 7. Copies (fax and original) should be retained by the court of issuance.
 8. The phone/fax number of the Judge shall be redacted with a marker prior to serving a copy to the subject.

51.326 Legal Counsel

- A. The suspect will be allowed to make arrangements to obtain legal counsel upon request.
- B. The suspect should be given a reasonable period of time to speak to his attorney. What is reasonable depends on what stage in the investigation the request is made. For example, if the conversation begins at 1.75 hours from the time of driving, then it would arguably be reasonable to limit the suspect to a period of time that would enable the breath test/blood draw to be completed

Glendale Police Department Operations Order		
DUI Arrest		51.300
Date Issued 02-29-00	Revision Date 06-07-23	Page 27 of 27

within two hours from the time of driving. On the other hand, if the request comes within minutes of the time of driving it would be reasonable to allow a much longer conversation, as such would not unreasonably interfere with the ongoing investigation.

- C. The officer will place the suspect into a booking cell, provide the telephone, and then move to an area where the call between the suspect and counsel cannot be heard by the officer.
- D. The suspect will be allowed to make a phone call to contact an attorney regardless of whether or not he/she agrees to take the test(s) offered.
- E. Phone calls should not delay the orderly processing of the suspect but should be given at the earliest available opportunity.

Glendale Police Department General Order		
Phlebotomy Program		51.370
Date Issued 05-10-05	Revision Date 09-20-22	Page 1 of 9

51.370 Purpose

Glendale Police Employee Phlebotomy Program: This policy establishes the protocol for the performance of those Glendale Police Department employees trained as phlebotomists to ensure a uniform approach is utilized in the execution of all blood draws.

51.371 Qualifications

- A. Only those Glendale Police Department employees who have been trained as a nurse, paramedic or phlebotomist may draw blood for law enforcement purposes. Glendale Police employees who perform the duties of a phlebotomist shall be trained through a recognized phlebotomy program such as the Arizona P.O.S.T. approved “Phlebotomy for Law Enforcement” program provided by Phoenix College and shall possess a phlebotomy certificate.
- B. Glendale Police phlebotomists must adhere to an on-going annual re-qualification process as designated by the Glendale Police Phlebotomy Coordinator. This process will include, but is not limited to:
 - 1. Performing a minimum of twenty-four (24) venipunctures per year;
 - 2. Maintaining proficiency subject to Annual Performance Reviews; and
 - 3. Attend biennial refresher training in accordance with phlebotomy state standards.

51.372 Administrative Procedures

- A. The arresting officer’s or another officer’s Body Worn Camera will be on and recording all blood draws.
- B. For identification purposes, the phlebotomist will verify the identification of the subject.
- C. The phlebotomist shall complete a Phlebotomy Blood Draw Report for each subject blood draw and shall upload a copy to the case folder.
- D. Phlebotomists are performing the service of obtaining evidence and therefore should make notes on the Phlebotomy Blood Draw Report detailing suspect’s statements, conditions and/or actions that may aid in prosecution.

Glendale Police Department General Order		
Phlebotomy Program		51.370
Date Issued 05-10-05	Revision Date 09-20-22	Page 2 of 9

- E. If the subject verbally consents to a blood draw, then the subject shall be asked to place their signature on the “Subject Signature” block on the Phlebotomy Draw Report in order to provide evidence of express agreement to consent. If the subject either refuses to verbally consent, refuses to sign the form, or any combination thereof, it will be considered that consent has not been given and a search warrant will be pursued.
- F. If the subject initially consents and then changes his/her mind, a search warrant should be obtained.
- G. A phlebotomist may draw blood from a suspect he/she has personally arrested. If the officer/phlebotomist feels that it would be in everyone’s best interest to have another phlebotomist draw the blood, then one should be summoned, if possible.
- H. A minimum of one witness will be present during the procedure and shall be documented on the Phlebotomy Blood Draw Report.
- I. Blood Evidence Collection Kit.

The Phlebotomist shall:

1. Only use authorized phlebotomy equipment as trained on.
2. Document the LOT NUMBER and EXPIRATION DATE on the Phlebotomy Blood Draw Report.
3. Complete all pertinent documentation contained in the blood kit.
4. Ensure blood evidence is properly packaged and logged into evidence.
5. Ensure proper chain of custody is adhered to and documented.

51.373 Clinical Procedures

- A. It is the responsibility of the phlebotomist to ensure proper identification of the subject by verifying the subject’s full name and date of birth.
- B. Needles used for the invasive part of the procedure shall be sterile, single use items and all other items used shall be clinically clean.
- C. Phlebotomists shall wear disposable gloves during the venipuncture.

Glendale Police Department General Order		
Phlebotomy Program		51.370
Date Issued 05-10-05	Revision Date 09-20-22	Page 3 of 9

- D. It is recommended that phlebotomists wear a lab coat or other outer protective garment during the venipuncture to reduce their risk of exposure to blood borne pathogens.
- E. The details of the venipuncture procedure should be explained to the subject.
- F. The venipuncture site should be inspected. A tourniquet may be applied to locate a suitable vein.
- G. Clean the venipuncture site using a non-alcohol swab, i.e., povidone-iodine (betadine) or benzalkonium chloride (BZK).
- H. Introduce the needle into the vein.
- I. Introduce the evacuated tubes into the holder and allow the blood to fill each tube completely.
- J. The tourniquet should be removed as soon as practical.
- K. Withdraw the needle from the vein and apply gauze to the site with firm pressure.
- L. Dispose of the needle immediately following the venipuncture. Disposal of sharps should be directly into a sharps container.
- M. Ensure the puncture site has clotted before securing tape over the site. Note and record the clotting time on the Phlebotomy Blood Draw Report.
- N. Gently invert filled blood tubes a minimum of 8 to 10 times to ensure that the tube additives are thoroughly mixed with the blood.
- O. Label the tubes identifying the subject's name, the date and time of draw, the collector's initials, and the investigating officer's name and serial number.
- P. Place the specimens into the evidence container, strictly adhering to the blood kit instructions regarding labeling and packaging.
- Q. The phlebotomist shall either:
 1. Retain custody of the evidence until logged into Property; or
 2. Transfer custody to the arresting officer.

Glendale Police Department General Order		
Phlebotomy Program		51.370
Date Issued 05-10-05	Revision Date 09-20-22	Page 4 of 9

- R. Phlebotomists unsuccessful on their first draw may select an alternative site if a second draw is necessary.
1. Phlebotomists will not exceed two (2) attempts to make a successful draw.
 2. If the second attempt fails to be successful, the phlebotomist must secure the services of another phlebotomist.
 3. The assisting phlebotomist shall evaluate a site selection and will be afforded only one (1) attempt to successfully obtain a sample. No other attempts will be performed, unless by medical personnel.

51.374 Blood Draws on Juveniles

- A. If a juvenile is arrested for DUI (Alcohol and/or Drugs), before a blood draw is completed, the parent or guardian of that juvenile must give consent for the blood draw to be completed.
- B. If a parent or guardian of that juvenile cannot be reached, or does not give consent for a blood draw to be completed, then a search warrant shall be obtained before a blood draw is attempted.

51.375 Blood Draws at Hospitals

- A. If an officer responds to a hospital to complete a DUI investigation, the following must be completed:
 1. If the suspect is unconscious, or if it unknown if they gave consent for treatment, a search warrant must be obtained to gain blood evidence.
 2. At no time will an officer threaten to arrest a medical professional for refusing to draw blood for the Police Department.
 - a. The officer will try and locate an on-duty phlebotomist or have the on-call phlebotomist respond to the hospital.

51.376 Blood Draws on Combative Suspects

- A. The following procedures will be used for processing a DUI offender who refuses to comply with a court order commanding their blood sample.

Glendale Police Department General Order		
Phlebotomy Program		51.370
Date Issued 05-10-05	Revision Date 09-20-22	Page 5 of 9

1. It will be the responsibility of the phlebotomist to ensure that a blood draw is completed, when it can be done so in a safe manner for both the suspect and the officers.
2. If the suspect refuses, the officer will advise the suspect of the ramifications of failing to comply with the court order and the procedures that will be followed if the suspect refuses to cooperate. The suspect should be advised that if they refuse and we are unable to obtain the sample, they (suspect) will be additionally charged with violation of A.R.S. 13- 2809(A)(3); Tampering with Evidence, a class 6 felony and A.R.S. 13- 2810(A)(2); Interfering with Judicial Proceedings, a class 1 misdemeanor.
3. The use, or threatened use of a Taser, OC spray, or impact weapons will not be used to obtain a blood sample.
4. If the suspect refuses to comply with the court order a sworn supervisor will be contacted to respond to the jail.
 - a. The phlebotomist and arresting officer will brief the supervisor on the circumstances of the arrest, the charges, and investigation to that point.
 - b. The phlebotomist will communicate whether he or she can complete the blood draw in a safe manner for both the suspect and officers.
5. Prior to placing the suspect in the chair and attempting the blood draw, the phlebotomist will instruct any officers assisting on the proper use of the restraint chair.
6. The restraint chair will only be used by a phlebotomist who has training on the use of the restraint chair.
7. Suspect's will not be restrained in the restraint chair for longer than required for the blood draw.
8. At no time will a suspect be left unattended while in the restraint chair.
9. At all times, officers monitoring the suspect and assisting with the use of the restraint chair will have their body worn camera activated with audio and video.

Glendale Police Department General Order		
Phlebotomy Program		51.370
Date Issued 05-10-05	Revision Date 09-20-22	Page 6 of 9

10. The responding supervisor should:

- a. Speak with the phlebotomist about the arrest and whether they can complete the blood draw in a safe manner for both the suspect and officers.
- b. Advise the person of their duty to provide a sample (even if the advisement was previously done by another officer) and attempt to persuade the person to submit to such a sample without physical resistance.
- c. Ensure the blood draw is conducted by a phlebotomist using the department approved blood draw restraint chair.
- d. The suspect may be restrained by several officers and placed in the department restraint chair.
- e. Ensure the level of restraint applied is reasonable under the circumstances.
- f. Ensure the use of force and methods used to accomplish the blood draw are documented in departmental reports.

51.377 Phlebotomy Coordinator

- A. The Glendale Police Department Phlebotomy Program shall have a designated person that coordinates the program within the Department. The Administrative Motor Sergeant shall designate the Phlebotomy Coordinator. This person shall be a qualified phlebotomist. The Phlebotomy Coordinator shall have the following responsibilities:
 1. Coordination of training
 - a. Initial training of phlebotomists.
 - b. The Phlebotomy Coordinator shall provide and coordinate in-service training when applicable.
 2. Annual Performance Reviews

Glendale Police Department General Order		
Phlebotomy Program		51.370
Date Issued 05-10-05	Revision Date 09-20-22	Page 7 of 9

- a. Review the Phlebotomy Blood Draw Reports that have been submitted by each phlebotomist on an annual basis.
 - b. Verify that each phlebotomist is maintaining proficiency and conducting the minimum of twenty-four (24) blood draws required each year.
 - c. Ensure that each phlebotomist is maintaining proficiency by routinely observing each phlebotomist perform blood draws in the field.
 - d. Complete a Phlebotomy Employee Performance Report for each phlebotomist and forward that evaluation to the phlebotomist's immediate supervisor. This information should be included in that employee's Annual Performance Appraisal Report.
 - e. Phlebotomists unable to maintain the minimum amount of twenty-four venipunctures per year shall have their qualification reviewed. The Phlebotomy Coordinator shall observe that phlebotomist during a blood draw and evaluate their proficiency. The Phlebotomy Coordinator shall then make a determination on their continued qualification in the Glendale Police Phlebotomy Program. If determined by the phlebotomy coordinator and the motor supervisor that refresher training is needed, attendance in a training course will be coordinated.
3. Maintaining Phlebotomy Records
- a. The Phlebotomy Coordinator shall maintain a file for each phlebotomist and copies of all Phlebotomy Blood Draw Reports performed by each phlebotomist.
4. Phlebotomy Program Liaison
- a. The Phlebotomy Coordinator shall maintain open communication with City and County Prosecutors and defense attorneys regarding the Glendale Police Phlebotomy Program.
 - b. The Phlebotomy Coordinator shall make every effort to attend multi-agency meetings when possible.
5. Phlebotomy Roster

Glendale Police Department General Order		
Phlebotomy Program		51.370
Date Issued 05-10-05	Revision Date 09-20-22	Page 8 of 9

- a. The Phlebotomy Coordinator shall keep an updated roster of all Glendale Police phlebotomists. This roster shall contain the current assignment, shift, and contact phone numbers of each phlebotomist. This roster should be readily available to Department supervisors to help facilitate call outs.
6. Phlebotomy supplies and equipment
- a. The Phlebotomy Coordinator is responsible for ensuring an adequate supply of medical equipment is maintained for the Phlebotomy Program.
7. Program Funding
- a. The Phlebotomy Coordinator is responsible for acquiring funding for training and equipment expenditures, either through grants from entities such as the Governor’s Officer of Highway Safety (GOHS), or through individual bureau funding.

51.378 Providing Assistance to Other Law Enforcement Agencies

- A. Glendale Police Phlebotomists may be asked to assist other agencies with blood collection. Approval shall be obtained from an on duty supervisor for other agency requests for a phlebotomist.
- B. When drawing blood for another agency, phlebotomists will maintain a professional appearance and adhere to the Departmental policies set forth herein.
 - 1. The phlebotomist shall ensure the arresting officer is present and witnesses the blood draw.
 - 2. The phlebotomist shall retain blood evidence in their possession until it has been properly packaged and labeled, before turning possession over to the arresting officer.

51.379 Exposure Blood Draws

- A. Glendale Police Phlebotomists shall also be authorized to complete blood draws based upon reasonable grounds that an employee exposure has occurred, as outlined in A.R.S. 13-1210 and/or other applicable statutes.

Glendale Police Department General Order		
Phlebotomy Program		51.370
Date Issued 05-10-05	Revision Date 09-20-22	Page 9 of 9

- B. Phlebotomists shall follow all applicable Administrative and Clinical procedures, as previously outlined.
- C. Phlebotomists shall obtain written consent, utilizing the “Source of Employee Exposure Blood Test Consent Form.” If the subject refuses to sign the consent form, a court order/warrant must be obtained.
- D. When completing the blood draws, Phlebotomists should utilize Serum Separator Tubes, also commonly known as “Tiger Top” tubes.
- E. Phlebotomists shall also complete applicable portions of the “Source of Employee Exposure Blood Test Checklist” and ensure that the original copy of this form is immediately forwarded to the Training and Safety Unit, in order to facilitate timely follow up by the Health and Safety Officer, or designee.

Glendale Police Department Operations Order		
Motor / Traffic Enforcement Request Officer		51.400
Date Issued 03-03-99	Revision Date 08-16-19	Page 1 of 5

51.401 Purpose

- A. The purpose of this policy is to establish procedures for the Glendale Police Department Motor Officers who utilize police motorcycles and vehicles to enforce traffic laws for the purposes of changing driving behavior, increasing traffic safety awareness and working specialized activities and functions.
- B. Motor Officers shoulder the responsibility to work in concert with Patrol to reduce traffic collisions while fostering positive relationships through community interaction (Community Policing) and by using their highly skilled efforts to educate citizens, enforce traffic laws and prevent collisions.

51.402 Definitions

Motor Officer - An officer assigned within the Traffic Unit who has successfully completed the approved Motor Officer Training Program and uses a motorcycle as the primary mode to provide public safety by enforcing traffic laws, promoting safe driving behaviors and working specialized activities or functions.

Traffic Enforcement Request (TER) Officer - A traffic officer assigned within the Traffic Unit who uses a car or truck as the primary mode to provide public safety by enforcing traffic laws, promoting safe driving behaviors and working specialized activities or functions.

Specialized Activities and Functions - The act of working special events and enforcing traffic laws in targeted areas where there are crime and/or traffic safety concerns. This includes locations where the causation of collisions take place, locations where there is a need to manage the orderly flow of traffic, attending educational functions and responding to traffic safety complaints.

51.403 Performance Based Assignment

These positions are Performance Based Assignments and falls within the Employee Assignment Guidelines (G.O. 21.070).

51.404 Motor / Traffic Enforcement Request Officer Duties

- Enforce city and state traffic laws
- Enforce commercial vehicle safety laws
- Respond to injury traffic collisions to check for impairment and take disposition if needed

Glendale Police Department Operations Order		
Motor / Traffic Enforcement Request Officer		51.400
Date Issued 03-03-99	Revision Date 08-16-19	Page 2 of 5

- Review traffic concerns for enforcement or other appropriate action
- Maintain proficient operation of police motorcycles (if assigned a motorcycle) and assigned vehicles (marked and unmarked)
- Represent the department at various functions, and attend community meetings, as directed
- Become certified in HGN/SFST
- Become certified as a DRE and/or qualified as a Phlebotomist
- Respond to Traffic Enforcement Requests (TERs) and Requests for Service (RFS)
- Conduct enforcement in identified collision locations
- Conduct enforcement in identified impaired driver locations
- Participate in DUI Task Force Events
- Participate in Traffic Unit Special Events
- Deployment of speed enforcement trailers, signs, etc.
- Utilize unmarked aggressive driving vehicles assigned to the Unit for enforcement
- Utilize lidar/radar devices to aid in enforcement
- Utilize HGN /SFST skills in detecting impaired drivers
- Adjust hours to meet the organizational mission consistent with the MOU guidelines
- Utilize traffic enforcement to address crime concerns
- Maintain certifications as required
- Participate in on-call rotation for DRE/Phlebotomy

51.405 Qualifications

- A. Motor/TER Officers must have successfully completed probation and have accrued two (2) years seniority as a sworn police officer by the close of the application deadline
- B. Motor/TER Officers must always maintain a superior appearance due to the nature of their duties and high public exposure.

51.406 Movement within the Traffic Unit

- A. A TER officer may elect to move into an open/vacant Motor Officer position without testing for motors if the movement is approved by the Traffic Unit Lieutenant and the person successfully completes the Motor Officer Training Program.

Glendale Police Department Operations Order		
Motor / Traffic Enforcement Request Officer		51.400
Date Issued 03-03-99	Revision Date 08-16-19	Page 3 of 5

- B. A motor officer may elect to move into an open/vacant TER Officer position without testing if the movement is approved by the Traffic Unit Lieutenant

51.407 Field Training

- A. To achieve the strict professional standards, set forth, TER Officers must participate in, and successfully complete, the Basic TER Officer Training Program.
- B. The Basic TER Officer Training Program consists of one (1) day of training that includes responding to Requests for Service (RFS), Traffic Enforcement Requests (TER), conducting community educational contacts, working specialized activity areas and deployment of the speed trailer.
- C. Motor Officers must participate in, successfully complete and pass the Motor Field Training Program.
- D. A certified police motorcycle training instructor assigned to the Motors Squad will conduct the Motor Field Training Program.
- E. The Motor Field Training Program consists of four (4) days of "hands on" road training designed to expose the new candidate to actual road enforcement conditions and technique applications.
- F. All TER and Motor candidates must successfully complete the Field Training Program to qualify for the position.

51.408 Motor In-Service Training

- A. All Motor Officers will be required to attend and successfully complete in service training every quarter within a calendar year to retain their position in the Motor Squad, unless excused by the Division Commander or his/her designee.
- B. Any officer exhibiting deficiencies in his/her motorcycle riding skills will be required to participate in remedial training. The remedial training will consist of a maximum of two working days (one day on a trainer, one day on a fully dressed motorcycle, or any combination). The motor supervisor will determine the time required to correct the deficiencies, but it will not exceed two working days.

Glendale Police Department Operations Order

Motor / Traffic Enforcement Request Officer

51.400

Date Issued
03-03-99

Revision Date
08-16-19

Page
4 of 5

- C. Any officer involved in a traffic incident (as defined in GO 22.094.B) or chargeable accident on his/her Police Motorcycle, will be required to attend and complete training based on the circumstances of the specific collision. The training will be based on the instructor(s') and supervisor's review of the incident and any factors found to have contributed to the incident. The scope of the training will be determined by the supervisor and instructor(s).
- D. Qualification time for all in-service, remedial, and the Motor Officer Training Program will be set by the motor training staff. Officers will ride on a fully dressed police motorcycle to be rated as having successfully completed the designated training.
- E. Any officer unable to maintain his/her motorcycle riding proficiency, as set forth by the in-service policy, may be subject to re-assignment within the police department.
- F. The certified motorcycle instructor and motor supervisor are responsible for rating the riding performance of the officers participating in the designated training.
- G. Motorcycle training results and certificate of completion will be documented and submitted to the Training Unit via the Training Unit Verification Form in SharePoint.
- H. Should a motor officer fail in-service training, he/she will be required to satisfactorily complete a maximum (2) day remedial training session (one day on a trainer, one day on a fully dressed motorcycle, or any combination).
- I. Should the officer not satisfactorily complete the remedial session, he/she will be subject to re-assignment within the police department.
- J. Any officer unable to satisfactorily complete two (2) consecutive in-service sessions will be subject to re-assignment within the police department.
- K. Any officer off the motorcycle for ninety (90) or more consecutive days will be required to participate in a maximum two (2) day refresher training.

Glendale Police Department Operations Order		
Motor / Traffic Enforcement Request Officer		51.400
Date Issued 03-03-99	Revision Date 08-16-19	Page 5 of 5

51.409 Use of the Motorcycle

- A. Motorcycles should not be ridden on wet streets or during inclement weather in an enforcement capacity.
- B. The use of the Motorcycle for special events during inclement weather may be authorized at the direction of the Traffic Unit Lieutenant.
 - 1. If only a small portion of a street is wet, that portion should be avoided.
- C. The use of the police vehicle is subject to City Manager Directive on Use of City Vehicles. See City Manager Directive (CMD) # 18 for information regarding use of city vehicles.
- D. Officers will perform safety checks of their motorcycle at the beginning of each shift to include, but not limited to, tire condition and air pressure, brake and clutch functions.
- E. Offices should not exceed 15 pounds in each saddlebag, as recommended by BMW.

51.410 Motorcycle Escorts

- A. Glendale Police Department motor officers may be involved in police officer honor guard escorts (as the primary or secondary agency), executive escorts, or other escorts approved by the Special Events Lieutenant, and/or the Traffic Unit Lieutenant, or designee.
- B. Specific escort detail requirements, such as formation, number of officers involved, uniform stipulations, etc., will be based upon field training received during the Motor Officer Training Program, as well as briefings held prior to the event.

Glendale Police Department General Order		
Automatic License Plate Reader		51.425
Date Issued 09-29-07	Revision Date 04-06-20	Page 1 of 3

51.425 Policy

It is the policy of the Glendale Police Department to utilize Automatic License Plate Reader technology only for official and legitimate law enforcement purposes. The Automated License Plate Reader Program (ALPR) was initiated to assist in the identification and recovery of stolen vehicles, stolen license plates, locating wanted persons, or locating any persons and vehicles of interest. Only qualified police personnel may use the ALPR system and for official use only. Any matches received from the ALPR must be verified before any enforcement action is taken.

51.426 Definitions

- A. **Automated License Plate Reader (ALPR):** A device that uses cameras and computer technology to capture and compare digital images of license plates to lists of known plates of interest.
- B. **Hot List:** License plates associated with vehicles of interest from an associated database, including, but not limited to, NCIC, ACIC, Local BOLOs, Amber Alerts etc.

51.427 Use and Care of the Automated License Plate Reader

- A. Division Commanders, or their designee, grant authorization for use of the Automated License Plate Reader.
- B. Division Commanders, or their designee, will be responsible for the storage, maintenance, and record keeping relating to the Automated License Plate Reader.
- C. Division Commanders, or their designee, will designate officers to provide training in the use of the Automatic License Plate Reader.

51.428 Equipment Use

- A. Police personnel must be trained in the use of the Automated License Plate Reader prior to equipment use.
- B. Division Commanders, or their designee, will assign the ALPR's to qualified police personnel.
- C. The Automated License Plate Reader "Hot List" is continuously updated via a secured server by the Department of Public Safety (DPS).

Glendale Police Department		
General Order		
Automatic License Plate Reader		51.425
Date Issued 09-29-07	Revision Date 04-06-20	Page 2 of 3

1. The captured license plate reader data will be retained a minimum of six (6) months from the date obtained.

51.429 Operational Use

A. Employees:

1. Since the information contained in the ALPR Hot List is not real time data, an ALPR alert alone does not justify stopping a vehicle or detaining its occupants.
2. Officers must verify the ALPR read was accurate prior to taking any enforcement action. Officers may follow a vehicle of interest, until the “hit” has been confirmed with MVD records using a patrol car MDC, or by using Communications personnel.
3. When responding to an ALPR Hot List alert, employees will process all items of evidence and complete all required reports and notifications.
4. A vehicle inventory will be completed, and any illegal contraband will be documented and impounded.
5. If an ALPR hit is related to the registered owner and not the vehicle, officers should be cognizant that the driver may not be the registered owner and deescalate their response as appropriate.
6. Depending on the nature of the ALPR alert, officers may be directed to notify another agency for instructions on the alert. Officers should follow the instructions in the alert closely. At times, the instruction on the alert may be to surreptitiously watch, but not to contact or detain the vehicle or its occupants.
7. All ALPR data downloaded to a mobile workstation and in storage shall be accessible only through a login/password-protected system capable of documenting any and all access of information by user name, date, and time.
8. The ALPR data shall only be used for criminal justice purposes.

Glendale Police Department General Order		
Automatic License Plate Reader		51.425
Date Issued 09-29-07	Revision Date 04-06-20	Page 3 of 3

51.430 Supervisor Responsibilities

Supervisors shall closely monitor employees to ensure compliance with this policy and respond appropriately to alerts that have been detected by the Automated License Plate Reader.

Glendale Police Department General Order		
On-Officer Body Camera Program		51.600
Date Issued 05-19-16	Revision Date 10-04-22	Page 1 of 10

51.600 Purpose

The purpose of this policy is to establish the Glendale Police Department (GPD) operational use and system management procedures for the “On-Officer” Body Worn Camera Program.

51.601 Definitions

The Body Worn Camera (BWC) is an audio/video recording system worn and used by GPD department personnel to document law enforcement activities.

51.602 Operational Mode Definitions of BWC

- A. **Normal Buffering Mode:** The BWC continuously loops video recording. When recording is activated, the buffer is included in the captured video. Audio recording is not buffered. Thirty (30) second buffering is the current setting within policy.
- B. **Event Mode:** The mode which activates the camera system.
- C. **Digital Video Recorder (DVR) / Camera:** Primary component that contains the physical camera and hard drive.
- D. **Controller:** A physical battery pack separate from the DVR / Camera where the on/off button for the system is located.
- E. **Evidence Transfer Manager (ETM):** The docking station that uploads data and recharges the controller/camera.
- F. **Event:** Any call for service, citizen contact, investigation follow-up, traffic enforcement, public relations events.

51.603 General Guidelines

- A. The only approved on-body camera system is an on-body camera system authorized by GPD that has been manufactured and maintained by Axon and designated by the Department Body Worn Camera Administrator.
- B. Utilization of the Glendale Police Department BWC will adhere to protocols outlined in General Order 51.620, Digital Media Evidence.
- C. All police activities captured by the BWC, which includes images, meta-data and audio recordings, are the sole property of the City of Glendale AZ. and will be managed by the Glendale Police Department.

Glendale Police Department		
General Order		
On-Officer Body Camera Program		51.600
Date Issued 05-19-16	Revision Date 10-04-22	Page 2 of 10

- D. The BWC equipment will be assigned to and maintained by the individual officer.
- E. At the beginning of their work shift, employees will inspect the BWC equipment for any operational defects and will ensure the device is working properly and the camera is aimed forward. Any damage identified at the time of inspection will be reported and documented as outlined in General Order 20.170, Departmental Property Management.
- F. The BWC recordings will be used for official department purposes only.
- G. The BWC shall be turned on and set to buffering mode at the beginning of each shift, when an officer goes in-service (code “10-11”), and then remain on except as provided in 51.606 (E).
- H. Department personnel will ensure to place the BWC system in “On/Record” mode during all investigative or enforcement related activities, unless officer safety is compromised, and an officer must immediately respond/react to protect themselves or a member of the public. Then, the camera will be activated as soon as practical and safe to do so.

51.604 User Guidelines

- A. While working in a standard uniform, in an on-duty or off-duty work capacity, authorized users who have been issued a BWC will activate the BWC to record all contacts with persons when performing official duties. Examples include, but are not limited to:
 - Traffic stops and contacts with individuals
 - Suspected impaired driver investigations
 - Vehicle pursuits and failure to yield incidents
 - Collision scenes
 - Response to domestic violence incidents
 - Transporting prisoners or citizens for any reason
 - All searches (persons, vehicles, structures, etc.)
 - Suspect, victim, and witness statements
 - Advising an in-custody individual of his/her Miranda Rights
 - Interrogations or interviews
 - While acting in a contact or cover position
- 1. Authorized users shall not record the following:
 - While on scheduled employee breaks

Glendale Police Department General Order

On-Officer Body Camera Program

51.600

Date Issued
05-19-16

Revision Date
10-04-22

Page
3 of 10

- When writing reports
 - When discussing a case or an on-going incident with other officers, supervisors, or with city attorneys
 - During administrative functions, including counseling sessions with supervisors or managers
 - During a critical incident debriefing
 - During daily briefings
 - While attending or testifying during civil or criminal court proceedings
 - During civil or criminal defense interviews or depositions
 - During general conversations with other employees and other criminal justice personnel, including prosecutors
 - During community outreach events
 - When departmental personnel arrive on a medical call and they determine no criminal activity has occurred, or is expected to occur
 - During personal activities
 - In places where reasonable expectation of privacy exists such as dressing rooms and restrooms
 - When directed by a supervisor
- B. Detectives who are on-duty and in a non-uniformed capacity will adhere to this policy as closely as possible when engaged in enforcement activity, bearing in mind that the safety of all officers and citizens take precedence over activating a BWC in a rapidly evolving event. Enforcement activity may include but is not limited to service of search warrants, routine contact of victims, witnesses, etc.
1. Detectives who are on-duty in an undercover capacity (non-enforcement) are not required to wear a BWC.
- C. Once activated, department personnel will continue to record until the completion of the event. For purposes of this section, conclusion of an incident has occurred when an officer has terminated contact with an individual or cleared the scene of a reported incident.
- D. Consideration may be given to victim requests not to be recorded. The request to not to be recorded, or stop recording an event, should be captured on the original recording prior to turning off or suspending a recording. An audio-only recording if possible, such as during a victim interview, should be considered.
- E. Department personnel are not required to obtain consent to record from a private person when they are in a public place, or when the officer is lawfully performing their duties.

Glendale Police Department		
General Order		
On-Officer Body Camera Program		51.600
Date Issued 05-19-16	Revision Date 10-04-22	Page 4 of 10

- F. In all cases where activation of the BWC is required, officers shall activate the BWC at the first available time, priority having been given to officer safety and the safety of others.
- G. It is in the best interests of the Department and individual officers not to interrupt BWC operation after activation, without good cause. Accordingly, Department personnel may deviate from this policy only if necessary or otherwise appropriate, e.g. to protect the identity of a confidential informant, or at the specific request of a victim or a witness asking not to be recorded. Officers will document the reason(s) for the deviation from this policy on the BWC, if practical, or in writing and will submit this documentation to a supervisor. It shall be the responsibility of undercover officers to conceal their identity when BWCs are in use. Any sensitive or confidential data that may be recorded, is subject to redaction before disclosure. Any such data should be “flagged” to facilitate appropriate redaction.
- H. When feasible, officers are encouraged to inform members of the public that they are being recorded. If asked, officers should inform those inquiring that audio-video recording equipment is in use, unless doing so would be unsafe for officer and/or members of the public.

51.605 Reviewing of Captured Recordings

- A. The police department reserves the right to access and view Body Worn Camera (BWC) video and recordings as needed to ensure public trust and promote transparency. BWC video may be accessed by the appropriate designee of the department during the following administrative processes:
 - a. Furtherance of any criminal investigation
 - b. On an as-needed basis to complete internal investigations or during fact finding
 - c. Administrative investigations (response to resistance, vehicle accidents, vehicle pursuits, etc.)
 - d. Public records requests / the duties of the Public Information Office
 - e. Training purposes
 - f. Officers can view their own BWC recordings to prepare departmental reports, or in preparation for court or administrative processes

Glendale Police Department		
General Order		
On-Officer Body Camera Program		51.600
Date Issued 05-19-16	Revision Date 10-04-22	Page 5 of 10

- B. In the event of a critical incident (i.e. serious use of force incident, officer involved shooting, serious injury or death), when safe and practical, an on-scene supervisor may retrieve data from the BWC from the officer(s) involved at the scene where viewing the event could assist with locating outstanding suspects, suspect vehicles and direction of travel. The supervisor will be responsible for ensuring the content of the BWC is uploaded.
- C. Department personnel involved in a critical incident may review only those recordings captured by their assigned BWC before making any statements regarding this incident.
1. During a use of force investigation an employee has the right to view recorded video, as outlined in A.R.S. 38-1116:
 - a. In an administrative investigation of a law enforcement officer's use of force incident that resulted in a death or serious physical injury to another person, if the law enforcement officer recorded a video, both of the following apply:
 - The administrative investigation is not complete until after the officer has an opportunity to view the recorded video and provide any further information regarding the footage that the officer believes is relevant.
 - The law enforcement officer must be read the following notice before viewing the recorded video:

Video evidence has limitations and may depict events differently than you recall. The video evidence may assist your memory and may assist in explaining your state of mind at the time of the incident. Viewing video evidence may or may not provide additional clarity to what you remember. You should not feel in any way compelled or obligated to explain any difference in what you remember and acted on from what viewing the additional evidence provides you.
 2. Exceptions to this policy can be made depending on circumstances involving criminal investigations, the Chief of Police, or her/his designee, may rescind the viewing of the event by the officer involved.
- D. The Department does not intend BWC media or data to be reviewed for the purpose of searching for policy infractions. But, if during an authorized viewing policy violations that go beyond isolated minor infractions are observed, this section shall not be interpreted to prohibit the use of BWC media or data as the primary factual source for conducting an investigation.

Glendale Police Department General Order		
On-Officer Body Camera Program		51.600
Date Issued 05-19-16	Revision Date 10-04-22	Page 6 of 10

E. Nothing in this section prohibits the Chief from issuing an order to utilize BWC video review to investigate or attempt to corroborate a potential pattern or practice of misconduct or to comply with other legal obligations.

F. Supervisory Oversight:

1. Supervisors must have “cause” before viewing any officers’ (BWC) recording. “Cause” is defined as any articulatable information that would lead a supervisor to believe an officer may have violated policy or for a serious officer safety concern on a call.
2. Supervisors will utilize statistical tools and reports generated through the BWC program to conduct monthly audits and compliance checks of officers’ (BWC) usage to ensure adherence to the BWC user guidelines. Any significant differences in numbers will be addressed with the officer.
3. If a sergeant, in accordance with the above guidelines, reviews BWC video belonging to an officer outside of their chain of command, they will document the reason for the review in an email to the officer’s supervisor.
4. Anytime downloaded video recordings are reviewed, evidence.com captures who the person is who viewed it, and the date/time it was viewed. Notes shall be posted on all videos viewed with a brief explanation as to the reason for viewing.
5. Supervisors are responsible to ensure that the provisions of this policy are adhered to as outlined in G.O. 22.061, General Responsibilities of Supervisors.
6. Viewing (BWC) video should be focused on the incident in question and relevant to the investigative scope. The viewing of (BWC) videos for purposes other than what is outlined above is not authorized.

G. All downloaded video footage in evidence.com is subject to a bi-annual audit conducted by the Audits and Inspections Supervisor, or designee.

51.606 Restrictions

- A. Department personnel **will not** make surreptitious recordings of conversations with other department members, as indicated in the *User Guidelines* section of this policy (51.604).
- B. In accordance with **ARS §13-3005** (intercept of wire, electronic and oral communication), members shall not intentionally intercept a conversation or

Glendale Police Department General Order		
On-Officer Body Camera Program		51.600
Date Issued 05-19-16	Revision Date 10-04-22	Page 7 of 10

discussion at which he or she is not a party, or aid, authorize, employ, procure or permit another to do so, without the consent of a party to such conversation or discussion.

- C. The BWC will not be intentionally activated to record conversations of City of Glendale employees with or without their knowledge during routine, non-enforcement related activities.
- D. Department personnel will advise other department members and/or other criminal justice personnel (prosecutors, judges, or other law enforcement personnel) as soon as practicable, when a BWC is recording.
- E. Do not record in circumstances as outlined in section 51.604.A.1 of this policy.
- F. Department personnel shall only record a juvenile “during or as part of a law enforcement investigation” as prescribed in the Parents’ Bill of Rights set forth in Arizona state law.
- G. Accessing, copying, posting or releasing BWC recordings for other than official law enforcement purposes is prohibited and subject to discipline.
- H. Dissemination of information by department personnel will be:
 - 1. For criminal justice purposes
 - 2. For training purposes when approved by a Division Commander
 - 3. Department personnel shall not make copies of any BWC recording for their personal use or dissemination without supervisor approval.
- I. Copies of recordings may be requested through public records request as outlined in GPD policy # 70.525, Public Disclosure / Release of Reports.

51.607 Storage, Documentation and Retention Protocols

- A. Storage/ Evidentiary Guidelines.
 - 1. All BWC recordings shall be retained and stored in Evidence.com by following Glendale Police Department defined Property/Evidence and Digital Media Evidence procedures.
- B. The BWC user will be responsible for:

Glendale Police Department General Order

On-Officer Body Camera Program

51.600

Date Issued
05-19-16

Revision Date
10-04-22

Page
8 of 10

1. Transferring the data from the camera into Evidence.com. BWC recordings should be downloaded daily, but must be downloaded by officers at the end of their workweek, unless approved by a supervisor.
 2. Ensuring the video is tagged with an appropriate I.D., if applicable, and properly categorized in Evidence.com.
- C. Do not erase, alter, or tamper with any camera or collected data.
- D. Once the data is uploaded into Evidence.com in its entirety, the person assigned the BWC will ensure the videos are tagged with the:
1. Applicable category type;
 2. I.D. if applicable;
 3. Officer identification to include name and ID number.
- E. Release of evidentiary copies of BWC digital recordings will be completed via the Evidence.com digital evidence management system.

51.608 Deleting BWC Recordings

- A. Destruction or deleting of non-public records (e.g. inadvertent personal recordings, material that are unlawful or violate the rights of others):
1. Department personnel requesting a file to be deleted will submit a memo of explanation to their Division Commander.
 - a. The affected Division Commander will make a determination and forward the memo to the Department Program Administrator to complete the request through Evidence.com
 - b. The memos will be retained for one year by the Department Program Administrator (DPA).

51.609 Documentation and Reporting

- A. BWC recordings are intended to supplement department reports (DRs), not replace them. Writing of police reports will continue to follow the guidelines as laid out in Glendale Police Department General Order 27.000.
- B. When the BWC is used in any investigation or during a police contact:
1. Its use will be documented on any citation and/or report prepared regarding the contact.

Glendale Police Department General Order		
On-Officer Body Camera Program		51.600
Date Issued 05-19-16	Revision Date 10-04-22	Page 9 of 10

51.610 Primary Officer (Non-BWC and BWC Users)

When preparing a DR, supplemental report, accident report, civil process report, citation report, or field interview (FI) card, in connection with an investigation or police event, the officer will indicate that the event was recorded.

51.611 Retention and Public Release

- A. BWC recordings captured as part of a Department member's duties shall be the property of the City of Glendale, Arizona and managed by the Glendale Police Department.
- B. Images, sounds and meta-data recorded by the BWC are the exclusive property of the City of Glendale, Arizona and managed by the Glendale Police Department.
- C. The release of information requested through a public records request will be subject to any statutory exemptions from disclosure.
- D. Prior to releasing any BWC recordings, assigned Department personnel will ensure proper redaction is completed.
- E. Prior to releasing any BWC recordings involving Department personnel, the affected member will be notified in advance.

51.612 Care and Equipment

- A. BWC systems will be issued to individual Department personnel by the department program administrator or designee.
- B. A record of the inventory will be maintained by the Department program administrator.
- C. Only Department personnel who have completed the approved training will be assigned a BWC system. BWC system training will include the following:
 - Policy review
 - Equipment operation
 - Evidence.Com login and use
 - Video handling and tagging

Glendale Police Department General Order		
On-Officer Body Camera Program		51.600
Date Issued 05-19-16	Revision Date 10-04-22	Page 10 of 10

51.613 Documented System Review

A. At the direction of the Administrative Services Division Commander, a documented program review of the BWC system will be completed on an annual basis. The intent of the review is to monitor the overall effectiveness of the BWC program, as well as to identify any potential modifications that may be needed. The annual review may include related topics that include the following:

- Review of the current BWC policy
- Analysis of BWC procedures
- Analysis of data storage (data currently stored and storage availability)
- Review of program access and dissemination protocols
- Determination of additional departmental training needs

51.614 Public Recording of Law Enforcement Activity

A. The department recognizes the right of persons to lawfully record members of the agency who are performing their official duties. Employees should assume that they may be recorded at any time when on duty in a public space. Employees will not prohibit or intentionally interfere with such lawful recordings. Such recordings are private property. Any recordings that are deemed to be evidence of a crime or relevant to an investigation will only be collected or seized lawfully, on consent or, absent exigent circumstances, with a warrant, observing constitutional due process rights and GPD search and seizure policy.

B. Employees should not interfere with recording by the public, except:

1. If such recording interferes with the conduct of police business.
2. Where the individual recording is in danger of injury to self or others.

Glendale Police Department General Order		
Digital Media Evidence		51.620
Date Issued 05-10-05	Revision Date 10-21-21	Page 1 of 3

51.620 Purpose

- A. The purpose of this policy is to establish the procedures and guidelines for the use of digital media equipment in evidence gathering.
- B. Officers may use digital media recording equipment to record video and/or audio transactions that occur between officers and the public as described in this policy.
- C. Any portion of a digital recording that contains events surrounding a violation of the law is considered evidence and should be so marked and retained as further specified in this policy.
- D. Digital recordings are the property of the City of Glendale and are not to be duplicated except as further specified in this policy or when approved in writing by the Chief or his designee.
- E. Only properly trained employees should use digital recording equipment. It is a violation of policy for a non-trained employee to use the equipment without a valid business purpose.

51.621 Digital Images and Digital Audio

- A. The purpose of this section is to establish guidelines for the collection, examination, processing, storage, retrieval, and dissemination of images and audio in a digital format which are the property of the Glendale Police Department (GPD) and may be used in the prosecution of an offender or in any lawful investigation.
- B. All photographs taken by the Glendale Police Department in a police action, should be in a digital format and will be processed through, stored, and disseminated through evidence.com. Any digital audio captured during interviews will be handled in the same manner as images. All images and audio are the property of Glendale Police Department and their use is restricted to Glendale Police Department business only (i.e. public disclosure, criminal prosecution etc.) unless expressly authorized by law or the Police Chief, Chief's designee, or a supervisor such as for training.
- C. The roles and responsibilities of GPD personnel who take photographs as part of their routine duties are as follows:
 - 1. General photography documentation of scenes and incidents responded to.

Glendale Police Department General Order		
Digital Media Evidence		51.620
Date Issued 05-10-05	Revision Date 10-21-21	Page 2 of 3

2. Assist with investigations as required.
 3. Photographing collected evidence for investigations.
 4. Document comparison quality images which will be utilized for further examination by employees of the Forensic Services Unit.
 5. Historical documentation, training, and public relation photos.
- D. Employee(s) assigned to administer the evidence.com system are assigned to the Support Services Division and will be responsible for providing appropriate access to the system to employees as well as coordination with the system provider.
- E. Chain of Custody
1. After digital images or audio files are captured, all case related images and files must be promptly downloaded into evidence.com. Under no circumstances may case related images be deleted, copied, transferred, emailed or printed prior to downloading into evidence.com (exceptions may be granted by the Forensics Supervisor or the evidence.com Administrator).
 2. All case related images and audio files captured by GPD personnel will be stored in evidence.com with appropriate information that includes crime type, location and the photographer name and ID number.
 3. The Forensic Services Unit is responsible for taking comparison quality images used for examination at a later time. Due to the size of these images, it is not feasible to store them in evidence.com. The images will be stored in a secure network location which is password protected. Retention and storage of these images will be addressed in the Forensic Services Unit policies and procedures manuals.
 4. All case related images and audio files will be downloaded as soon as possible, or at the end of each shift. Exceptions should receive the approval of a supervisor prior to the expiration of the end of the shift when the pictures were taken.
- F. Viewing of Images and Reviewing Audio Files

Glendale Police Department General Order

Digital Media Evidence		51.620
Date Issued 05-10-05	Revision Date 10-21-21	Page 3 of 3

1. All digital images and audio files captured by GPD personnel should be stored in a manner that provides a secure environment yet allows for accessibility when the images or files are required; evidence.com. has been implemented for this purpose.
2. GPD personnel with the appropriate authorization, including Forensics personnel, Investigators, Prosecutors, Risk Management, etc. will have access to evidence.com for viewing images and reviewing digital audio files.
 - a. Evidence.com allows the viewing of images and review of audio files.
 - b. Sensitive and classified images and audio will be downloaded into secure categories with limited access.
 - c. Access to any secured categories will be granted only to the primary or lead investigator needing access to the files to complete their assigned duties or as authorized by the Supervisor of the Forensics Unit or the evidence.com administrator.
3. Access to the evidence.com server will be managed by the evidence.com Administrator in Support Services Division.
4. Instruction and training on how to access and use the evidence.com server will be provided by the Evidence.com Administrator in Support Services Division.

Glendale Police Department General Order		
Tow Truck Regulations		51.640
Date Issued 02-14-00	Revision Date 04-04-23	Page 1 of 10

51.640 Purpose

- A. The purpose of this policy is to establish guidelines for the use of contracted tow companies for the removal of vehicles from City of Glendale roadways.
1. When a vehicle is not drivable and/or otherwise constitutes a hazard, officers will notify communications that a tow truck is needed.
 2. The officer will notify the communications dispatcher how many vehicles need to be towed and if there are any special needs (i.e., flatbed truck, heavy-duty truck, etc).
 3. Officers will advise involved parties that they may call a tow company of their choice and at their expense, so long as the wait for the tow is not excessive (more than 30 minutes).
 4. Tows where the contracted tow companies are utilized, a Glendale Police Department Vehicle Removal Report will be completed.
 5. The Glendale Police Department Vehicle Removal Report will be completed, listing all property left in the vehicle and any damage on the vehicle. A copy of the report will be given to the tow truck driver and the remaining portion (original) will be forwarded to the Tow Administrator.
 6. Officers must also write (legibly) the officer's name, serial number, and the departmental incident number on the tow truck driver's invoice.
 7. Officers towing a vehicle under A.R.S. § 28-3511 (20-day vehicle seizures) will inform communications dispatch at the time of the tow request the reason for the 20-day impound. The officer will also note on the Vehicle Removal Report the reason for the seizure. An Impound Vehicle Instructions pamphlet will be provided to the driver of the vehicle at the time of tow. The Vehicle Removal Report will be forwarded as soon as possible to the Tow Administrator, but no later than end of shift.

51.641 Abandoned Vehicles

- A. If a vehicle is abandoned in the roadway and constitutes a hazard, officers will make reasonable attempts to contact the registered owner to have the vehicle removed. If there is no contact made with the registered owner, a Glendale Police

Glendale Police Department General Order		
Tow Truck Regulations		51.640
Date Issued 02-14-00	Revision Date 04-04-23	Page 2 of 10

Department Vehicle Removal Report will be completed, and the vehicle will be towed.

- B. Vehicles in violation of Glendale City Code 24-120(A)(4) (48-Hour Violation) will be towed in accordance with GO# 51.271. A Vehicle Removal Report will be completed and forwarded to the Tow Administrator as soon possible after completion of the call for service, but no later than the end of shift.

51.642 Stolen Vehicle Recoveries

- A. The contracted tow companies will tow recovered stolen vehicles. A Vehicle Removal Report will be completed and forwarded to the Tow Administrator as soon as possible after completion of the call.
- B. Large vehicles (tractor-trailer rigs, motor homes etc.) will be towed only with Supervisor approval.

51.643 City Vehicles

A. Tow Truck Responsibility:

A.R.S. § 28-898(C) directs that “Any person removing a wrecked or damaged vehicle from the highway shall remove any glass or other injurious substance dropped upon the highway from the vehicle.” This means the tow truck driver will sweep the roadway and clear all debris. If the driver fails to remove the debris, they will be called back to the scene to do so. If the driver refuses to remove the debris, they will be cited.

B. Disposition of Property:

1. In any collision where the owner or responsible party for the vehicle is transported from the scene or is otherwise unable to take possession of their vehicle and property, an inventory form (Vehicle Removal Form) shall be filled out describing the vehicle and the property remaining in the vehicle.
2. Items of value, such as wallets, purses, money, jewelry, and other valuables found at the scene of the collision (or left in the vehicle) shall be logged into property at the police station, for safekeeping, if the items cannot immediately be returned to the owner.

Glendale Police Department		
General Order		
Tow Truck Regulations		51.640
Date Issued 02-14-00	Revision Date 04-04-23	Page 3 of 10

C. Special Tows:

Special Tows shall be defined as burned vehicles, mountainside vehicles, vehicles in lakes, canals, or pools, or vehicles in desert areas requiring a four-wheel drive tow truck or special equipment. Burned vehicles are described as vehicles burned the engine compartment, and/or with at least three (3) tires lost as a result of the fire. It is the officers' determination that a special circumstance tow is warranted. If a question arises a supervisor will be notified.

51.644 Tows and Impounds Pursuant to A.R.S. § 28-3511

A. Tow Administrator Responsibilities:

1. The Tow Administrator's responsibilities will include the following functions: the review of all Vehicle Removal Reports in order to separate the 20-day seizures from the standard tow actions, completion of a records check to make certain that the identifying information (pertaining to a vehicle that has been towed) and the information on the vehicle removal report are correct, mailing impound notices to the registered owners and any parties with interest in the vehicle within three business days after impoundment and the scheduling and conducting of hearings within five working days (after receipt of the request) in order to decide whether or not a vehicle will be released. They will also perform the collection of administrative fees related to this process.
2. The Tow Administrator will review all removal reports, involving a 20-day vehicle impound, to ensure that the information has been properly documented. Copies of the original Vehicle Removal Reports will be made and the original document will be sent to the Records Department. The Tow Administrator will then file a copy of the vehicle removal report and maintain the record for a period of three years.
3. In the event that the hearing fee has been collected in error or the vehicle was improperly impounded, the registered owner or lien holder will receive a refund of the administrative fee. The Tow Administrator will submit a written request, stating the reason for the refund, and notify a supervisor who will review this request and be required to approve such an action. Upon final approval, a check will be issued to the appropriate party.

B. Scheduling of Administrative Hearings and Early Release Appointments:

Glendale Police Department General Order

Tow Truck Regulations

51.640

Date Issued
02-14-00

Revision Date
04-04-23

Page
4 of 10

1. The process of releasing vehicles impounded pursuant to A.R.S. §28-3511 is subject to specific procedures. The release may only be processed after a hearing has been conducted. The hearing is intended to determine the validity of the removal of the vehicle only.
2. Registered owners, lien holders, and any other interested parties may request a hearing, within ten days of the date on the impound notice.
3. If an impounded vehicle is eligible for early release under statutory guidelines, and the registered owner or lien holder requests a hearing, an appointment will be made within the required time period.
4. All hearings will be scheduled within five business days (excluding weekends and holidays) after receipt of the request. Appointments should only be scheduled three to five business days out in the event that the tow administrator cannot confirm a specific date with the customer (i.e., no telephone number, incorrect telephone number, voice mail, etc). An appointment will only be made at the request of the registered owner or lien holder.

C. Conducting Administrative Hearings

1. The Tow Administrator shall take reasonable steps to identify the party requesting the hearing. This individual must be a registered owner, an owner's spouse, a lien holder, or any other party with a legitimate possessory interest in the vehicle.
2. In the event that a party claims they purchased the vehicle, but the title has not been transferred, and it does not appear in the MVD record, they should be advised to contact MVD immediately. If the party is not on record as a registered owner or other interested party, they are not eligible for a hearing until they are listed as an interested party prior to date of impound. In these cases, the hearing may be postponed or rescheduled to such time that the party is documented as an interested party.

D. Case Review

1. Prior to the hearing, the Tow Administrator should review the incident to confirm the reason for impoundment and to ensure that the proper procedures were followed. If it appears that the impoundment was proper, proceed with the hearing. If it appears that the impoundment was not proper, inform a supervisor of the circumstances and proceed with the hearing. The hearing

Glendale Police Department General Order		
Tow Truck Regulations		51.640
Date Issued 02-14-00	Revision Date 04-04-23	Page 5 of 10

folder should contain pertinent records which should be included and entered into evidence for the hearing.

2. Once the Tow Administrator is familiar with the incident, they shall allow the hearing requestor to offer a response or defense pertaining to the vehicle impoundment. Hearings are informal and do not require parties to adhere to the rules of evidence and procedure as in formal courtroom proceedings.

E. Allowable Defenses for Early Release

A.R.S. §28-3512 provides for certain specific defenses. The hearing requestor may claim:

1. *The vehicle was stolen at the time of the impoundment.*

If the hearing requestor filed a police report, the requestor should provide a copy of the report. The report will be reviewed, in order to determine whether the status of the stolen vehicle report is legitimate.

2. *The impoundment did not meet requirements of A.R.S. §28-3511.*

If the driver's license status was valid at the time of impound or any other requirements pursuant to ARS 28-3511 were not met and the impoundment was not proper, the Tow Administrator will facilitate release of the vehicle. This will be performed after verifying the party has a valid driver's license, insurance, and current registration.

3. *The MVD record was in error and the driver's license should not have shown suspended or revoked at the time of impoundment.*

The hearing requestor must prove this by producing paperwork from MVD disputing the record. If the hearing requestor only has court paperwork, for example, showing that his/her license should be cleared, they should be directed to first have the official record corrected by MVD. The hearing will continue and if no other items are presented by the hearing requestor, a finding will be made to reflect the proper impoundment of the vehicle, as the impounding Officer correctly impounded the vehicle based on the MVD status at the time of the impound and if MVD or the Court made an error and did not reinstate the driver's license at the time of the court/MVD action. In this case, the requestor is still responsible for the \$150 fee and towing and storage fees, but may file a claim with MVD or a court with jurisdiction. The party should

Glendale Police Department General Order		
Tow Truck Regulations		51.640
Date Issued 02-14-00	Revision Date 04-04-23	Page 6 of 10

be directed to correct the driver's license status and return with the appropriate documentation.

4. *The hearing requestor had his/her driving privilege restored to valid status since the impoundment.*

The hearing requestor must prove his/her claim. If the Tow Administrator establishes that the impounding officer correctly evaluated the driver's license status, as being suspended or revoked at the time of the impoundment, and no other factors are presented the determination will reflect that the action was valid. If the impoundment was correct and the requestor is the registered owner and was the driver at the time of the impoundment, an early release exemption may apply if all of the release criteria is met (valid DL, valid insurance, current vehicle registration, title, and \$150 fee paid by money order or cashier's check).

If the impounding officer read the MVD record incorrectly and the impoundment was not according to statute, the vehicle will be released. The release criteria must still be met (valid DL, valid insurance and current vehicle registration), but the requestor does not pay the \$150 fee.

If the impoundment was not proper and the vehicle is not eligible for immediate release due to an invalid driver's license, no insurance, or the registration is not current, the party will be told to correct the problem and return immediately for the release paperwork. Once the party returns with the corrected items, the vehicle release will be facilitated.

5. *The vehicle is a rental car and the party requesting release is a representative of the rental agency that owns the vehicle, the requestor claims the vehicle impoundment was subject to bailment or the requestor claims a certified interlock ignition has been installed.*

These circumstances are important as possible exemptions for early releases ONLY; they are not defenses to the improper impounding of the vehicle. Any hearing involving these circumstances should focus on the driver at the time of the impoundment and the reasons, as stated in A.R.S. § 28-3511, for impounding the vehicle.

6. *The lien holder claims that they were not notified of the impoundment within the required time period.*

A.R.S. § 28-3514(C) requires notification of the impoundment be made to all interested parties within three business days of the date of impoundment. In

Glendale Police Department General Order		
Tow Truck Regulations		51.640
Date Issued 02-14-00	Revision Date 04-04-23	Page 7 of 10

circumstances involving a lien holder, where the lien holder was not sent a Notice of Impoundment within the required time period and the lien holder is requesting a hearing and release, the Glendale Police Department is responsible for paying the towing and storage fees because the impoundment was not proper because ***notification regarding the impoundment was not made pursuant to statute.***

Even if the registered owner was the driver and received the Impound Vehicle Instructions, if the lien holder did not receive the card or notification of the impoundment, a finding for owner will be reached; once the release criteria for a lien holder have been verified, and an authorization for release will be facilitated.

If the impoundment was not proper and the vehicle is not eligible for immediate release due to an invalid driver's license, no insurance, or the registration is not current, the party will be told to correct the problem and return with documentation to obtain the release paperwork.

7. *The registered owner claims they were not notified of the impoundment within the required time.*

If a Notice of Impoundment was not mailed within the required time and if the vehicle registration does not have a lien holder, notification may have been served if the impounding officer gave the driver Impound Vehicle Instructions. In order to determine whether the owner (if they were the driver) received the form, the Hearing Officer should ask the requestor why they did not send in the Post Storage Hearing Request from the impounding officer. The answer to this question may be used to determine whether the "department" gave proper notice of the impoundment.

If the impoundment was not proper and the vehicle is not eligible for immediate release due to an invalid driver's license, no insurance, or the registration is not current, the party will be told to correct the problem and return with appropriate documentation for the release paperwork.

8. *The vehicle was impounded because the driver is required by law to drive a vehicle with an electronic ignition interlock device and the driver claims the vehicle in question did have this device installed at the time of impound.*

The registered owner must present the installation certificate certifying that an electronic ignition interlock device was installed on the vehicle at the time of

Glendale Police Department General Order		
Tow Truck Regulations		51.640
Date Issued 02-14-00	Revision Date 04-04-23	Page 8 of 10

the impoundment. If the device was installed, the vehicle should not have been impounded. However, if the device was installed after the impoundment, the impoundment of the vehicle was valid.

If the impoundment was not proper and the vehicle is not eligible for immediate release due to an invalid driver's license, no insurance, or the registration is not current, the party will be told to correct the problem and return with documentation for the release paperwork.

F. Determination of early Release Criteria

1. The Tow Administrator shall determine if early release may be permitted based on whether the registered owner or lien holder has all the necessary documentation. If the party meets all the criteria before the twenty-day period has expired, an appointment will be made to facilitate the release.
2. A registered owner attempting to recover their vehicle, must produce a valid driver's license, current insurance, registration, title and a money order/cashier's check for \$150.00.
3. A lien holder attempting to secure release of an impounded vehicle must produce: two versions of a "Hold Harmless Letter" (one must name the City of Glendale, the other must name the towing service provider that is under contract with the City of Glendale at the time of impoundment; both documents must be notarized). Further, a Letter of Authorization naming the company's agent who may retrieve the vehicle and a notarized Repossession Affidavit must also be produced. An Electronic Title or Lien Activity Report, and proof of Insurance will also be required.
4. If a lien holder has interest in the vehicle at the time of impoundment, but was not listed on the registration as a lien holder, that party must provide appropriate documentation (i.e. contract and/or purchase agreement) reflecting that they were, indeed, the lien holder at that time).

G. Collection of Administrative Fees

The Tow Administrator will be responsible for the collection of the \$150.00 administrative fee. Payment must be in the form of a money order or cashier's check, payable to the City of Glendale.

H. Completion of the Authorization to Release Form:

Glendale Police Department General Order

Tow Truck Regulations

51.640

Date Issued
02-14-00

Revision Date
04-04-23

Page
9 of 10

1. The Tow Administrator will print the registered owner's or agent's name (person to whom the vehicle is being released) on the Authorization to Release Form and mark the appropriate box. The administrator will also mark the "Fee Paid" box, sign the form and enter the date and time. If the owner has appointed an agent, the Administrator will print the agent's name and mark "Owner's Agent." When the vehicle is being released to a lien holder, the Administrator will print the name of the individual from the finance company or the company handling the repossession and mark "Lien Holder."
2. A copy of this form will be provided to the registered owner or agent as the tow company will not release the vehicle without this document. The registered owner or agent will be issued a receipt for the \$150 fee. The Authorization to Release Form will be emailed to the tow company.
3. The receipt, copies of the driver's license, insurance, registration and any other supporting documentation will be attached to the original Authorization to Release Form. All documentation shall then be retained for a period of three years.

I. Administrative Fee Accounting Procedures

The Tow Administrator collects the \$150.00 administrative fee from the registered owner or lien holder at the time of the hearing. The administrator will then make two copies of the money order or cashier's check and provide one copy to the party seeking release of the vehicle for their record. The Tow Administrator will also keep a copy of the money order/cashier's check with the file for the departmental record. At the end of the business day, the funds shall be secured in a designated location for processing. The Tow Administrator shall complete an Electronic deposit of all money order/cashier's checks weekly.

J. Repeat Impounds

1. If the registered owner signed an Agreement of Operation after a previous impoundment by any other agency and is within 365 days of that release, under A.R.S. § 28-3512 the vehicle cannot be given to the registered owner before the expiration of the twenty-day period relating to the most recent impoundment.
2. If a registered owner violates A.R.S. § 28-3511 after signing an agreement, under A.R.S. § 28-3512(J) that "A person who enters into an agreement and who allows another person to operate the vehicle in violation of the agreement is responsible for a civil traffic violation and shall pay a civil penalty of at

**Glendale Police Department
General Order**

Tow Truck Regulations		51.640
Date Issued 02-14-00	Revision Date 04-04-23	Page 10 of 10

least two hundred fifty dollars” then the registered owner will be responsible for a civil traffic violation and shall pay a civil penalty of at least two hundred fifty dollars.

Glendale Police Department General Order		
Patrol Response to Animals		51.660
Date Issued 03-05-11	Revision Date 04-09-20	Page 1 of 5

51.660 Animal Related Incidents

Animal related calls for service usually involve family pets, which makes these calls very sensitive in nature. In these circumstances, diplomacy and professionalism should be displayed at all times. All animals should be treated as humanely as possible.

51.661 Patrol Response to Animal Related Incidents

- A. GPD officers will only respond to animal related incidents in which an animal is causing **a risk to public health, safety or there is a criminal element**.
- B. Examples include:
 - 1. In the roadway, blocking traffic or causing a traffic hazard (this may include animal remains which interfere with the normal flow of traffic).
 - 2. Vicious Animals
 - 3. Animal abuse (in accordance with Communications’ protocols, this may include animals left in vehicles).
- C. GPD officers will only capture and transport an animal if All Animals Rescue & Transport (AART) are not able to respond within a reasonable amount of time and it is absolutely necessary.
- D. GPD officers may seize animals in cases that involve cruelty, neglect, abandonment, death of the animal, or the owner is arrested.
 - 1. The Arizona Humane Society (AHS) can assist with the seizure(s), as they provide shelter for seized animals.
 - 2. After hours, officers can seize and take an animal(s) to an Emergency Animal Clinic and AHS will pick up the animal the next day.
 - 3. Seizure notices will need to be completed and posted appropriately.

51.662 Injured Animals

- A. Small Animals (Dogs, Cats)

Glendale Police Department General Order		
Patrol Response to Animals		51.660
Date Issued 03-05-11	Revision Date 04-09-20	Page 2 of 5

1. Attempt to locate the owner so that they can arrange medical treatment.
 2. If the owner cannot be located, contact the Arizona Humane Society for pickup, or transport the animal to the nearest Emergency Animal Clinic.
 3. If the animal is severely injured and there is no practical solution or it is aggressive and cannot be safely captured, the animal may be dispatched with sworn supervisor approval (see below).
- B. Large Animals (Cows, Horses, Other Livestock)
1. Attempt to locate the owner and have them arrange for medical treatment.
 2. If unable to locate the owner, contact the Arizona Department of Agriculture, Animal Services Division for assistance.
 3. If unavailable, contact a veterinarian.
 4. If none of the above are available and the animal is seriously injured, contact a sworn supervisor to determine if the animal should be dispatched.

51.663 Dispatching of Animals

- A. When necessary, officers are justified in dispatching an animal that is severely injured or is vicious and a danger to themselves or the public if it is allowed to roam free.
1. Use great care to ensure that the immediate destruction of the animal is necessary.
 2. Exercise great care when discharging weapons.
 3. Avoid destroying animals in the presence of children or crowds.
 4. Write a detailed Departmental Report when firearms are discharged.
 5. Be conscious of the hazards.
 6. Ensure an adequate backstop behind the animal and minimize the chances of ricochets.

Glendale Police Department General Order		
Patrol Response to Animals		51.660
Date Issued 03-05-11	Revision Date 04-09-20	Page 3 of 5

7. Use a service weapon (handgun).
 8. Place the muzzle of the weapon as close as possible to a vital spot (may not be the head).
- B. After dispatching the animal:
1. Report the discharge of a firearm to supervisor immediately, explaining the details of the incident.
 2. Complete a departmental report when a firearm is discharged to dispatch an animal.
 3. Sergeants should complete a Use of Force Form in the Blue Team system (for tracking purposes only).
 4. The incident must be reviewed and approved by the affected Division Commander or designee unless notified otherwise.
 5. Shootings involving animals, will not normally be investigated by the Professional Standards Unit, but will be investigated by the employee's supervisor. If an animal is dispatched while an individual or suspect is in close proximity, the Professional Standards Unit will conduct the investigation.
 6. Dispatched animals must be picked up by Pet and Animal Lovers (PALS) and held in cold storage until determination can be made regarding the need of a necropsy.

51.664 Loose Animals at Large / Public Hazard

- A. Large Animals
1. Attempt to corral or tie the animal and locate the owner to take possession.
 2. If unable to corral the animal or locate the owner, contact the Arizona Department of Agriculture Animal Services Division. Their personnel have the appropriate equipment and resources to capture large animals and remove them to a place of safety.

Glendale Police Department General Order		
Patrol Response to Animals		51.660
Date Issued 03-05-11	Revision Date 04-09-20	Page 4 of 5

3. If the animal caused property damage while at large, and there is probable cause, issue a citation to the owner for a violation of Glendale City Code or A.R.S. regarding animals or livestock at large.

B. Small Animals

1. The primary responder to all dog at large or leash law violations within the city is AART. AART will initially issue warnings and will call for a GPD officer when it is determined that a citation should be issued. Officers may be dispatched and may enforce leash law violations when appropriate.
2. AART is under contract with the city to provide animal control services. Such services include:
 - Responding to stray dog complaints.
 - Animal bite investigations.
 - Warnings and referrals for citations for leash law violations,
 - Impounding and sheltering animals as needed.
3. There are limits to when AART services are available as well as various response times depending on the type of service requested.
4. Leash law or dog at large violations with a complainant are handled by AART.
5. Area checks for dogs at large are primarily handled by AART. AART officers will respond as appropriate to a dog at large call if the caller has detained the dog.
6. Holiday coverage and third shift (nights) coverage is limited to Police or Fire Department initiated animal bite calls.
7. When the AART closes, individuals may be directed to leave a message on the after hours recording.
8. AART personnel provide follow-up on calls for service with a complainant, however, late calls may be held over and/or any other complaints are followed up the next work day.

Glendale Police Department General Order		
Patrol Response to Animals		51.660
Date Issued 03-05-11	Revision Date 04-09-20	Page 5 of 5

9. AART personnel only respond after hours if the Police or Fire Department is making the request and the animal has demonstrated an immediate threat to public safety (e.g., dog bite).

10. If the animal is non-aggressive, an officer may capture it and turn it over to the owner, or call AART.

11. If the animal is aggressive, officers should take whatever precautions are necessary in order to protect themselves and the public. Some options available to officers in order to contain the animal are:
 - a. The use of Tasers (canted to the side so that the probes are horizontal instead of vertical).

 - b. The use of fire extinguishers to scare the animal into a particular location or away from the officer or citizens.

 - c. Broom handles to strike the animal from a distance.

 - d. As a last resort, if the animal is threatening the officer or public, the animal may be dispatched. **It should be noted that in extreme situations, officers may have no choice but to discharge the animal immediately. In these situations, officers should always be cognizant of back drop and people in the immediate area. When this occurs, the investigative procedures in section 51.663, Dispatching of Animals, will be followed.**

12. It should be noted that this policy is just an outline that gives some possible solutions to animal problems. It is not meant to restrict our officers' response to such calls for service. The Police Department understands that many of these situations are fluid and requires officers to take actions not enumerated in this policy. As always, officer safety, the safety of our citizens, and common sense should prevail.

Glendale Police Department General Order		
Response To Hazardous Materials		51.700
Date Issued 01-29-99	Revision Date 08-14-23	Page 1 of 9

51.700 Purpose

- A. To assist department personnel in organizing and operating effectively under emergency response operations for releases of, or substantial threats of releases of, hazardous substances.

- B. The Police Department will operate under the National Incident Management System (NIMS) structure at all Hazardous Materials incidents. The Fire Department will be in command of active hazardous materials scenes. The Police Department will assign an OSHA Certified Police Safety Officer and a Liaison Officer to Fire Command to enhance our communications and coordination efforts and to ensure timely transfer of critical safety information to responding officers. Except for crime-related scenes, the Police Department will remain in a supporting role to the Fire Department at hazardous material scenes.

51.701 Definitions

Hazardous Material	Any substance or material in a quantity or form that poses a substantial risk to health, safety, and property.
Hot Zone	The area within which exposure to the hazardous material/s is most likely to cause injury or death. *Per the Occupational Health and Safety Administration (OSHA), Personal Protective Equipment (PPE) is mandatory.
Warm Zone	Area between the hot and cold zones within which exposure to the hazardous material/s is at a lower concentration level where injury may occur, but death is not likely. *Per the Occupational Health and Safety Administration (OSHA), a lesser level of PPE is mandatory.
Cold Zone	Area within which there is no exposure to the hazardous material. The Command Post and Staging is located in the Cold Zone.
Qualified Person	A person with specific training, knowledge and experience in the area for which the person has the responsibility and authority to control.

Glendale Police Department General Order		
Response To Hazardous Materials		51.700
Date Issued 01-29-99	Revision Date 08-14-23	Page 2 of 9

51.702 Initial Response to Hazardous Materials

- A. The Patrol Supervisor, or designee, in charge of Police Operations will first contact Fire what type of support they need from the Police Department at the incident. The back seat on the passenger side of the Fire Command's Battalion Chief's truck is designated for the Police Department.
 - 1. Upon response the Incident Command System procedures will be followed (Operations Order 80.000).
 - 2. Personnel safety must remain the first priority at a hazardous material scene.
 - 3. Department personnel need to be vigilant for criminal responsibility in any hazardous materials incident.
 - 4. Glendale Fire personnel have the police radio system programmed in their radios and can utilize this during their response for overall coordination. Communications also has the ability to affect patches between Fire and PD channels; however this will not happen automatically. The request for this should come from Fire Command as they are aware what channel on the Phoenix system they will be utilizing for the event.

- B. Hazardous Materials incidents encompass a wide variety of situations including fires, accidental spills and leaks, transportation accidents, chemical reactions, and explosions. Every hazardous materials incident presents the potential for first responders to be exposed to health hazards and hazardous chemicals.
 - 1. Adequate situation evaluation is critical before any Police personnel are deployed at a scene involving hazardous materials.
 - 2. An incident involving hazardous materials has a high possibility of causing large amounts of casualties in concentrated areas.
 - 3. The Police Department does not respond to chemical "smell" calls as the first responder. These calls will be forwarded to Fire (Phoenix Regional Dispatch Center) with a Patrol Supervisor being notified.
 - 4. Police employees will not work in warm or hot zones, except for qualified EOD, SWAT and Clandestine Lab personnel who have the proper personal protective equipment (SCBA) and training.

Glendale Police Department General Order		
Response To Hazardous Materials		51.700
Date Issued 01-29-99	Revision Date 08-14-23	Page 3 of 9

C. In active Hazardous Materials incidents the Fire Department will be the lead agency, unless a crime has occurred, in which case the Fire Department will transition Command to the Police Department when the hazardous substance has been neutralized.

D. Police Dispatch will attempt to obtain any and all information from the person reporting possible hazardous materials incidents including the material name or type, and the amount or the size of the container and the problem (leak, spill, fire, etc.). Dispatch will notify a Patrol Supervisor who will make contact with Fire Command. Police dispatch will not initially dispatch any units directly to the incident. The call taker should stay on the phone after patching the call to the Phoenix Regional Dispatch Center to gain any additional information for the Patrol Supervisor coordinating the Police Operations response.

E. Cold Zone Evacuation Considerations

1. The number of positions assigned to an evacuation sector will depend upon conditions within that sector.
 - a. A total of 6 officers represent the ideal span of control for evacuation sector leaders.
 - b. Officers will be deployed in teams.
 - Each team will be identified by a specific area (i.e., North Evacuation Sector, South Evacuation Sector, etc).
 - Officers assigned to evacuation teams will report to their respective evacuation sector leader every 30 minutes to provide updates to their status in the evacuation.
 - Once the evacuation teams have completed their assigned evacuations, the officers will immediately report to their evacuation sector leader with the results of their evacuations and await further assignment.
 - c. Police Operations maintain an inventory of officers operating within an evacuation sector and the capability of supervisors to effectively direct their operation.
2. An operational map detailing geographical conditions successful and unsuccessful evacuations will be supplied to COMMAND as soon as possible.
 - a. Use of Fire Department maps and multi-residential maps are suggested.

Glendale Police Department General Order		
Response To Hazardous Materials		51.700
Date Issued 01-29-99	Revision Date 08-14-23	Page 4 of 9

3. Documentation

- a. Each evacuation sector leader will complete the EVACUATION ASSIGNMENT form, which details the completion of the assignment to evacuate a specific area by a team.
- b. The evacuation sector leader, in charge of a specific area, will utilize the EVACUATION form. This form details pertinent information, such as shelter sites, evacuation warnings given, and the area of evacuation.
- c. All the documents and forms completed will be forwarded to the sector leader prior to securing for that shift.

51.703 Personal Protection Equipment and Site Safety

- A. The incident safety officer will ensure that personnel wearing personal protective equipment will be properly monitored and personnel are appropriately rotated.
- B. Personal Protective Equipment will be provided to designated personnel, and is divided into four categories, based on the degree of protection afforded.
 1. Level A – to be selected when the greatest level of skin, respiratory, and eye protection is required. The following constitute Level A equipment:
 - a. Positive pressure, full face-piece self contained breathing apparatus (SCBA), or positive pressure supplied air respirator with escape SCBA, approved by the National Institute for Occupational Safety and Health (NIOSH).
 - b. Total-encapsulating chemical-protective suit
 - c. Gloves, outer and inner chemical resistant
 - d. Boots, chemical-resistant, steel toe and shank
 - e. Disposable protective suit, gloves and boots (depending on suit construction, may be worn over totally-encapsulating suit).
 2. Level B – the highest level of respiratory protection is necessary, but a lesser level of skin protection is needed. The following constitute Level B equipment:

Glendale Police Department General Order

Response To Hazardous Materials

51.700

Date Issued
01-29-99

Revision Date
08-14-23

Page
5 of 9

- a. Positive pressure, full face-piece self contained breathing apparatus (SCBA), or positive pressure supplied air respirator with escape SCBA (NIOSH and CBRNE approved).
 - b. Hooded chemical-resistant clothing (overalls and long-sleeved jacket; coveralls; one or two-piece chemical-splash suit; disposable chemical-resistant overalls).
 - c. Gloves, inner and outer, chemical resistant
 - d. Boots, outer, chemical-resistant steel toe, and shank
3. Level C – the concentration(s) and type(s) of airborne substance(s) are known and the criteria for using air purifying respirators are met. The following constitute Level C equipment; it may be used as appropriate:
- a. Full-face, air purifying (NIOSH and CBRNE approved)
 - b. Hooded chemical-resistant clothing; coveralls
 - c. Gloves, inner and outer, chemical-resistant
 - d. Boot cover, outer, chemical resistant (disposable)
 - e. ESP voice communication enhancer
 - f. Air filtering canisters; riot control canister and CBRNE canister
4. Level D –a work uniform affording minimal protection, used for nuisance contamination only. The following constitute Level D equipment; it may be used as appropriate:
- a. Coveralls
 - b. Boots/shoes, chemical-resistant steel toe shank
 - c. Safety glasses
- C. The types of hazards for which levels A, B, C, and D protection are appropriate are listed below:
1. Level A – Level A protection should be used when:
 - a. The hazardous substance has been identified and requires the highest level of protection for skin, eyes, and the respiratory system based on either the measured (or potential for) high concentration of atmospheric vapors, gases, or particulates; or the site operations and work functions involve a high potential for splash, immersion, or exposure to unexpected vapors,

Glendale Police Department General Order		
Response To Hazardous Materials		51.700
Date Issued 01-29-99	Revision Date 08-14-23	Page 6 of 9

gases, or particulates of materials that are harmful to skin or capable of being absorbed through the skin.

- b. Substances with a high degree of hazard to the skin are known or suspected to be present, and skin contact is possible.
 - c. Operations are being conducted in confined, poorly ventilated areas, and the absence of conditions requiring Level A have not yet been determined.
2. Level B – Level B protection should be used when:
- a. The type and atmospheric concentration of substances have been identified and require a high level of respiratory protection, but less skin protection.
 - b. The atmosphere contains less than 19.5 percent oxygen.
 - c. The presence of incompletely identified vapors or gases is indicated by a direct-reading organic vapor detection instrument, but vapors and gases are not suspected of containing high levels of chemicals harmful to skin or capable of being absorbed through the skin.
 - Note: This involves atmospheres with IDLH concentrations of specific substances that present severe inhalation hazards and that do not represent a severe skin hazard; or that do not meet the criteria for use of air-purifying respirators.
3. Level C – Level C protection should be used when:
- a. The atmospheric contaminants, liquid splashes, or other direct contact will not adversely affect or be absorbed through any exposed skin.
 - b. The types of air contaminants have been identified, concentrations measured, and an air-purifying respirator is available that can remove the contaminants.
 - c. All criteria for the use of air-purifying respirators are met.
4. Level D – Level D protection should be used when:
- a. The atmospheric contains no known hazards.

Glendale Police Department General Order		
Response To Hazardous Materials		51.700
Date Issued 01-29-99	Revision Date 08-14-23	Page 7 of 9

b. The work functions preclude splashes, immersion, or the potential for unexpected inhalation of or contact with hazardous levels of any chemicals.

- Note: Combinations of personal protective equipment other than those described for Levels A, B, C, and D protection may be more appropriate and may be used to provide the proper level of protection.

51.704 Personnel Accountability

- A. On a hazardous materials incident when personnel are operating in uncertain conditions, it is essential to conduct periodic assessments of units and personnel. Accountability should be done at all times on all police personnel at the scene, beginning with registering units as they arrive at the staging location.
- B. In addition a qualified law enforcement officer should keep track of all personnel entering and operating in the Hot/Warm zones (contaminated areas). They will complete periodic communication checks with the personnel, and record the following:
1. Personnel and unit designations
 2. Medical monitoring of the members on the entry team
 3. Medical monitoring of personnel involved in decontamination
 4. Time each member goes on air
 5. Time entry team enters the Hot Zone
 6. Amount of time the entry team is in the Hot Zone
 7. Time entry team exits the Hot Zone and enter Decon corridor
 8. Time each member comes off of air
 9. Cumulative time that the member is on air

51.705 Hazardous Waste

- A. **OFFICERS WILL EXERCISE EXTREME CAUTION WHEN DEALING WITH ANY SUSPECTED HAZARDOUS WASTES AND WILL AVOID TOUCHING ANY SUBSTANCES OR INHALING ANY FUMES.**
- B. Situations that are considered emergency conditions will be reported to the Fire Department immediately.

Glendale Police Department General Order

Response To Hazardous Materials

51.700

Date Issued
01-29-99

Revision Date
08-14-23

Page
8 of 9

1. The on-site employee will, if possible, secure the perimeter, maintain a safe distance from the materials, and remain on the scene until the Fire Department or supervisor arrives and returns the employee to regular duty.
 2. Spills onto city streets where the city employee is certain that the spilled materials are either diesel, motor oil, gear oil, hydraulic fluid, transmission fluid, or antifreeze, do not require calling the Fire Department unless one or both of the following are true:
 - a. There is so much material that there are large pools.
 - b. The materials have spilled onto surfaces other than the street, curb, and/or sidewalk.
 3. As outlined in GPD Operations Order 51.215 (Clearing of Collision Scenes), police personnel will ensure the contracted tow company adequately cleans all small spills related to car accidents (engine oil, anti-freeze, transmission fluid, etc.).
- C. Transportation of hazardous waste is addressed in ARS Title 49, Environment.
1. Questions regarding transportation of hazardous waste may be referred to the Motor Unit, through the Communications Bureau supervisor after hours, or the DPS Watch Commander 602-223-2212 or 602-223-2190.
 2. Questions involving traffic fatalities where a hazardous material is involved may be referred to the Vehicular Crimes Unit (VCU).

51.706 Annual Training Requirements

- A. All sworn officers will be receive annual training in compliance with Title 8, Article 2 of the Arizona Administrative Code for Hazardous Material Training and Federal Osha 29 CFR 1910.120(q)(6)(i) and (ii). All sworn officers shall have sufficient training or have had sufficient experience to objectively demonstrate annual competency in the following areas:
1. Define the term “hazardous materials”; identify how hazardous materials can harm people, the environment and property.
 2. Recognize a hazmat incident through basic clues, warning signs, placards, labels, shipping papers, and material safety data sheets; identify, from a safe distance, the hazardous substance(s) present at the incident; understand the need for a positive safety attitude; and, describe a safe approach to a hazmat incident.

Glendale Police Department General Order

Response To Hazardous Materials

51.700

Date Issued
01-29-99

Revision Date
08-14-23

Page
9 of 9

3. Describe first responder awareness actions, understanding the need for responder safety, isolation of the incident scene, the need for additional resources and making required notifications.
 4. Identify the purpose and need to safely initiate command.
 5. Define basic terms used in emergency responses to releases of hazardous materials.
 6. Describe basic first responder operations initial actions.
 7. Describe the health effects that hazmats present to the first responder's life safety.
- B. Each year officers will be trained on the personal protective equipment they are issued for hazardous material related incidents. Officers shall have sufficient training or have had sufficient experience to objectively demonstrate annual competency in the following areas:
1. PPE use and limitations of the equipment
 2. PPE maintenance and storage
 3. PPE decontamination and disposal
 4. PPE proper fitting, donning and doffing procedures
 5. PPE inspection procedures prior to, during and after use
 6. Limitations during temperature extremes, heat stress, and other appropriate medical considerations

Glendale Police Department General Order		
Naloxone		51.720
Date Issued 12-11-17	Revision Date 03-09-20	Page 1 of 4

51.720 Purpose

The Purpose of this policy is to provide approved officers and other trained personnel with guidelines to utilize Naloxone (Narcan) in an attempt to reduce fatal opiate/opioid overdoses.

51.721 Philosophy

It is the policy of the Glendale Police Department for trained personnel to administer Naloxone (Narcan) in accordance with state law and pursuant to the State of Arizona Emergency Medical Services and Arizona Peace Officers Officer Standards and Training Board guidelines, to persons believed to be suffering from an opiate-related drug overdose to minimize the chances of death.

51.722 Definitions

- A. **EMS**: Emergency Medical Services that provide pre-hospital emergency medical care; such practitioners provide out of hospital care for those with illness or injury.
- B. **IN**: Refers to the intranasal (IN) administration of Naloxone.
- C. **Naloxone (Narcan)**: An opioid receptor antagonist and antidote for opioid overdose produced in intramuscular, intranasal, and intravenous forms.
- D. **Opiates**: Drugs naturally derived from the poppy plant such as heroin and opium.
- E. **Opioids**: Synthetic opiate drugs such as fentanyl, morphine, buprenorphine, codeine, hydromorphone, hydrocodone, oxymorphone, methadone, and oxycodone.
- F. **Opioid Overdose**: An acute condition that includes, but is not limited to, extreme physical illness, decreased level of consciousness, respiratory depression, coma, or death resulting from consuming or using an opioid, or another substance combined with an opioid.

Glendale Police Department General Order		
Naloxone		51.720
Date Issued 12-11-17	Revision Date 03-09-20	Page 2 of 4

51.723 Procedures

- A. The Chief of Police shall appoint a Naloxone Coordinator to administer the law enforcement program. The Naloxone Coordinator’s responsibilities will include:
 - 1. Ensuring the Naloxone kits are current and not past expiration date.
 - 2. Ensure proper and efficient deployment of Naloxone for field use.
 - 3. Ensure that authorized personnel are adequately trained in the use and storage.
 - 4. Ensure that any use of Naloxone on a subject is documented in a departmental report and the Prehospital Opioid/Opiate Overdose Reporting Tool.
 - 5. Replace Naloxone kits that are damaged, unusable, expired, or used.
 - 6. Ensure proper reporting of Naloxone to the medical director within one week of deployment via the approved reporting process.

- B. Only personnel trained in the use of Naloxone are authorized to administer Naloxone.

- C. Each Naloxone kit shall include:
 - a. Instructions for administration of Naloxone;
 - b. One (1) 4mg Mucosal Atomization Device

- D. At the direction of the Division Commander, and in conjunction with departmental training, Naloxone kits will be assigned to patrol officers and officers working in an off-duty capacity and carried by each officer on their person (pocket or pouch) while on duty. Naloxone kits for non-sworn personnel will be stored in a secured area accessible to trained personnel only. Naloxone will be secured in a manner to prevent access to by unauthorized personnel at all times, including when stored off duty at a non-police facility.

51.724 Indications and Use

- A. Authorized trained personnel shall utilize Naloxone on subjects believed to be suffering from an opioid overdose. Information that a subject is suffering from an opioid overdose includes, but is not limited to:
 - 1. Blood-shot eyes;
 - 2. Pinpoint pupils, even in a darkened environment;

Glendale Police Department General Order

Naloxone

51.720

Date Issued
12-11-17

Revision Date
03-09-20

Page
3 of 4

3. Depressed or slow respirations;
 4. Difficulty breathing (labored breathing, shallow breaths);
 5. Blue skin, lips or fingernails;
 6. Decreased pulse rate;
 7. Low blood pressure;
 8. Loss of alertness (drowsiness);
 9. Unresponsiveness;
 10. Seizures;

 11. Evidence of ingestions, inhalation, injection (needles, spoons, tourniquets, needle tracks, bloody nose, etc.); or

 12. Past history of opioid use/abuse.
- B. Authorized trained personnel shall follow protocols outlined in their Naloxone training.
- C. When using Naloxone kits, personnel will follow Naloxone administration protocols, maintain universal precautions against pathogens, perform patient assessment, and determine unresponsiveness, absence of breathing and/or pulse.
- D. Request EMS immediately.
- E. Update communications that the subject is in a potential overdose state and naloxone administration is intended.
- F. Ensure accurate communication to EMS/Paramedics for proper patient record documentation before transport to hospital.
- G. Supervisor notification should be made as soon as practicable, in addition to formal documentation in a written departmental report, the completion of the Pre-Hospital Opioid/Opiate Overdose Reporting Tool is required. These reports shall be forwarded to the Naloxone Coordinator within 24 hours of the use.

51.725 Maintenance/Replacement

- A. Personnel authorized to use Naloxone kits are responsible for inspecting the kit prior to each shift.

Glendale Police Department General Order		
Naloxone		51.720
Date Issued 12-11-17	Revision Date 03-09-20	Page 4 of 4

- B. Missing or damaged Naloxone kits will be reported directly to the on-duty supervisor as well as complete written notification to the Naloxone Coordinator for authorization to receive a replacement kit.
- C. The Naloxone Coordinator shall be promptly notified if a Naloxone kit is taken off-line or needs replacement and shall replace the kit as soon as practicable.

51.726 Documentation Requirements

- A. Upon completion of a Naloxone administration by sworn personnel, a departmental report must be completed in addition to the Prehospital Opioid/Opiate Overdose Reporting Tool which includes details of the incident, to include the care the patient received, whether the Naloxone was administered, and if so, was the Naloxone use successful. Upon completion of Naloxone administration by non-sworn personnel a Prehospital Opioid/Opiate Overdose Reporting Tool must be completed and responding sworn personnel will complete a departmental report and other supplemental documentation.
- B. The Naloxone Coordinator will ensure a copy of the Prehospital Opioid/Opiate Overdose Reporting Tool is forwarded to the Medical Director. These records shall be completed for program integrity, statistical value, and tracking of the Nasal Naloxone deployment.

Glendale Police Department General Order		
Neighborhood Response Unit		51.900
Date Issued 03-01-2000	Revision Date 11-13-2004	Page 1 of 4

51.900 Purpose

This policy identifies the duties and responsibilities of personnel assigned to the Neighborhood Response Unit.

51.901 General

Neighborhood Response Units (NRU) are deployed into the community to address problems, utilizing Community based policing techniques. The units will employ both traditional and non-traditional policing techniques in order to solve the identified problems and assist in improving the quality of life for the citizens of Glendale. The units will be comprised of a group of officers, assigned to a sergeant.

51.902 Procedures

- A. Problem areas will be identified by, or assigned to the Neighborhood Response Unit. NRU will establish goals and respond utilizing problem solving models resulting in a positive impact on the community. Some of the goals of the unit(s) when they enter an area include:
1. Increase police presence in the area.
 2. Identify areas of concern in the community and apply necessary resources to those concerns.
 - These concerns will be identified by specific complaints received by the department, as well as information received from door to door surveys conducted by NRU, if needed, and from information received from community meetings, businesses, and other departments in the city government.
 3. Identify community leaders to facilitate and encourage neighborhood programs such as Neighborhood Partnership and Block Watch, and work with CAT, City Hall, and other city departments to implement the programs.
 4. Identify areas of drug use and sales and apply appropriate enforcement action.

Glendale Police Department General Order		
Neighborhood Response Unit		51.900
Date Issued 03-01-2000	Revision Date 11-13-2004	Page 2 of 4

- These areas may be identified by complaints on the Narcotics Hotline, complaints from citizens and officers familiar with specific problems in the areas they live and work, and observations of unit members.
5. Identify other illegal activity and address the activity with appropriate enforcement and prosecution.
 6. Enhance the appearance of city owned property.
 - NRU and the community will identify property that is owned or operated by the city that may cause crime or nuisance. The appropriate city department will be notified and assisted by NRU to help correct the issues. These areas include but are not limited to public housing, alleyways, parks, and city owned/occupied buildings.
 7. Identify multi-housing residences and work with CAT to encourage membership in the city's Crime Free Multi-housing Program.
 - Multi-housing has been found to foster crime in certain areas and under certain conditions. The Crime Free Housing Program provides training and capabilities to discourage criminal activity and allows the management/ownership to assist the police department in this area.
- B. Patrol Commanders may provide specific assignments to NRU based on input from community leaders, sector lieutenants, patrol officers, CAT teams, investigations bureau, NRU officers, business communities and other city departments.
- C. NRU uses several techniques in their problem solving process in order to meet their assigned goals. These techniques include, but are not limited to, utilizing the SARA model of problem solving, conducting "knock and talks", and executing search warrants.
1. The SARA model of problem solving is a four-step process and includes scanning, analysis, response, and assessment.
 2. Knock and talks are simply defined as obtaining voluntary consent to enter a person's residence, asking for and obtaining voluntary consent to search their home, vehicle, person, and/or possessions. Knock and talks will be used only if probable cause for a search warrant does not exist.

Glendale Police Department General Order		
Neighborhood Response Unit		51.900
Date Issued 03-01-2000	Revision Date 11-13-2004	Page 3 of 4

- a. Research will be conducted on residences prior to conducting a knock and talk. That research should include, if available:
 - Residents
 - Any hazards that may exist at the residence or nearby residences
 - Vehicles that frequent the residence
 - Warrant and criminal check on all individuals
 - Call history on the residences

- b. Consent searches must be voluntary and cannot be obtained by force, threats, tricks, promises, intimidation, or by exertion of authority. There also cannot be duress, coercion, intimidating conduct, or other “pressure tactics” whether direct or indirect. Residential knock and talks should be recorded by the officers using a micro-cassette recorder, and those recordings of evidentiary value will be logged into property as evidence.

- c. Voluntary consent must be given by a person who has possessory interest in the residence (owner/tenant), or by someone living at the residence with legal standing to give the consent.

3. Search warrants may be served by NRU when probable cause has been established on a specific location or person during the course of an investigation.
 - a. All search warrants should be approved by the NRU sergeant, or another sergeant if the NRU sergeant is not available, prior to the signing of the warrant by a judge.

 - b. Supervisors are required to complete a raid plan, as well as a risk analysis form, for all search warrants. Appropriate consultations will be made based on the results of the risk analysis form.

 - c. A briefing of all officers involved in its execution will precede the execution of all warrants. The briefing will contain all information pertinent to the safety of the officers, suspects, and citizens to include:
 - All known suspect info
 - Detailed description of the location
 - Any information known on safety threats (i.e. weapons or dogs)

Glendale Police Department General Order

Neighborhood Response Unit

51.900

Date Issued
03-01-2000

Revision Date
11-13-2004

Page
4 of 4

- Any fortifications
- Children on premises
- Stacking order of officers in the entry, including the assignments of point cover and ram/knock and announce.
- Primary and secondary entry points
- Last area of concealment
- Abort command

D. NRU will be required to show accountability in their problem solving efforts which will at times call for the review and modification of squad goals, identified problem areas, and the geographical boundaries of those areas.

1. The NRU supervisor should regularly meet and discuss problem-solving efforts with sector lieutenants and patrol commander(s).
2. The NRU supervisor will be responsible for documenting progress in the problem solving process that will include steps taken, future steps, and barriers in the problem solving process, if any exist.

Glendale Police Department General Order		
School Resource Officers		52.000
Date Issued 04-28-20	Revision Date 04-28-20	Page 1 of 6

52.000 Policy Statement

The School Resource Officer (SRO) program was developed to form a partnership with and to establish a positive relationship among, police, school administration, educators, service agencies, parents and teachers. The purpose of the program is to foster a safe, secure environment, free of violence and fear, which will allow the educational process to occur in a natural and professional manner, and to promote responsible juvenile behavior.

52.001 Goals and Objectives

- A. The following specific goals and objectives will be pursued by SROs to achieve the aims of the Program:
1. Reduce incidents of school violence.
 - a. Enforce city code and state laws.
 - b. Maintain high visibility during peak times such as, morning, lunch, assemblies and after school, such as sporting events, dances, etc.
 2. Reduction of criminal offenses committed by students.
 - a. Provide counseling to students and parents to educate them regarding the law and consequences of violating the law.
 - b. Create a greater respect for law and order in the public-school system and minimize criminal activity.
 3. Establish positive rapport with students and parents.
 - a. Be professional and honest in all interactions with parents and students by enhancing communication and understanding.
 - b. Provide Law Related Education (LRE), counseling students and parents to inform them of the law, their rights, and expectations as community shareholders.
 - c. Attend extra-curricular student activities when feasible.

Glendale Police Department General Order		
School Resource Officers		52.000
Date Issued 04-28-20	Revision Date 04-28-20	Page 2 of 6

- d. Identify youth in danger of becoming known to the criminal justice system and work with them to help them choose a more positive and socially acceptable way to conduct themselves.
- 4. Establish positive rapport with teachers, staff and administrators.
 - a. Be professional and honest in all interactions with teachers, staff and administrators by enhancing communication and understanding.
 - b. Provide guidance and support on law-related problems occurring on the campus.
 - c. Be responsive to questions and requests from school administrators when feasible and within the parameters of the law.
- B. The School Resource Officer will also promote individual school goals and objectives per the Intergovernmental Agreement (IGA) with the school district(s). If an SRO is under the School Safety Grant, they will adhere to the Arizona Department of Education (ADE) requirements outlined within the grant.

52.002 School Resource Officer Requirements

- A. School Resource Officers are encouraged to take pre-planned vacations when school is not in session; in order to avoid gaps in law enforcement coverage at the school campus.
- B. SROs are assigned to the Administrative Services Division and report directly to the School Resource Sergeant.
 - 1. SRO is a uniformed position however; SRO's may wear appropriate civilian attire as the occasion requires, with the supervisor's approval.
 - 2. The working hours of the SRO will be established by the SRO Sergeant with the flexibility necessary to achieve the stated goals and objectives of the program.
 - 3. The working hours of the SRO may require frequent adjustments to accommodate special events requiring their presence.
- C. SROs will not:
 - 1. Be used as security guards, hallway monitors, or substitute teachers.

Glendale Police Department General Order		
School Resource Officers		52.000
Date Issued 04-28-20	Revision Date 04-28-20	Page 3 of 6

2. Assist school personnel/administrators with projects or non-law enforcement activities, without the authorization of the SRO supervisor or police chain of command.
 3. Conduct or aid in administrative investigations by the school district.
- D. SROs are police officers first, employed by this Department and responsible for carrying out all duties and responsibilities as a police officer. SROs have enforcement responsibilities where criminal matters are concerned. SROs are not school disciplinarians and should not assume this role.

52.003 Responsibilities During the School Year

- A. Handle calls that are related to the school and would normally be directed to police.
- B. Report all significant incidents to a police supervisor.
- C. Investigate and follow-up on crimes reported at the schools.
- D. Conduct investigations involving juvenile offenders, while maintaining a liaison with other agencies and organizations involved in juvenile matters.
- E. Assist Patrol and Criminal Investigations personnel in the arrest of juveniles at the schools as a result of investigations not originated by the School Resource Officer.
- F. Work with other police officers in matters relating to the schools and the community near the SRO's assigned school.
- G. Assist the school administration with the prevention of crime and delinquency on campus.
- H. Prepare and maintain lesson plans and strategies for crime prevention and educational programs.
- I. Act as a visible and active law enforcement role model in the school campus environment.
- J. Strive to increase student understanding and respect for law enforcement through interaction in informal situations and activities.

Glendale Police Department General Order		
School Resource Officers		52.000
Date Issued 04-28-20	Revision Date 04-28-20	Page 4 of 6

- K. Interact with juveniles involved in student conflicts and be a focal point for quelling unrest on campus.
- L. Develop and maintain lines of communication by acting as a liaison and information source for faculty, administrators, parents and Departmental employees in school-related issues and problems.
- M. Serve the school and the community as a source of information regarding City and police functions.
- N. Provide officer in-classroom programs when requested. This may include educational presentations to staff and students regarding the criminal justice system, criminal activity, substance abuse education, and safe driver education.
- O. Assist school staff in establishing policies that will contribute to the safety of the school, staff and students.
- P. Participate in student counseling and parent conferences, when appropriate.
- Q. Assist with security measures at school activities in conjunction with a vice principal, including sports events, dances, plays, etc.
- R. Attend periodic meetings of SROs and related organizations.
- S. Be a positive role model for students through positive interaction and projection of a professional image.
- T. Be responsible for the proper official vehicle use and maintenance, as outlined in Department policy.

52.004 Duties During Summer/Extended School Breaks

- A. When school is not in session, the SRO Sergeant will communicate with the Bureau Lieutenant and they may assign the SROs to other areas that meets the needs of the Department. Such assignments include, but are not limited to:
 1. Assist with Patrol coverage, as needed.
 2. Work with school staff to prepare for the next school year
 3. Attend job related training in specific areas of need
 4. Assist and coordinate the running of the GPD Teen Academy
 5. Work with other bureaus, as needed

Glendale Police Department		
General Order		
School Resource Officers		52.000
Date Issued 04-28-20	Revision Date 04-28-20	Page 5 of 6

52.005 Extracurricular Events

- A. Special or Extra-curricular School Activities outside of regular school hours will be covered through off-duty employment.
- B. The SROs may have first opportunity for such off-duty events.

52.006 Duty Hours

- A. SROs will keep school administration informed of their schedules and duty status, including any appropriate changes that may occur.
- B. During the school year, SROs will work an 8-hour, 5-day shift, with Saturdays and Sundays off.
- C. SROs are assigned to their school and shall remain at their school during their duty hours, unless exigent circumstances or another officer needs immediate assistance in the immediate area.
- D. SROs will communicate with the school principal or designee when they are scheduled to be off campus during school hours.
- E. At times, SROs may not be present on campus for the following reasons:
 - 1. Court
 - 2. Training
 - 3. Mandatory meetings
 - 4. Approved personal leave
 - 5. By order of police supervisor

52.007 SRO Body Worn Camera Guidelines

- A. SROs follow BWC procedure as directed by Department policy, with some exceptions. Since SROs are in contact with civilians for most of the workday, it is not feasible to record every contact, due to the amount of time the BWC would be activated and the sensitive or private matters discussed with students, staff, and parents.
- B. Ensure school staff are aware of and understand the BWC policy, and if possible, inform staff involved in an investigation when the BWC is activated.
- C. To encourage active participation, do not use the BWC during formal or informal counseling sessions with students or school staff.

Glendale Police Department General Order

School Resource Officers

52.000

Date Issued
04-28-20

Revision Date
04-28-20

Page
6 of 6

- D. Follow Department policy as set forth in GPD General Order 51.600, including when not to record.
1. For BWC purposes, give school staff members the same consideration as City employees and follow the recording restrictions during administrative functions/meetings or private conversations.
 2. Only record school administrators as part of a law enforcement investigation.
 3. Use the BWC with adults primarily when:
 - a. You reasonably believe a crime has occurred and prosecution for the crime is likely to be desired.
 - b. Addressing a person who is causing a disturbance and you reasonably believe an arrest or detention will occur.
- E. Use the BWC with juveniles ONLY when conducting a law enforcement investigation and/or law enforcement action.

Glendale Police Department General Order		
Notification Procedures		52.100
Date Issued 08-02-99	Revision Date 06-22-22	Page 1 of 3

52.100 Purpose

The purpose of Notification Procedures is to provide a notification process following a major incident or other important event.

52.101 General Information

- A. Regardless of the situation, this process starts with the on-scene supervisor who is in command of the scene.
- B. Generally, anytime there is a serious incident, or the media shows up at a scene, the on-scene supervisor must start the notification process.
- C. The level of notification differs depending on the seriousness of the situation.

52.102 Notification Categories

- A. Incidents have been divided into three categories. If there is a doubt about whether or not to make notifications, it is better to err on the side of caution and make the necessary notifications.
- B. **Category “A” Events or Incident** - Anytime a Category “A” event or incident occurs, the following notifications are required:
 - 1. The on-scene supervisor, working with Communications as needed, must notify the Police Chief, the Assistant Chiefs, the affected Division Commander, and the PIO.
 - 2. The PIO will notify the affected Council Member and will send an e-mail briefly describing the incident to the Mayor, Mayor’s staff, Council staffs and the Marketing Department.
 - 3. The following situations are considered Category “A” events:
 - a. If a Glendale Police employee receives a life-threatening injury or is killed on or off duty
 - b. If a civilian is killed or mortally injured in any police action
 - c. In the event of any disaster (i.e., plane crash, etc)

Glendale Police Department General Order		
Notification Procedures		52.100
Date Issued 08-02-99	Revision Date 06-22-22	Page 2 of 3

- d. For any officer involved shooting
 - e. For any homicides
 - f. Any incident where a school is placed in lockdown due to a police action
 - g. Incidents of civil disobedience
 - h. Incidents involving city, council, city staff or public safety employees of other government entities
- C. **Category “B” Event or Incident** - Anytime a Category “B” event or incident occurs, the following notifications are required:
1. The on-scene supervisor must notify the affected Division Commander and the PIO.
 2. Additional notifications within the department will be at the discretion of the affected Division Commander, and additional notifications outside of the department will be at the discretion of the PIO.
 3. The following situations are considered Category “B” events:
 - a. When a Glendale Police employee is moderately injured on duty where treatment at a medical facility is necessary
 - b. When a Glendale Police employee is hospitalized from an off-duty injury
 - c. Gang-related drive by shootings where there is an injury or extenuating circumstances
 - d. Fatal accidents
 - e. Serious injury accident call outs
 - f. All SWAT call outs
 - g. Incidents at the airport
 - h. Any incident where a city park, recreational center or city facility is closed at our request

Glendale Police Department General Order		
Notification Procedures		52.100
Date Issued 08-02-99	Revision Date 06-22-22	Page 3 of 3

- i. Any incident where a city park, recreational facility or city facility where their operations are hindered by a police incident or operation
 - j. If television media is on scene
 - k. Any incident that is perceived as a media interest event
- D. **Category “C” Event or Incident** - A Category “C” event or incident is one in which an interview or interviews are given by an employee of the Police Department to the media about an event or incident that occurred in the City of Glendale that would be considered a major, breaking news story.
1. In the event of a Category “C” event, the following e-mail message notifications will be made:
 - Mayor
 - Mayor’s staff
 - Council staffs
 - City Manager
 - Marketing Department
 - Chief of Police
 - Public Safety Legal Advisor
 - Affected Council Member
 2. The Public Information Officer is responsible for sending the email notifications. In the event an interview is given by someone other than the PIO, that person shall brief the PIO as soon as is practical following the interview so that the proper notifications can be made in a timely manner.

Glendale Police Department Operations Order		
Community Emergency Notification System - CENS		53.000
Date Issued 03-31-04	Revision Date 04-09-20	Page 1 of 2

53.001 Purpose

This will establish policy and procedures governing the use of the Maricopa County Community Emergency Notification System (CENS).

53.002 Definitions

CENS: Is an acronym for the Community Emergency Notification System, a rapid notification system used to contact the public during times of emergency.

53.003 Appropriate Use

CENS may be utilized to notify individuals of emergency situations, public safety and criminal matters within the various communities, and other situations or events, as deemed appropriate and necessary, to provide for the safety of those individuals and/or personnel.

53.004 Authorized Users

- A. Only trained and authorized personnel shall have access to CENS. The Glendale Police Communications Division will maintain a list of trained personnel.
- B. The Duty Officer will be notified of any activation as soon as it is reasonably possible.

53.005 Non-emergency/Routine Notifications

Non-emergency and routine notifications will not be made utilizing this system. Refer to the Glendale Emergency Notification System for routine, non-emergency notifications.

53.006 Event Types

- A. CENS may be utilized for emergency notifications designated as:
 - 1. Imminent threat to life or property
 - 2. Disaster notification
 - 3. Endangered children

Glendale Police Department Operations Order		
Community Emergency Notification System - CENS		53.000
Date Issued 03-31-04	Revision Date 03-31-04	Page 2 of 2

4. Endangered elderly
5. Evacuation notification

53.007 Emergency Activation Procedures

- A. Field units must first determine if activation is needed. Consideration must be given to length of time since incident occurred, type of incident, and size of area to be notified.
- B. Authorization must be obtained prior to activation. The Incident Commander or designee must approve usage of the system for emergency notifications. The following police personnel are authorized to activate the system:
 1. Communications Manager or designee
 2. Sergeants
 3. Lieutenants
 4. Commanders
 5. Duty-Officer
 6. Assistant Chiefs
 7. Police Chief
- C. Gather necessary information for activation. Activation requests must include, at a minimum, the following information:
 1. Location of incident
 2. Area to be notified (perimeter)
 3. Information to be provided to citizens (i.e. description of incident, actions citizens need to take)
 4. Where to go for more information
- D. Contact Glendale Police Communications to request activation. Be prepared to provide the information in paragraph "C".

Glendale Police Department General Order		
Criminal Investigation Division		60.000
Date Issued 07-10-02	Revision Date 06-16-22	Page 1 of 4

60.000 Purpose

It is the policy of the Glendale Police Department to provide for administrative and operational programs that will result in efficient and effective criminal investigations. The procedures used in a criminal investigation will vary as each incident creates its own special requirements. All investigations require the development and use of information. The manner in which this information evolves is normally the result of interviews, interrogations, and the collection and preservation of physical evidence. Investigators will be aware of all of the legal ramifications of their actions and the guidelines within this policy.

60.001 Organization and Administration

- A. The Criminal Investigations Division has the primary responsibility to investigate criminal offenses, apprehend offenders, recover stolen property, and facilitate prosecution. Activities designed to fulfill this responsibility include, but are not limited to:
 - 1. Obtaining offense reports and conducting further investigations on those that fulfill the prerequisites of the case management program.
 - 2. The seizure and recording of evidence at major crime scenes or articles submitted as evidence by patrol officers and the comparison of this evidence to records maintained at this or other law enforcement agencies.
 - 3. The Criminal Investigations Division shall have both Detectives and Sergeant(s) available for call-out 24 hours a day, 365 days per year to respond directly to major crime scenes. The Criminal Investigations Division shall publish call-out guidelines that identify the types of scenes that each squad within the Division will typically respond to, although Detectives may respond to additional scenes with supervisor discretion.
 - a. The Criminal Investigations Division Commander will be responsible for updating and disseminating the call-out guidelines.
- B. The Criminal Investigations Division Commander shall be responsible for the overall management of the Division, including:
 - 1. Division budget preparation and approval of expenditures.

Glendale Police Department General Order		
Criminal Investigation Division		60.000
Date Issued 07-10-02	Revision Date 06-16-22	Page 2 of 4

2. Overseeing and facilitating the submission of mandatory accreditation reports, as directed by these General Orders, to the appropriate recipients.
 3. Supervision of the Investigation Lieutenant(s) and his/her assigned sections.
- C. The Criminal Investigation Division Lieutenant(s) shall be responsible for:
1. Section budget preparation and approval of expenditures.
 2. Overseeing and causing the submission of mandatory accreditation reports, as directed by these General Orders, to the Criminal Investigations Division Commander.
 3. Supervision of the Investigation Sergeants / Supervisors and their assigned units.
- D. The Criminal Investigation Division Sergeants shall be responsible for:
1. The immediate supervision of investigators assigned to their respective units.
 2. Utilizing the Case Management system to assign and monitor cases.
 3. Ensuring that equipment assigned to their units is maintained in good operational condition and that investigators have the skills to properly use the equipment.
- E. Investigators are sworn personnel assigned to the Criminal Investigations Division for the purpose of investigating offenses, apprehending offenders, recovering stolen property, and facilitating prosecution. Investigators shall be responsible for:
1. Investigating assigned cases to the fullest extent possible.
 2. Making reports, which reflect case activity (i.e., case status, arrests made, etc.)
 3. Complying with the Case Management program in retaining cases for investigation and appropriate documentation.
 4. Investigators shall attend patrol roll call briefings on a periodic basis throughout the year. These joint roll call meetings should enhance

Glendale Police Department General Order		
Criminal Investigation Division		60.000
Date Issued 07-10-02	Revision Date 06-16-22	Page 3 of 4

relationships between patrol and investigations and encourage the exchange of information.

60.002 Special Victims Unit

- A. The Special Victims Unit is a sub-unit of the Criminal Investigations Division, commanded by the Criminal Investigations Division Commander.
- B. The Special Victims Unit Lieutenant assigned will act as the Co-Director of the Glendale Family Advocacy Center, along with the Victim’s Assistance Manager. They will have joint responsibility over the Glendale Family Advocacy Center, and both will serve as liaisons and coordinate with the other Government and private agencies co-located in the Advocacy Center.
- C. The Special Victims Unit Lieutenant assigned to the Glendale Family Advocacy Center will supervise the Adult Sex & Child Crimes and Family Violence Sergeants, while the Victim’s Assistance Manager will be responsible for supervising the Victim’s Assistance Unit.
- D. The purpose of the Glendale Family Advocacy Center is to provide a multi-disciplinary response to victims of sex crimes, child abuse and domestic violence. Investigations into these types of crimes often take time and/or expertise that extend beyond the capacity of the primary responding officer.
- E. The Center’s goal is to ensure that the victims of sex crimes, child abuse, and domestic violence are treated with respect and dignity during the investigative process while reducing the trauma often associated with these investigations.
- F. Suspects of criminal activity shall never knowingly be brought to the Advocacy Center. Interviews of suspects are to be conducted at the main police station or substations.
- G. The Special Victims Unit Glendale Family Advocacy Center will include but is not limited to the following personnel:
 - 1. Adult Sex Crimes Detectives;
 - 2. Child Crimes Detectives;
 - 3. Sex Offender Registration Program Manager;
 - 4. Victim Assistance Personnel;
 - 5. Family Violence Detectives;
 - 6. Family Violence and Sex Crimes Case Manager;

Glendale Police Department General Order		
Criminal Investigation Division		60.000
Date Issued 07-10-02	Revision Date 06-16-22	Page 4 of 4

- 7. Department of Child Services Caseworkers;
 - 8. Honor Health on-call Forensic Nurse Examiners;
 - 9. Crisis Preparatory and Recovery Counselors.
- H. Personnel assigned to the Glendale Family Advocacy Center shall be responsible for the proper investigation of all cases assigned to them.
- I. Patrol Officers shall not refer victims directly to the Advocacy Center. Patrol Officers assigned to respond to initial reports of sex crimes, crimes against children and domestic violence, shall gather sufficient information to determine whether immediate assistance is needed from personnel assigned to the Advocacy Center. If no assistance is needed, officers should complete their investigation and complete an offense report prior to the end of their assigned shift. If assistance is required, a patrol supervisor should be contacted who can then contact the on-call Investigations Supervisor/or the Detective Sergeant for that area.
- J. Officers are encouraged to contact supervisors or investigators assigned to the Advocacy Center, through their supervisors, for advice, direction or clarification on how to proceed with investigations.

Glendale Police Department Operations Order		
Case Management		60.010
Date Issued 07-10-02	Revision Date 11-20-18	Page 1 of 5

60.010 Case Management

- A. The Records Management System will assign cases to a Case Management Que based upon case assignment and crime type.
- B. The Case Manager is tasked with reviewing the case as quickly as possible. Once the review is completed, the following options will be considered:
 - 1. If there are workable leads that require a detective be assigned, the investigation will be placed in active status and will be immediately assigned to a detective for completion. The Case Manager will never retain a workable investigation.
 - 2. If the Case Manager decides that there is more work to be completed before the investigation can be assigned, they may retain the matter only while this type of preliminary work is completed. Typically, this includes, but is not limited to, obtaining surveillance or video tapes of the crime, research on partial names or license plate numbers, or clarification of statements by victims or witnesses.
 - 3. If the investigation was, or should be completed by other department employees or work groups, the Case Manager is responsible for coordinating and communicating with employees who will be tasked with completing the investigation. When investigations are returned to employees for completion, their direct supervisor will be included in the notification and all communications regarding the matter.
 - 4. If there are no workable leads, the investigation will be placed into an inactive status by the case manager.
- C. Cases are assigned to a Detective for follow-up investigation based on the type of crime and location of the incident. Detectives may receive assistance from fellow employees or other stakeholders. However, accountability remains with the assigned Detective.
- D. The Criminal Investigation Division Sergeants will be responsible for monitoring all supplemental reports and periodic review of assigned cases with detectives. This responsibility includes changes to the status of the investigation.

Glendale Police Department Operations Order		
Case Management		60.010
Date Issued 07-10-02	Revision Date 11-20-18	Page 2 of 5

- E. Once the reports are assigned to a Detective by the Case Manager, the assigned Detective will have immediate access to the report on their case assignment screen.
- F. Performance Measures: Sergeants assigned to the Criminal Investigations Division will consult with their Lieutenant annually to develop or adjust Performance Measures for the Detectives assigned to their squad. Once completed, the Performance Measures will be documented on the Goal Setting Worksheet and then reviewed with each Detective. Once reviewed, Detectives are responsible for meeting the performance objectives throughout the year.
1. All cases assigned to a Detective must be fully investigated and prepared for prosecution.
 2. When there are no further viable leads available or no further progress can be made on an assigned case, the assigned Detective will facilitate the notification to of the victim, either through telephone or personal contact and/or letter, that no further action will be taken on the case until more leads develop and the case will then be inactivated. In homicide cases or cases involving juvenile victims, this notification must be made to the next of kin or parents / guardian of the juvenile victim. This notification will be documented on a supplemental report.

60.011 Case Status Designations

A. Active

Cases that are currently being worked by a Detective. This designation indicates the Detective has accepted the case for further investigation and is currently working the case.

B. Inactive

1. Cases that have been found to be falsely reported, no criminal activity, possibly a civil situation.
2. Cases where the victim is simply reporting an occurrence for information; possibly reporting for insurance purposes only. No action is taken on these cases.

Glendale Police Department Operations Order		
Case Management		60.010
Date Issued 07-10-02	Revision Date 11-20-18	Page 3 of 5

3. Cases cleared where a suspect is known, but for whatever reasons, suspect will not be charged (i.e., victim does not desire prosecution, turndowns, death of offender, etc).
4. Cases which contain information for follow-up, but for various reasons, will not be worked at that time. These cases will be activated when circumstances dictate.
5. Cases which contain no information on suspects or lead information such as, license plate numbers, or addresses of suspects. Unless information is provided which may point towards a lead, these cases will not be worked.

C. Closed

Cases with a “Closed” status will be classified under one of the following clearance types:

1. Unfounded

These are cases that have been found to be falsely reported, no criminal activity, possibly a civil situation, etc.

2. Arrested

A case cleared due to an arrest. Suspect is charged with a crime.

3. Civil Matter

Cases cleared where a suspect is known, but the facts of the case are deemed to be civil and not criminal in nature.

4. Inactive

Cases once worked by an investigator but are being inactivated. This could be due to lack of information, or leads have just played out. They may be cases pending further information from the victim or suspect whom can't be located. An inactive case can be re-activated as further information is received.

5. Family Court

A Custodial or Access Interference Case where prosecution is not desired, but information from the report may be utilized in Family Court.

Glendale Police Department Operations Order		
Case Management		60.010
Date Issued 07-10-02	Revision Date 11-20-18	Page 4 of 5

6. Information Only

Cases where the victim is simply reporting an occurrence for information or documentation purposes. Possibly being done for insurance only. No action is taken on these cases. Not to be used in domestic violence cases where a crime is alleged.

7. Submitted to Attorney

Cases that have been submitted to the City/County Attorney as a long-form complaint for criminal conduct.

8. Death of Offender

Cases, which contain information for follow-up, but due to the documented death of the offender will be closed and not charged criminally.

9. No Prosecution Desired

Cases in which the victim does not desire prosecution and are not considered domestic violence in nature. Per the victim's direction these cases will not be worked.

10. Prosecuted Other Charge

Cases that are used as an aid to a prosecutor on another charge from another case. The information from this case will typically only be used as an aggravator or corroboration for another case.

11. Prosecution Declined by Attorney

Cases that have been presented for charging either by arrest or submittal and are turned down for prosecution by the City/County Attorney as applicable for various reasons.

12. Referred to Other Agency

Cases that are found to be in the jurisdiction or connected to the investigation of another law enforcement agency. These cases are referred to the appropriate agency for completion of the investigation.

13. Returned to Patrol

Cases where the investigation was found to have been completed by Patrol, but the case disposition was not reported. These are cases that the investigator will notate in the RMS narrative that the case was reviewed, the applicable patrol officer was contacted and agreed to complete a supplement and close out the case as appropriate. *Important* When the

Glendale Police Department Operations Order		
Case Management		60.010
Date Issued 07-10-02	Revision Date 11-20-18	Page 5 of 5

investigator closes a case and clears it as Returned to Patrol in RMS, the investigator **should not** check the box linking all associated FBR records. This will allow the Patrol officer to close the FBR side with their supplement once it is completed.

14. Victim Refused to Cooperate

Cases where the victim in the case was not willing to provide information to assist in the investigation or to identify the suspect when known to them. (Not the same as No Prosecution Desired)

D. Pending

Cases once worked by a Detective, but are pending further information from the victim, the crime lab, or because the suspect can't be located. An investigation placed in pending status case can be re-activated as further information is received.

60.012 Case Files

- A. Each assigned Detective may keep a hard copy file for each working case. The Records Management System will maintain the original record of the offense report.
- B. Original supporting documents will be logged as evidence and retained by the Property Unit. The assigned Detective may maintain copies of these documents for investigative purposes and prosecution. Copies of supporting documents may also be provided to the Records Unit, where they will be scanned and maintained in the Records Management System or other electronic database.
 - 1. The assigned Detective may retain working files on cases, which are inactivated due to arrest, until the case has progressed through the court system.
- C. The Glendale Police Department Records Management System, administered by the Glendale Police Records Division, tracks the case status of all cases assigned and generated by the Criminal Investigations Division. When a case is completed, the assigned Detective notes the date and the disposition of the case in the Records Management System.

Glendale Police Department Operations Order		
Preliminary & Follow-Up Investigations		60.020
Date Issued 07-10-02	Review Date 06-21-23	Page 1 of 4

60.020 Preliminary Investigations - Patrol Officers and Detectives

- A. Patrol officers will normally be the first to respond to an incident. Their primary function is, when possible, to conduct a full investigation by gathering and documenting information relative to the incident. Under most circumstances, it is the responsibility of patrol officers to conduct the entire investigation. But, in accordance with department policy and current procedures, detectives will conduct follow-up investigation when it is necessary and appropriate to do so.

- B. When a follow-up investigation is needed, it can best be done when a complete preliminary investigation was conducted. The steps in conducting a preliminary investigation shall include, if appropriate:
 - 1. Observing all conditions, events, and remarks at the scene.
 - 2. Locating and identifying witnesses.
 - 3. Preserving the crime scene and protecting evidence.
 - 4. Interviewing the complainant and all witnesses.
 - 5. Interrogating suspects, when applicable.
 - 6. Arranging for and/or collecting all evidence.
 - 7. Arresting guilty persons.
 - 8. Writing an accurate and full report of the incident.

60.021 Follow-Up Investigations

- A. It should be the intent of a detective assigned a case for follow-up investigation to thoroughly and completely resolve that case and clear it from records. The investigative procedures used will vary from case to case, depending on the circumstances and accepted case management practices. The basic steps in conducting a follow-up investigation are as follows:
 - 1. Review and analyze all previous reports prepared in the preliminary investigation, if applicable and relative to the investigation.

Glendale Police Department Operations Order

Preliminary & Follow-Up Investigations

60.020

Date Issued
07-10-02

Review Date
06-21-23

Page
2 of 4

- a. Information Development - Analyze all reports prepared in the preliminary investigation. If statements were made or taken, review these for completeness, consistent facts, and possible other witnesses to contact.
 - b. Review Departmental and other records available on the victims, witnesses, or suspects.
2. Conduct interviews and interrogations.
 3. Arrange for dissemination of information, as appropriate.
 4. Plan, organize, and conduct searches, as appropriate.
 5. Prepare case for court presentation.
 6. Assist in prosecution.
 7. Identify and apprehend suspects.
 8. Check suspect's criminal history
 9. Collect physical evidence. All evidence that is discovered will be processed per Departmental policy.
 10. Results of lab tests will be forwarded to the original case file, the investigator, and the prosecutor, if needed.
 11. Photo line-ups become evidence when a witness identifies one of the photos as being the suspect. These line-ups must be submitted into evidence in accordance with established procedures.
 12. Determine involvement of suspects in other crimes.
 13. Obtain additional information from patrol officers, informants' etc., to aid in case investigation.
 14. Detectives should make a follow-up (second) contact with the complainant, if additional information is needed, and once the final disposition of the case is submitted. This can be accomplished via

Glendale Police Department Operations Order		
Preliminary & Follow-Up Investigations		60.020
Date Issued 07-10-02	Review Date 06-21-23	Page 3 of 4

personal contact, form letters, contacts from Victim Assistance, and contacts from the City and/or County prosecutor's office.

15. If a detective conducts an investigation, he/she shall be responsible for answering any further that are received from a prosecutor. If a detective leaves employment with the City and a further is received from a prosecutor, then it is the responsibility of the current case manager/supervisor of the detective's last unit to complete the further and get it re-submitted, by either having the former detective contacted for information or by having another detective conduct further investigation.

60.022 Exculpatory Evidence

- A. Exculpatory Evidence is defined as evidence that is favorable to the defendant because it may disprove the guilt of the defendant or may show the defendant should receive less severe punishment. Examples of Potential Exculpatory Evidence include, but are not limited to:
 1. Information that tends to disprove the defendant's guilt concerning any count in a criminal case.
 2. Information that tends to cast doubt on the admissibility of evidence that the government plans to offer and that could be subject to a motion to suppress or exclude - for instance, information that tends to undermine probable cause for an arrest or a search, or information related to the mishandling of physical evidence.
 3. The failure of any eyewitness to make a positive identification of a defendant or an eyewitness's identification of another individual as the perpetrator.
 4. Any statement made by any person that is inconsistent with the testimony of a potential witness for the government regarding the alleged criminal conduct of the defendant, whether or not the inconsistent statement was written or recorded.
 5. Information that tends to diminish the degree of the defendant's culpability, the severity of the offense charged, or the severity of the defendant's sentence - for instance, information about a defendant's intellectual or behavioral health disability or minor role in the offense compared to the roles of co-defendants.

Glendale Police Department Operations Order		
Preliminary & Follow-Up Investigations		60.020
Date Issued 07-10-02	Review Date 06-21-23	Page 4 of 4

- B. Should any member of the department become aware of previously unknown Exculpatory Evidence that wasn't included in the initial investigation or report.
1. That information should be documented in a supplement.
 2. If prosecution or submittal is pending or the matter is post-conviction, that member shall provide that information to the prosecuting authority in writing immediately upon becoming aware of the Exculpatory Evidence.
 3. The same employee is also responsible for making their direct supervisor aware that they have become aware of such evidence and notified the appropriate prosecuting authority.
- C. Post-conviction investigations involving claims of omitted exculpatory evidence must be thoroughly documented and include details related to when information was received, who received it, and if or when it was provided to prosecuting authorities. Post-conviction investigations where claims of omitted exculpatory evidence are the result of the initial investigation by the agency should not be conducted by investigative personnel involved in the initial investigation.

Glendale Police Department Operations Order			
Investigative Task Forces			60.030
Date Issued 07-10-02	Revision Date 10-27-11	Review Date 10-17-18	Page 1 of 2

60.030 Investigative Task Forces

- A. Investigative task forces may be created to address particular crime problems.
- B. Investigative task forces shall be created only upon approval of the Criminal Investigations Division Commander.
- C. Upon creation of a task force, the Criminal Investigations Division Commander shall designate the person responsible for the task force whose responsibilities shall include, but are not limited to:
 1. Effectively supervise those individuals assigned to their command.
 2. Ensure that the goals and objectives of the task force are being met.
 3. Ensure that the task force members are trained and instructed on the purpose of the task force.
 4. Ensure that the task force members are provided with necessary equipment
 5. Identify the objectives of the task force.
 6. Identify resources available to the task force.
 7. Establish accountability for each position / task.
 8. Establish written agreements as a result of a cooperative effort with an outside agency/s which shall include, but are not limited to, the following information:
 - Purpose of the Agreement
 - Reimbursement Procedures, if necessary
 - Indemnification
 - Termination of Agreement
 - Record Keeping
 - Fees
 - Jurisdiction
 - Effective Date and Duration
- D. The person responsible for the task force shall provide updates, on a routine basis as designated by the Criminal Investigation Division Commander, as to

Glendale Police Department Operations Order

Investigative Task Forces

60.030

Date Issued
07-10-02

Revision Date
10-27-11

Review Date
10-17-18

Page
2 of 2

the progress and status of the task force. The Criminal Investigation Division Commander shall routinely evaluate the results of and continued need of the task force.

Glendale Police Department Operations Order		
Homicide & Death Investigations		60.050
Date Issued 07-24-02	Revision Date 11-17-18	Page 1 of 5

60.050 Homicide Investigations

- A. The investigation of a homicide may develop leads or evidence that directly or indirectly involve other criminal acts. The following guidelines contain important guidance for any investigation and should apply to all personnel. At the outset of an investigation, the Criminal Investigation Division supervisor in charge shall designate the primary investigator who will have the overall responsibility for the case.
- B. The investigation begins at the time of receipt of notification. All information relating to the notification, including but not limited to when received, how, and by whom it was made, must be documented.
 - 1. The integrity of a homicide crime scene is essential to ensure the detection and conviction of the suspect(s). The supervisor will be in charge of all aspects of the investigation, including the following:
 - a. Assign responsibilities
 - b. Control scene / protect evidence
 - c. Coordinate activities
 - 2. The responsibility for ensuring the integrity of a homicide scene will be turned over to the investigating Criminal Investigation Division supervisor, upon their arrival at the scene.
- C. The following facts will be documented and properly reported by officers involved in the investigation of any homicide:
 - 1. Time of arrival
 - 2. Address of scene
 - 3. Tasks performed
- D. The Criminal Investigation Division supervisor will ensure the crime scene log has been initiated, recording the names of all personnel at the scene.
- E. Interviews will be conducted and recorded by the investigating officer(s) and will include the following:
 - 1. Initial interviews with police personnel
 - 2. Suspect
 - 3. Witnesses

Glendale Police Department Operations Order		
Homicide & Death Investigations		60.050
Date Issued 07-24-02	Revision Date 11-17-18	Page 2 of 5

F. Victim(s) - The following elements will be documented in the appropriate report by the investigating officer(s).

1. Location
2. Condition of body, if still present at scene
3. General examination of body
4. Determination and verification of death

G. If there is a suspect in custody; the following procedures will be used:

1. Remove suspect from scene immediately
2. Safeguard all evidence found on suspect
3. Do not let suspect alter his/her physical condition
4. Record any spontaneous statements
5. Do not permit any conversation between suspect and others
6. Safeguard weapon(s) as evidence, if located

H. The processing of the crime scene should include:

1. Crime scene photographs and their documentation
2. Dust for fingerprints
3. Evidence collection
4. Process
5. Control
6. Close examination and documentation of deceased
7. Removal of deceased
8. Crime scene sketch
9. Release of scene

60.051 Death Investigation Responsibilities

A. Responsibilities of the Forensic Unit

1. Forensic Technicians and/or Crime Scene Officers will be called to the scene of all deaths in which a doctor will not sign a death certificate, at the discretion of a supervisor or investigating detective.
2. The Forensic Technicians will be responsible for taking photographs as directed by the primary investigator. Order of intrusion into the crime scene should be limited to:

Glendale Police Department Operations Order		
Homicide & Death Investigations		60.050
Date Issued 07-24-02	Revision Date 11-17-18	Page 3 of 5

- a. Photographer
 - b. Evidence collection
 - c. Fingerprinting the scene
- Exception: The primary investigator may decide to process the scene by him/herself and/or utilize a Crime Scene Officer.
4. The Medical Examiner's Office prefers to run the tests necessary to determine if the victim fired the weapon.
 5. Do not fingerprint the victim until the Medical Examiner's Office has administered the necessary tests, unless their office gives authorization.

60.052 Responsibilities of the Investigations Unit

- A. It is the responsibility of the Investigations Unit to make the original investigation in the following situations:
 1. Homicides
 2. Violent suicides
 3. Attempted violent suicides
 4. Officer involved shootings
 5. Industrial accidents with serious life-threatening injuries or death
 6. In custody deaths
 7. Infant deaths (Sudden Unexplained Infant Death Syndrome, Shaken Baby, etc.)
 8. Drownings
 9. Other deaths where suspicious circumstances may be present
- B. The Investigations Unit Supervisor, (in the Sergeant's absence, the on-call supervisor) shall:
 1. Upon receiving information from the Patrol Supervisor, the Investigations Unit Supervisor will have the appropriate number of investigators respond to the scene. The Investigations Unit will assume responsibility/command of the scene.
 2. The Investigations Unit Supervisor or his/her designee will have the responsibility of releasing information to the Public Information Officer.

Glendale Police Department Operations Order		
Homicide & Death Investigations		60.050
Date Issued 07-24-02	Revision Date 11-17-18	Page 4 of 5

C. Responsibilities of the primary investigator or their designee should be, but is not limited to:

1. The Investigations Unit, upon arrival, will assume responsibility of the scene.
2. If needed, the Investigations Unit may request the assistance of patrol in securing the scene, and/or any other assistance in order to complete the investigation.
3. Notify the on-call Maricopa County Attorney's Office Major Felony Bureau.
4. Conduct and/or direct the processing of the crime scene by identification personnel.
5. Conduct interviews.
6. Prepare necessary search warrants.
7. Diagram the scene.
8. Contact the Office of the Medical Examiner to arrange transport of the body.
9. Attend the autopsy.
10. Prepare evidence for scientific analysis.
11. Complete reports and collates all case related reports.
12. Finder / retainer on all subsequent search warrants.

D. Responsibilities of the follow-up/background investigator, or their designee who has been designated by an Investigations Supervisor, should be, but is not limited to:

1. Conduct interviews on all witnesses who were present at the time.

Glendale Police Department Operations Order		
Homicide & Death Investigations		60.050
Date Issued 07-24-02	Revision Date 11-17-18	Page 5 of 5

2. Conduct complete background investigations on all primary witnesses and suspects (this includes, but is not limited to interviews of family, employers, neighbors, etc).

60.053 Autopsy

An Investigations Unit investigator may attend the autopsy when they responded to a crime scene. The investigator may request identification personnel to also attend the autopsy. The investigator shall see that all evidentiary material and property released by the Office of the Medical Examiner is properly impounded.

60.054 Property and Evidence - Death Investigations

- A. Property/evidence seized in an investigation of a death or violent crime shall be processed by a member of the investigative detail.
- B. Property/evidence relative to a death or violent crime investigation shall only be released or otherwise disposed of with the authorization of the Homicide/Death Investigations Unit Primary Case Agent, and/or the Homicide/Death Investigations Unit Supervisor, or designee.

60.055 Public Information Officer - Death Investigations

- A. The Public Information Officer will be contacted and respond in accordance with established written guidelines.
- B. No police department employee, including the Public Information Officer, will release any information to anyone outside the scope of an investigation without the approval of the Investigations Unit supervisor, the supervisor's designee, or a senior staff member.

Glendale Police Department General Order		
Truth Verification Methods		60.070
Date Issued 04-29-03	Revision Date 10-18-18	Page 1 of 3

60.070 Purpose

The purpose of such examinations is to assist in the determination of truth or deception using a scientifically reliable procedure, given that a properly trained and qualified individual administers the procedure.

60.071 Specific Guidelines

- A. By the very nature of the examination, a polygraph test is voluntary on the part of the individual being requested to appear.
- B. In the case of juveniles, parental or other appropriate permission must be received.
- C. A polygraph may be used to supplement an active investigation.
- D. The polygraph administrator must be a trained and qualified individual if it will be used by the Glendale Police Department. The other agency or contractor must be approved by the Chief of Police.
- E. Under no circumstances should a polygraph be used as probable cause for an arrest.

60.072 Computer Voice Stress Analyzer

Purpose - The primary purpose of the Computer Voice Stress Analysis (CVSA) is to assist in the determination of whether the person being examined is being truthful or deceptive. When this is determined, the investigator may then evaluate the evidence and determine a direction for their investigation.

60.073 Rules of Procedure

- A. The computer voice stress analysis should be a supplement to, not a substitute for, a quality investigation.
- B. The computer voice stress analysis should not be used as a last resort. An examiner should be contacted early in the investigation.
- C. The examiner must have sole discretion as to whether an examination shall take place and the questions to be asked. In addition, the examiner shall dictate the time, place, and circumstances of the examination based upon the equipment and technique to be used.

Glendale Police Department General Order

Truth Verification Methods

60.070

Date Issued
04-29-03

Revision Date
10-18-18

Page
2 of 3

1. If any examiner refuses to conduct a test, then the investigator will make that refusal and the type of examination known to any alternate examiner prior to the examination.
 2. No one, other than a certified computer voice stress analysis operator, shall remove the instrument from the authorized storage facility.
 3. No one, other than a certified computer voice stress analysis operator shall operate the instrument.
 4. All computer voice stress analysis should be audio recorded or video recorded. However, in those instances when the recording is not possible either due to physical constraints or malfunction, the charts and questions used in an examination shall provide sufficient record of the examination.
 5. After each examination the Computer Voice Stress Analyst shall evaluate the examination in compliance with the National Institute Truth Verification standards and conclude whether a person is deceptive or non-deceptive. This conclusion shall be verified in a cold call situation by a National Institute Truth Verification certified examiner.
 6. The examiner shall then author a supplemental report outlining his / her qualifications, the relevant issues, and the result of the examination as well as the cold call by another examiner. This report will be forwarded to the case agent via the Investigations Lieutenant.
- D. The examiner shall maintain all charts, questions, and tapes for a minimum of three years. Results of an examination may be made available only to the following:
1. Subject of the examination (with the approval of the case agent)
 2. Subject's attorney (with the approval of the case agent)
 3. Case agent or their designee
- E. Often a computer voice stress analysis may exclude a potential suspect or give an investigator a direction for their investigation. Under no circumstances should a computer voice stress analysis be used as probable cause for an arrest.

**Glendale Police Department
General Order**

Truth Verification Methods		60.070
Date Issued 04-29-03	Revision Date 10-18-18	Page 3 of 3

- F. A computer voice stress analysis may be used in conjunction with other facts and circumstances to provide probable cause for a search warrant.

Glendale Police Department Operations Order		
Auto Theft		60.250
Date Issued 07-10-02	Revision Date 01-06-21	Page 1 of 6

60.250 Stolen Vehicle Affidavit

- A. ARS 13-1814(C) requires all law enforcement agencies to obtain a signed stolen vehicle affidavit, from each victim, for every vehicle reported stolen. Affidavits must be completed, signed, and returned to the law enforcement agency within 30 days of the report being made, or the reported stolen vehicle information will be removed from NCIC/ACIC. Affidavits will be completed whether the vehicle has already been recovered.
- B. There are 2 methods of providing affidavits to auto theft victims:
1. **In person reports** - The employee will provide the victim with an affidavit to complete and sign in their presence. The employee will then sign the affidavit where indicated and submit it to Records as a supporting document. The affidavit **must** be completed and signed by the victim. If the victim is not present, but can be contacted, he/she may authorize another person to complete and sign the affidavit. If the victim refuses to complete the affidavit, the vehicle theft report will be an information only report and the vehicle will not be entered into NCIC/ACIC.
 2. **Telephonic Reports** - The employee will explain to the victim that an affidavit will be mailed to them to be completed, signed, notarized and returned to Glendale PD within 30 days. If the affidavit is not returned within 30days the vehicle information will be removed from NCIC/ACIC.

60.251 Stolen Vehicle Report

A stolen vehicle report should be taken when the elements of a theft have occurred, except as identified below. The vehicle will be entered into NCIC / ACIC immediately upon taking the report. The written report will be completed by the end of shift. If a vehicle is taken in a violent nature, Communications will be notified to include officer hazard and violent crime information to the entry. A vehicle will include any car, pickup, truck, trailer, motorcycle, ATV, dirt bike, boat, or any other means of transportation that may be titled or registered.

60.252 Vehicle Taken by a Family Member

- A. When it can be shown that a family member took a vehicle a stolen vehicle report may be taken if all the following apply:
1. The person does not have permission to possess the vehicle.

Glendale Police Department Operations Order		
Auto Theft		60.250
Date Issued 07-10-02	Revision Date 01-06-21	Page 2 of 6

2. There is reason to believe the person will not return the vehicle or is leaving the state.
 3. The victim is willing to prosecute.
 4. Officers will require the victims to sign the affidavit on the auto theft supplement and reiterate that the victim must desire prosecution. Officers will attempt to contact the suspects in any way possible to explain to them what will happen if they fail to return the vehicle to the victim prior to entering in ACIC and NCIC.
- B. If the above stated guidelines are not met, the complainant will be advised that it is a civil matter and not a crime. Should the complainant request further assistance they will be advised to contact the Auto Theft Investigations Case Manager the following business day.

60.253 Vehicle Loaned to an Acquaintance with the Owners Consent

- A. No report will be taken for fourteen days except as noted below.
- B. A report will be taken immediately when it can be shown when all the following apply:
 1. Refusing to return the vehicle and there is proof thereof such as text messages or emails.
 2. Attempting to sell or dismantle the vehicle without owner's consent.
 3. The victim is willing to prosecute.
 4. Officers will require the victims to sign the affidavit and reiterate that the victim must desire prosecution. Officers will attempt to contact the suspects in any way possible to explain to them what will happen if they fail to return the vehicle to the victim prior to entering the vehicle in ACIC and NCIC.

60.254 Vehicle Taken by Business Associates or Employee

- A. No report will be taken unless any of the exceptions below apply. If the vehicle:

Glendale Police Department Operations Order		
Auto Theft		60.250
Date Issued 07-10-02	Revision Date 01-06-21	Page 3 of 6

1. Has not been returned within one week of the employee being terminated. Documentation must be provided verifying that the employer used all available means to contact the employee.
2. Is being dismantled or destroyed.
3. Identity is being altered.
4. Is being concealed from the business to prevent recovery.
5. There is evidence that the vehicle may be taken out of state.

60.255 Failure to Return a Rental Vehicle

- A. The following documents are required for prosecution:
 1. Copies of all rental agreements showing that the vehicle is past due.
 2. Proof of ownership (i.e., title, registration, etc.).
- B. If the vehicle is past due for 72 hours a report will be taken. The report will be identified as Unlawful Failure to Return Rental Property. The vehicle will be entered into NCIC/ACIC with a notation that it is a failure to return rental.

60.256 Test Drives from Dealerships

- A. A report will be taken:
 1. After the vehicle is past due for 72 hours.
 2. Immediately if there are any signs of fraudulent activity.

60.257 Guidelines for Taking Security Interest Stolen Vehicle Reports

- A. The Glendale Police Department will only take reports of security interest stolen vehicles from lien holders whose business geographically falls within the jurisdiction of the City of Glendale. If there is no nexus to Glendale, the victim will be referred to the appropriate agency. When possible, the victim should be referred to the Auto Theft Investigations Case Manager between the hours of 0700 to 1600 hrs. Reports of security interest stolen vehicles will be taken in person or accepted electronically. The following guidelines will be

Glendale Police Department Operations Order		
Auto Theft		60.250
Date Issued 07-10-02	Revision Date 01-06-21	Page 4 of 6

followed when taking reports. Copies of all documentation collected must be retained in the file.

B. Collect the following documentation required for prosecution:

1. A copy of the original contract creating the security interest, which must include a statement that:
 - a. It is unlawful to fail to return a motor vehicle subject to a security interest within thirty days after receiving notice of default;
 - b. Notice of default will be mailed to the address on the loan agreement and that it is the responsibility of the owner to keep the listed address current; and
 - c. The maximum penalty for unlawful failure to return a motor vehicle subject to a security interest.
2. Also, obtain a description of the vehicle, including the year, make, model, color and VIN.
3. A copy of the payment ledger showing that the payments were at least ninety (90) days in arrears when the notice letter was sent.
4. A copy of the notice letter, mailed to the owner via certified mail return receipt requested stating the following:
 - a. "You are now in default on loan agreement # _____. If you fail to return the _____ (year of vehicle, make, model) within thirty days you will be subject to criminal prosecution."
 - b. The business address and hours of operation for return of the vehicle; and
 - c. The maximum penalties for unlawful failure to return a motor vehicle subject to a security interest.
5. A copy of evidence of certified mailing and any receipt for mail.

Glendale Police Department Operations Order

Auto Theft

60.250

Date Issued
07-10-02

Revision Date
01-06-21

Page
5 of 6

6. Obtain the best documentation available to the victim of the suspect's identity and current contact information, including phone number, if available.
- C. Confirm that thirty days have passed after notice of default was given. Also confirm with the Victim that the Suspect failed to timely cure the default.
- D. Obtain an affidavit from the Victim consistent with A.R.S. 13-1814 (C) and GPD Operations Order 60.250 reciting the material facts including that:
1. There is an agreement with the owner (suspect) creating a security interest;
 2. The suspect failed to pay for more than 90 days;
 3. The loan is in default and that the suspect has failed to return the vehicle;
 4. A notice including the language required by statute was sent in accordance with the law; and
 5. The suspect failed failure to cure, i.e. pay to date or return the vehicle. Affidavits may be executed at the police station or, if executed at another location, must be signed before a notary. In either event, the original affidavit with signature/notary stamp must be produced and retained in the file.
- E. After taking a report of a security interest stolen vehicle, the case manager will issue the victim a Complaint Number, even if all required documentation has not been produced. If all the required documentation is not produced at the time the initial complaint is made, the victim will be informed as to items of outstanding documentation still required. The investigation will not proceed until all required documentation is received.
- F. The case manager will confirm vehicle information and confirm that the victim is listed as a lien holder on the title. Then the case manager will attempt to contact the suspect for the purpose of seeking voluntary return of the vehicle.
- G. When all required documentation has been collected and the investigation is complete, reports of failure to return a motor vehicle subject to a security interest will be submitted to the County Attorney's Office for prosecution.

Glendale Police Department Operations Order		
Auto Theft		60.250
Date Issued 07-10-02	Revision Date 01-06-21	Page 6 of 6

NCIC/ACIC entry will only be made immediately after a felony complaint has been filed by the prosecutor. If the case is turned down or referred to the Glendale City Court for misdemeanor charging, then the vehicle will not be entered into NCIC/ACIC.

60.258 Vehicle Missing from Dealership Inventory

- A. All reports of this nature will be handled by an Auto Theft Investigations Case Manager, and the dealer representative will be required to sign a Stolen Vehicle Report Missing from Inventory form to verify that the vehicle has not:
 - 1. Been sent out for service/contract work.
 - 2. Been sold, loaned out, leased, or otherwise disposed of.
 - 3. Been loaned to an employee.
- B. All efforts by the dealership to locate the vehicle must have been exhausted prior to making a police report.
- C. The dealership must agree to aid in prosecution.
- D. The form will be notarized and submitted to the Glendale Police Department.

60.259 Towing and Storage

- A. If a vehicle is towed due to a report being made, the tow fees are the responsibility of the “secured creditor.”
- B. If a vehicle is towed for identification a “hold” will be placed on the vehicle. The Auto Theft Supervisor will be notified by phone and e-mail with the following information:
 - 1. Report number
 - 2. Location of the vehicle and where it was seized
 - 3. Complete description of the vehicle

Glendale Police Department General Order		
Cold Case Investigations		60.260
Date Issued 10-16-07	Revision Date 05-12-20	Page 1 of 4

60.260 Cold Case Criminal Investigations

- A. Cold Case Definition: The term “Cold Case” refers to any criminal investigation that remains unsolved for one year or more after being reported, in which all known leads have been investigated and evidence is being re-examined to determine if further scientific analysis, using current methods, is necessary. The term “Cold Case”, by definition, includes any Homicide, Felony Sexual Offenses or Missing Person.
- B. A Cold Case will remain assigned to the original case agent until otherwise assigned to the Cold Case Detective. Each Cold Case shall be reviewed annually, by the assigned case agent, to ascertain and update any new information in the Cold Case Registry.
- C. Cold Case Review Considerations:
1. Statute of Limitations
 2. Revisions to State Statute
 3. Possible suspects or leads
 4. Condition of Biological Evidence
 5. Technological Advances
 6. Likelihood of Conviction
- D. Cold Case Detective Responsibilities:
1. Locate case files and ensure all reports, notes, and photographs are present.
 2. Locate all property and evidence, ensuring its location and viable condition.
 3. Review evidence analysis; consult with laboratory experts in considering advancements in technology, such as new DNA processes, and databank entries, such as CODIS, NIBIN, VICAP, etc.
 4. Review of cases to determine feasibility of re-opening the investigation.
 5. Handling telephone contacts regarding Cold Cases, whether from individuals or other Law Enforcement personnel.
 6. Consult with MCAO prosecutor.

Glendale Police Department General Order		
Cold Case Investigations		60.260
Date Issued 10-16-07	Revision Date 05-12-20	Page 2 of 4

7. Completion of the Cold Case Synopsis (CCS) and point sheet on each case reviewed, whether adopted or not.
 8. Cold Case CODIS Hit Follow-up.
 9. Maintain and update the Cold Case Registry Yearly Review.
 10. Maintain and Update Cold Case Web Page.
- E. The Cold Case Synopsis Report (CCS) will include:
1. An overview of the crime scene.
 2. Description / condition / location of physical evidence.
 3. Victimology:
 - a. What was the Victim's background?
 - b. What were the circumstances surrounding the crime committed against the victim?
 - c. Can a motive be established?
 4. Witnesses:
 - a. What did the witnesses hear or see?
 - b. What is the background of each witness?
 - c. Can witnesses be located and are they willing to assist?
 - d. What events may have altered the witnesses' desire to cooperate?
 5. Suspects:
 - a. Were any suspects identified? If so where are they now?
 - b. What is each suspect's background?
 - c. How is suspect connected to the victim?
 - d. Has anything occurred to suspect that would entice him to talk now?
 6. CCS conclusion and recommendation.
 7. Cold Case Categories:

Glendale Police Department General Order		
Cold Case Investigations		60.260
Date Issued 10-16-07	Revision Date 05-12-20	Page 3 of 4

- a. *Unsolved* - No known suspects or leads
- b. *Unresolved* - Suspect(s) known and or suspected
- c. *Unidentified* - Victim identity unknown (Jane or John Doe)

F. Cold Case CODIS Hit Follow-up:

- 1. Suspect Location (in or out of custody)
- 2. Victim current location and willingness to assist with prosecution.
- 3. Research Criminal History
- 4. Consider Possibility of Other Unsolved cases
- 5. Review Case for other Testing
- 6. Prepare for interview of suspect and, if necessary, with victim.
- 7. Obtain new reference sample and lab confirmation of all DNA tests, if applicable.
- 8. Case Charging

60.261 Cold Case Web Page

- A. The Glendale Police Department's Cold Case Web page was designed to solicit information from the public on unsolved criminal cases. Updating, adding information, or removing information contained in the Cold Case Web page will be the responsibility detective who initiated the entry or, in his/her absence, the Cold Case Detectives responsible for the applicable case load.
- B. The Cold Case web page shall contain a limited amount of information designed to inform the public of the type of crime committed in an effort to solicit information which may be needed to resolve the case. The Cold Case Web Page shall contain the following information.
 - 1. Name and photo of Victim if applicable.
 - 2. Date and time of crime.
 - 3. Location or area where crime occurred.
 - 4. Synopsis of events of crime
- C. Upon the clearance of a Cold Case, the Web Page shall be updated to indicate the clearance.

Glendale Police Department General Order		
Cold Case Investigations		60.260
Date Issued 10-16-07	Revision Date 05-12-20	Page 4 of 4

60.262 Cold Case Registry

- A. The Cold Case Detective shall establish and maintain a Cold Case Register which will consist of the names of any victim, victim's family member or other lawful representative of a victim of a Cold Case, who requests that their name be included in the Cold Case Register.

- B. The Cold Case Investigator Shall provide notice of the law enforcement agency's cold case register to any victim, victim's family member or other lawful representative of a victim of a cold case and provide cold case registrants with the following:
 - 1. The contact information for the law enforcement agency and Cold Case Detective.
 - 2. New information and any new developments or reviews of the Cold Case shall be added in a timely manner.
 - 3. Encourage registrants to contact the law enforcement agency if the registrant is aware of any new information related to the Cold Case.

- C. The name of a victim, a victim's family member or any other lawful representative of a victim shall remain in the Register for three years. The Cold Case Detective shall make reasonable efforts to provide notice to the registrant at the end of the three-year period.
 - 1. At the request of the registrant, the Cold Case Detective shall extend the person's registration for an additional three years.

- D. The Cold Case Detective shall give priority to any Cold Case that is associated with a name in the Cold Case Register, unless there is a compelling reason to give priority to a Cold Case that is not associated with a name in the Cold Case Register.
 - 1. The Cold Case Register is not a public record and is exempt from public disclosure, per A.R.S. § 13-4271(E).

Glendale Police Department Operations Order		
TruNarc Analyzer		60.270
Date Issued 06-07-18	Revision Date 06-07-18	Page 1 of 4

60.270 Purpose

The purpose of this policy is to establish procedures for the TruNarc Raman Handheld Analyzer, which is designed for trained personnel to conduct a single scan for multiple narcotics to obtain clear and definitive results for identification. The Maricopa County Attorney’s Office accepts the results of the TruNarc Raman Handheld Analyzer as a presumptive identification of substance(s) for charging purposes.

60.271 Policy

The policy of the Glendale Police Department is to use the TruNarc Raman Handheld Analyzer, hereafter referred to as the TruNarc Analyzer, in order to provide documentary evidence of chemical identifications. Members, who have received Department approved training on the use of the TruNarc Analyzer, shall be authorized to utilize this device to identify substances believed to be illicit or controlled pharmaceutical drugs.

60.272 Definitions

- *Spectrum* – A graphic representation of the wavelengths of light that a substance emits when it is stimulated by light energy.
- *Cutting Agents* – A chemical or substance used to “cut” or dilute an illicit drug with something less expensive than the drug itself.
- *Precursors* – A substance produced primarily for use, or likely to be used, in the manufacturing of a controlled substance.

60.273 Procedures

- A. Unauthorized use of the TruNarc Analyzer is strictly prohibited.
 1. Members shall attend, and successfully complete training approved by the Department on the use of the TruNarc Analyzer prior to utilizing the device.

Glendale Police Department Operations Order		
TruNarc Analyzer		60.270
Date Issued 06-07-18	Revision Date 06-07-18	Page 2 of 4

- B. Members shall not dismantle, tamper, or remove the TruNarc Analyzer from the Glendale Police Department's Detention processing area without prior approval of the TruNarc administrator.
1. TruNarc Analyzer, H-Kits (Ethanol Vials), and designated computer with the TruNarc Analyzer software will be located within a designated area in Detention.
 2. Request(s) to remove the TruNarc Analyzer will be made to the TruNarc Administrator; who shall also be responsible for ensuring the device is returned to its designated location immediately after the analysis requiring its removal has been performed.

60.274 Responsibilities

A. TruNarc Administrator

1. The TruNarc Administrator shall be designated by the Chief of Police or designee and shall have oversight responsibilities of the device to include, but not limited to, the following:
 - a. Operation and user administration of software.
 - b. Policy and procedure review and evaluation.
 - c. System evaluation (self-check to ensure the system is operating correctly.)
 - d. Preparing, conducting and documenting training on the device.
 - e. Downloading TruNarc scans into a Glendale Police database.
 - f. Coordinating the diagnosis and repair of reported problems/malfunctions with the TruNarc Analyzer.
 - g. Maintenance of H-Kit (Ethanol Kit) inventory.
2. Members utilizing the TruNarc Analyzer shall be responsible for the following:
 - a. Ensuring the battery is fully charged and operating properly.
 - b. Members will NOT utilize the TruNarc Analyzer to conduct scans of explosive materials.
 - c. Documenting the use and results of the TruNarc Analyzer in the narrative of the incident report.

Glendale Police Department Operations Order		
TruNarc Analyzer		60.270
Date Issued 06-07-18	Revision Date 06-07-18	Page 3 of 4

- d. Members will immediately report any damage or malfunction of the TruNarc Analyzer to the TruNarc Administrator through their chain of command.

60.275 Operating the TruNarc Analyzer

- A. Members shall utilize all necessary personal protective equipment to ensure their safety while handling evidence/chemicals.
- B. Members shall utilize alcohol swabs to clean the TruNarc Analyzer’s nose cone prior and after conducting scans.
- C. Members will utilize alcohol swabs to clean the work area around the TruNarc Analyzer after each use.
- D. Members will adhere to all procedures and protocols outlined during the training phase.
- E. Members shall conduct a Self-Check of the TruNarc Analyzer prior to conducting a scan of materials to ensure the unit is working properly.
- F. Members will document all scans in the TruNarc Analyzer Log book noting the following:
 - 1. Scan Number
 - 2. TruNarc Scan Time
 - 3. Self-Check
 - 4. Scan Result
 - 5. Officer’s Name
 - 6. ID Number
 - 7. Departmental Report Number
 - 8. Evidence Number
- G. Members who obtain a positive result for the presence of drugs shall print two (2) TruNarc Reports of the Self Check Scan and the scan noting the positive identification. One printout will be forwarded with charging documentation, while the other copy will be filed within the incident report.
- H. Members shall report low inventory of TruNarc supplies to the TruNarc Administrator.

Glendale Police Department Operations Order		
TruNarc Analyzer		60.270
Date Issued 06-07-18	Revision Date 06-07-18	Page 4 of 4

60.276 Repair Procedures

- A. Members shall immediately report any problem/malfunction of the TruNarc Analyzer to their immediate supervisor.
- B. Upon notification, the supervisor shall contact the TruNarc Administrator advising of the problem/malfunction, including the name of the user who reported the issue.
- C. Upon notification, the TruNarc Administrator shall review the reported problem/malfunction and take proper measures to correct the issue and/or contact Thermo Scientific to ensure the problem/malfunction is repaired.

Glendale Police Department Operations Order		
Ballistic Tank		60.420
Date Issued 08-21-18	Revision Date 08-21-18	Page 1 of 3

60.420 Purpose

The Purpose of this policy is to establish guidelines for the use of a Ballistic Tank to assist with National Integrated Ballistic Information Network testing (NIBIN) requirements.

60.421 Ballistic Tank Usage

- A. The Glendale Police Department Ballistic Tank is in the Forensics Unit work area commonly referred to as the Auto Bay. Because of its proximity to other work units, the following notifications must be made before test firing can begin:
 - 1. The Communications Center will be notified, and a request will be made for an electronic message to be disseminated to all patrol officers notifying them that test firing will be initiated.
 - 2. Work units that are physically located near the Auto Bay will be notified that test firing will be initiated.
 - 3. Signage will be posted in the hallway adjacent to the entrance to the Auto Bay, and near the exterior entrance to the Auto Bay in the area commonly referred to as the Lamar gate.
 - 4. After test firing, all signage shall be removed and stored, and nearby work units will be notified that test firing is complete. Communications will be informed that test firing is complete and asked to disseminate same to all patrol officers.

60.422 Evidence Preservation

- A. Employees should consider evidence collection and preservation when deciding which weapons will be test fired. If uncertain, test firing should be delayed until all evidence can be properly collected.
- B. Use appropriate biohazard precautions when handling evidence to prevent contamination.

60.423 Ballistic Tank Test Firing Rules

- A. Prior to test firing, the Violent Crimes Squad Sergeant will be notified. In the absence of the Violent Crimes Squad Sergeant, another Criminal Investigations Division Supervisor may be notified.

Glendale Police Department Operations Order

Ballistic Tank

60.420

Date Issued
08-21-18

Revision Date
08-21-18

Page
2 of 3

- B. Typically, only sworn employees will be authorized to utilize the ballistic tank. Civilian employees, volunteers and interns may not test fire weapons unless they are previously trained in firearms safety and a CID Supervisor is notified and approves in advance.
- C. The following safety rules will be followed:
1. At least two employees must be present for test firing.
 2. Eye and hearing protection must be worn by everyone present.
 3. Assume all firearms are always loaded. Examine the magazine, chamber, and barrel to ensure an unloaded condition. Do not take for granted second hand information. Note the position of any cartridges and clear, as necessary.
 4. Inspect each round for dents, corrosion or primer marks before placing in weapon for test fire. If you are unsure if the round is safe to shoot, do not use and ensure that it is discarded.
 5. If a round becomes lodged in the chamber, if you have a question about a weapon, or you are not sure about something with the firearm, leave the weapon pointed into the tank and seek assistance.
 6. DO NOT walk around with loaded weapons.
 7. Employees who you have questions about a weapon or are not sure about something with the firearm will seek assistance prior to handling the firearm.
 8. When loading the firearm, the muzzle will be pointed at a downward angle into the water tank.
 9. Keep your finger off the trigger until your gun is pointed safely into the tank and you are ready to fire.
 10. If an employee presses the trigger and the weapon does not fire, keep the weapon pointed into the tank and seek assistance.
 11. At the completion of test firing, the roll-up door to the auto bay will be opened to allow sufficient ventilation.

Glendale Police Department Operations Order		
Ballistic Tank		60.420
Date Issued 08-21-18	Revision Date 08-21-18	Page 3 of 3

60.424 Outside Agency Usage

- A. The Ballistic Tank is generally for use by Glendale Police employees. However, should an outside law enforcement agency request to use the tank to expedite a critical investigation, the General Investigations Unit Lieutenant can authorize that agency to use the Glendale Police Ballistic Tank.

- B. Should an outside agency be given authorization to use the tank, the above policy and procedures will apply to the outside agency personnel as well.

- C. Should an outside agency be given authorization to use the Ballistic Tank, that agency will be responsible for the handling of their firearms and subsequent evidence.

- D. A Glendale Police employee will be present during the shoot to facilitate the usage but will not be physically responsible for the shoot or the evidence.

Glendale Police Department General Order		
National Integrated Ballistic Information Network (NIBIN)		60.430
Date Issued 07-15-20	Revision Date 07-15-20	Page 1 of 6

60.430 Purpose

The Purpose of this policy is to establish guidelines for the processing and the entering of casings into NIBIN (National Integrated Ballistic Information Network). The NIBIN Program uses sophisticated technology to compare images of ballistic evidence in conjunction with human intelligence, e-trace and additional resources to identify armed violent offenders for investigation and prosecution.

60.431 Definitions

- A. **Acquisition**: The digital imaging of various firearm-related markings present on cartridge casings into NIBIN.
- B. **BrassTRAX**: Cartridge acquisition station that captures highly detailed images of cartridges for entry into IBIS.
- C. **Correlation**: The automated comparison of an acquired digital image of fired cartridge casings to other cartridge images that provides a list of ranked possible matches.
- D. **Crime Gun Firearm**: A firearm used or suspected of being used in a crime.
- E. **ETrace**: An ATF paperless firearms trace request that facilitates firearms tracing to assist ATF with firearms trafficking.
- F. **Integrated Ballistics Identification System (IBIS)**: A computerized database of digital ballistics images of bullets and casings from crime guns that can be identified and linked to the same firearm by searching across a network of sites.
- G. **National Integrated Ballistic Information Network (NIBIN)**: A program managed by the Bureau of Alcohol, Tobacco and Firearms (ATF) that automates the imaging of specific identifiers of cartridges fired from firearms and stores the images into a database for comparison across a national network of sites.
- H. **NIBIN Authorized Trainer (NAT)**: Personnel trained by the ATF and authorized to train others in the acquisition of ballistic images
- I. **NIBIN Authorized User**: Personnel that has been trained by an authorized trainer to perform acquisitions and/or correlations of ballistic evidence.

Glendale Police Department General Order		
National Integrated Ballistic Information Network (NIBIN)		60.430
Date Issued 07-15-20	Revision Date 07-15-20	Page 2 of 6

- J. **NIBIN Hit**: The result of two or more firearms acquisitions that have been confirmed by a firearms examiner. This information is suitable for investigation and court purposes.
- K. **NIBIN Lead**: An unconfirmed, potential association between two or more pieces of ballistic evidence based on a correlation review by of the digital images in the NIBIN database by a trained NIBIN Technician. A NIBIN lead is intended to provide a lead for investigative purposes.

60.432 Firearm(s) Eligibility

- A. In accordance with the Department’s MOU with ATF, NIBIN systems may be used only for imaging of firearms related evidence and test-fires of firearms that are illegally possessed, used in a crime or suspected by law enforcement officials of having been used in a crime. Additionally, firearms evidence taken into law enforcement custody through a gun buy back program, property damage crimes involving firearms, found or abandoned firearms, and domestic disturbances are permitted for entry into the NIBIN database.
- B. Firearms that will be processed and test-fired by authorized personnel include:
- Semiautomatic pistols (any caliber)
 - Revolvers (case by case basis)
 - Shotguns
 - .22 long rifle or rimfire chambered rifles
 - All AR-15, Mini-14, SKS and AK-47 type semiautomatic rifles
 - Any other firearms requested by the case agent
- C. Firearms that will normally not be processed or test-fired by authorized personnel include:
- Large caliber hunting rifles (i.e. 308, 30-06, 7mm mag., etc.)
 - Antique or rare caliber firearms unless requested by case agent
 - Firearms deemed unsafe, inoperable or incomplete
 - Department issued firearms

60.433 Processing of Recovered Fired Cartridge Casings and Firearms

- A. In order to ensure the timely processing and entry of recovered and sample fired cartridge casings into the NIBIN system, the following procedures shall be followed:

Glendale Police Department General Order

National Integrated Ballistic Information Network (NIBIN)

60.430

Date Issued
07-15-20

Revision Date
07-15-20

Page
3 of 6

1. During the course of an investigation, officers/detectives shall recover and document every fired cartridge casing and firearm.
2. All firearm related evidence will be logged into Property and Evidence in accordance with GPD Policy 72.000M and at the main station to avoid unnecessary delays in NIBIN processing.
3. NIBIN personnel will perform acquisitions of all suitable ballistic evidence within two business days of receipt at the site.
4. Firearms should be properly handled in accordance with the guidelines set forth in GPD Property and Evidence Policy 72.000M.
5. NIBIN personnel will retrieve firearms evidence at the beginning of each workday from Property and Evidence to determine testing criteria for NIBIN entry. Detectives may also hand deliver Firearms evidence for NIBIN processing to detectives once they have been properly tagged into the Property and Evidence computer system.
 - a. Officers/Case agents will be responsible for swabbing casings and firearms for DNA to preserve potential biological material prior to logging into Property and Evidence for NIBIN processing.
 - b. Firearms related evidence requiring fingerprint processing will be handled with appropriate protective equipment by NIBIN personnel when test-firing and processing into NIBIN.
 - c. Officers/Case agents are also responsible for performing any ACIC/NICIC inquiry on any firearm to determine if the firearm is stolen.
6. NIBIN personnel who are taking possession of crime guns and ballistic evidence will complete an exemplar envelope prior to any test fire or entry into NIBIN.
7. Firearms will be test fired by authorized personnel and in accordance with GPD Ballistic Tank Policy 60.420.
 - a. When possible, three test-fire exemplars will be obtained.
 - b. Casings collected during test-fires are exemplars and are not considered evidence and do not need to be logged into Property and Evidence.

Glendale Police Department General Order		
National Integrated Ballistic Information Network (NIBIN)		60.430
Date Issued 07-15-20	Revision Date 07-15-20	Page 4 of 6

8. Upon completion of NIBIN test-fire and/or entry into Brass TRAX/IBIS, the casings or firearms will be returned to Property and Evidence. A “NIBIN” sticker will also be attached to the firearm and/or evidence container prior to impounding or returning to Property and Evidence.
 - a. This sticker indicates the weapon or ballistic evidence has been entered into NIBIN.
9. After entry of test fired firearms or casings into NIBIN, detectives will complete a supplement to the appropriate RMS incident documenting the chain of custody and details of the test-fire including who test-fired the weapon, where it was test-fired, the date of the test fire and who completed the entry into NIBIN.
10. All firearms processed by NIBIN personnel will entered into ATF’s ETrace database.
11. Detectives that receive furthers or requests to test the functionality of a firearm will contact NIBIN personnel to document and conduct the test fire.

60.434 Investigative Follow-Up on NIBIN Leads or Hits

A. Investigative follow-up

1. Detectives will integrate NIBIN with other forms of intelligence though the use of the Violent Crimes Case Manager for the investigation of gun crimes.
2. Correlation reviews will be completed by either a qualified NIBIN Technician that has completed both acquisition and correlation training or certified personnel at the National NIBIN Correlation and Training Center (NNCTC)
3. When the correlation of two images from two separate cartridge cases indicate a likelihood that the cartridge cases were fired from the same weapon, this is referred to as a NIBIN Lead. Once the Lead is confirmed as a match by a Firearms Examiner, this is referred to as a NIBIN Hit.
4. NIBIN Leads generated and received will be disbursed and prioritized by NIBIN Detectives for follow up. NIBN Detectives will also notify respective case agents when a NIBIN Lead is identified. The respective case agents may be from another jurisdiction and investigative follow up will be at their discretion. If necessary, a NIBIN Detective will assist in

Glendale Police Department General Order		
National Integrated Ballistic Information Network (NIBIN)		60.430
Date Issued 07-15-20	Revision Date 07-15-20	Page 5 of 6

any investigation. NIBIN Leads do not establish probable cause and do not necessarily identify a suspect.

5. NIBIN Lead sheets will also be documented in RMS and tracked by Detectives as to whether the lead was generated by Glendale PD or the National NIBIN Correlation and Training Center (NNCTC)
6. It is not necessary to confirm NIBIN Leads unless a direct comparison is necessary for trial or to further an investigation.
 - In the event a direct comparison is needed to confirm a NIBIN Lead, a Forensics Firearms request will be submitted to the DPS Crime Laboratory by the lead investigator.

60.435 Structure

A. Staff

1. The Department will identify a NIBIN Program Administrator. The NIBIN Program Administrator shall meet the following qualifications as set forth by the ATF:
 - a. Be a full-time employee of the Department.
 - b. Be a qualified NIBIN user that has completed acquisition and/or correlation training.
2. The NIBIN Program Administrator will work with the General Investigations Unit Lieutenant, and/or another supervisor designated by the Criminal Investigations Division Commander, to manage the following duties:
 - a. Oversee the operations of the site and success of NIBIN program;
 - b. Provide authority to initiate, suspend and resume NIBIN operations for the site or an individual;
 - c. Evaluate and document approval of all methods used by the site and to propose new or modified procedures as needed;
 - d. Review the training records for newly qualified NIBIN users and approve their qualifications prior to performing NIBIN acquisitions or correlations, and to document such review;

Glendale Police Department General Order		
National Integrated Ballistic Information Network (NIBIN)		60.430
Date Issued 07-15-20	Revision Date 07-15-20	Page 6 of 6

e. Coordinate with audit personnel for NIBIN site audits.

3. In the event that the NIBIN Program Administrator position is vacated and there is no individual at the site who meets the requirements of this standard and can serve as a NIBIN Program Administrator, the Department shall immediately contact the ATF and submit a contingency plan within 14 days to the ATF for its approval. Work in progress by the site may be completed during this 14-day period but no new casework shall be started until the plan is approved by the ATF.
4. Personnel operating within the NIBIN system shall have the proper level of training and experience for their position and all individuals performing acquisitions and/or correlation reviews will be qualified NIBIN Users.

B. Facilities

1. The Department will ensure the NIBIN equipment is in a monitored room that can be locked and secured with clearly identified restricted areas.
2. The Department will ensure building facilities are secured outside of normal working hours (Monitored 24 hours or locked when no one is at site).
3. Access to the NIBIN area shall be controlled and limited in a manner to prevent access by unauthorized personnel but to allow for the timely submission of evidence by serviced police departments/agencies.
4. The NIBIN site will also document visitors and authorized personnel on a roster.

C. Outside Agency Requests

1. Outside police agencies requesting the assistance of Glendale PD NIBIN personnel with their test fires and/or entry of crime scene casings into NIBIN will be allowed with the approval of a CID Supervisor.
2. Glendale PD NIBIN Personnel will provide documentation of the NIBIN entry in the form of an RMS generated incident report that can be connected with the outside agencies departmental report.
3. Outside police agencies will be referred to the DPS Crime Laboratory for any scientific analysis or testing that is necessary.

Glendale Police Department Operations Order		
Hate Crimes		60.600
Date Issued 07-10-02	Revision Date 02-07-23	Page 1 of 6

60.600 Policy

It is the policy of the Glendale Police Department to ensure that the constitutional and other civil rights of all persons are protected. Any acts or threats of violence, property damage, harassment, intimidation or other crimes designed to infringe upon these rights, due to a person's race, color, religion, national origin, sexual orientation, gender, mental or physical disability, or other protected classification, will be handled with the utmost priority. The Department shall serve our community through the immediate investigation of reported hate crimes. Particular attention shall be given to addressing the safety and related concerns of the victims, their families and others that may be affected by these crimes.

60.601 Definitions

A. Hate Crime - any criminal act or attempted criminal act directed against:

1. A person(s) motivated by bias due to that person's, (actual or perceived) race, color, religion, national origin, sexual orientation, gender, disability, or other protected classification.
2. A public agency or private institution which is identified or associated with a person(s) with identifiable protected characteristics (i.e., race, color, religion, national origin, sexual orientation, gender, or disability, etc.).
3. A.R.S. § 13-701 (D)(15) - a crime is aggravated if evidence shows that a defendant committed a crime out of malice toward a victim because of a victim's identity with a group listed in A.R.S. § 41-1750 (A)(3) or because of the defendant's perception of the victim's identity in a group listed in A.R.S. § 41-1750 (A)(3).

B. Hate Incident - any non-criminal act, including words, directed at a person(s), motivated by a bias against a person or group, based on that person's race, religion, national origin, sexual orientation, gender or disability, etc. Hate incidents include, but are not limited to, the following:

1. Utterance of epithets
2. Distribution of hate materials in public places
3. Posting of hate materials without causing property damage
4. The display of offensive materials on one's own property

Glendale Police Department Operations Order		
Hate Crimes		60.600
Date Issued 07-10-02	Revision Date 02-07-23	Page 2 of 6

C. Protected Characteristics or Classes

1. **Race** - a group of persons who possess common physical characteristics genetically transmitted by descent and heredity that distinguish them as a distinct division of humankind.
2. **Color** – lightness, darkness or other color characteristic of a person, usually associated with race or ethnicity, e.g. black, brown, red, yellow, white.
3. **Ethnic / National Origin** - a group of persons of the same race or national origin who share common or similar traits, languages, customs and traditions.
4. **Religious Belief** - a group of persons who share the same religious beliefs regarding the origin and purpose of the universe and the existence or nonexistence of a Supreme Being.
5. **Sexual Orientation** - a sexual attraction toward, and responsiveness to, members of one’s sex or members of the opposite sex.
6. **Gender** - male, female, or trans-gender
7. **Mental / Physical Disability** - any person or group of persons with a physical or mental disability.

60.602 Procedures

All personnel should be aware of how hate crimes affect communities. Their effects quickly work to divide communities and foster fear and mistrust. For these reasons, we must respond quickly to every call wherein a hate crime is reported, and handle it with professionalism, patience and understanding.

60.603 Duties and Responsibilities

A. Communications Unit

1. Information regarding hate crimes/incidents received in Communications will be entered into the Department’s computer-aided dispatch system, assigning the call to the attention of the appropriate field supervisor, and dispatched immediately. “Hate-

Glendale Police Department Operations Order		
Hate Crimes		60.600
Date Issued 07-10-02	Revision Date 02-07-23	Page 3 of 6

related crime/incident,” shall be referenced in the comment section of the call prior to dispatching.

B. Assigned / Responding Officer

1. Officers receiving possible hate-related calls shall give them higher priority than other non-emergency calls. For example, a hate related criminal damage report would take priority over a burglary report, however, a hate related criminal damage report would not take priority over crimes in-progress, or medical emergencies.
2. Officers handling a hate related crime will complete an incident report and if the call is a hate related incident an information only report will be competed. Mark the Hate-Bias crime check box on the incident report.
3. In conducting the initial investigation, the assigned Officer shall:
 - a. In the presence of the victim, the officer should neither confirm nor deny that the incident is a hate crime - that determination will be made later in the investigative process. Just document what the victim says.
 - b. Give the victims time to voice their immediate concerns and express their feelings.
 - c. Express empathy for victim(s).
 - d. Ask the victim why they feel this is a hate crime or why they were targeted
 - e. Express the Department’s official position on the importance of these cases, the measures that will be taken to apprehend the perpetrator(s), and the Officer and Department’s interest in the victim’s well-being.
 - f. Assist victims in contacting Victim’s Assistance or other agencies that may provide support and assistance. These may include family members or close acquaintances, clergy, or agencies that provide counseling, shelter, food, clothing, childcare or other related services as needed.

Glendale Police Department Operations Order		
Hate Crimes		60.600
Date Issued 07-10-02	Revision Date 02-07-23	Page 4 of 6

g. Preserve the crime scene; collect and photograph physical evidence, digital media such as:

- Surveillance
- Facebook, Instagram, etc.
- Cellphones
- Hate literature
- Spray paint cans
- Threatening letters
- Symbolic objects used by hate groups

h. Request the assistance of translators when needed.

i. Notify a Patrol Sergeant and request they respond to the scene.

C. Patrol Sergeant Responsibilities

1. The Field Sergeant shall make every effort to respond to all hate-related incidents.
2. Provide the Operational Lieutenant/Duty Officer with pertinent information the hate crime/incident as soon as possible. If neither is present, ensure that the Investigations Unit Sergeant is either notified of the incident by voice mail and/or email and an entry are made in the Department's Daily Activity Review (DAR).

D. Operational Lieutenant / Duty Lieutenant Responsibilities

1. Ensure that the Investigations Unit Sergeant is either notified of the incident by voice mail and/or email and that an entry is made in the Department's Daily Activity Review (DAR).

60.604 Follow-up Investigation

A. Hate/Bias Crimes Investigator responsibilities include, but are not limited to:

1. Re-interview victims(s) and witnesses thoroughly and respectfully.
2. Secure evidence by taking photos of offensive graffiti or other symbols of bias.

Glendale Police Department Operations Order		
Hate Crimes		60.600
Date Issued 07-10-02	Revision Date 02-07-23	Page 5 of 6

3. Document the circumstances and apparent motives surrounding the event.
4. Locate and arrest any suspected perpetrators not apprehended at the scene.
5. Provide supervisor or public information officer with information that can be responsibly reported to the media.
6. Inform victim of what is likely to happen during the continuing investigation.
7. Appeal to witnesses to come forward by canvassing the community.
8. Check the area for video surveillance and obtain any potential video evidence.
9. Coordinate with other law enforcement agencies in the area to assess patterns of hate crimes and determine if organized hate groups are involved.
10. Collaborate with the responding officers to complete any written reports required by their department, state and federal agencies.
11. Complete quarterly report for DPS and the UCR reports.

60.605 Police Role with Hate Crime Victims and the Community

- A. By providing a continuing point of contact throughout the investigation and prosecution phase, police can facilitate a victim's cooperation with the justice system, assist with the healing process and promote law enforcement's credibility. In the following ways, the Glendale Police Department can support hate crime victims and members of the community:
 1. Provide victim(s) a point of contact in the Department to whom they can direct questions or concerns.
 2. Inform them on case progress including the end result of the investigation and/or prosecution.

Glendale Police Department Operations Order

Hate Crimes

60.600

Date Issued

07-10-02

Revision Date

02-07-23

Page

6 of 6

3. Help to connect them with appropriate support services, victim assistance and/or community-based organizations when needed.
4. Protect the privacy of victims, witnesses and their families as possible.
5. Engage the media as partners in restoring victimized communities through sensitive and accurate reporting.
6. Support or coordinate community clean-up efforts.
7. Participate in meetings or other forums designed to address the community wide impact of hate incidents or crimes.
8. Share information, as appropriate, with schools about cases where students or staff members were victims or perpetrators of hate crimes.
9. Collaborate with community leaders to mobilize resources that can be used to assist victims and prevent future hate incidents and crimes.

Glendale Police Department General Order		
Victim Rights		60.700
Date Issued 04-30-00	Revision Date 07-25-19	Page 1 of 10

60.700 Definitions & General Guidelines

- A. *Victim* means a person, including a minor child, against whom a criminal offense has been committed, or if the person is killed or incapacitated, the person's spouse, parent, child, grandparent, sibling, or any other person related to the person by consanguinity or affinity to the second degree, or any other lawful representative of the person, except if the spouse, parent, child, grandparent, sibling, or other person related to the person by consanguinity or affinity to the second degree, or other lawful representative, is in custody for an offense, or is the accused.
1. If the victim is a minor, the victim's parents or guardian may exercise all of the victim's rights on behalf of the victim. If the criminal offense is alleged against a member of the minor's immediate family, such rights may not be exercised by that person but may be exercised by another member of the immediate family, unless the court finds that another person would better represent the interests of the minor for purposes of victims' rights.
 2. Criminal and juvenile justice statutes allow a victim who is physically or emotionally unable to exercise any right but is able to designate a lawful representative who is not a bona fide witness, the designated person may exercise the same rights that the victim is entitled to exercise. The victim may revoke this designation at any time and exercise their own victim's rights.
 3. If a victim is incompetent, deceased or otherwise incapable of designating another person to act in the victim's place, the court may appoint a lawful representative who is not a witness. If at any time the victim is no longer incompetent, incapacitated, or otherwise incapable of acting, the victim may personally exercise their own victim's rights.
 4. A business or other legal entity may have limited rights primarily related to restitution or sentencing of the person convicted of committing the criminal offense.
 5. Neighborhood associations have limited rights related to weapons, drug, prostitution, criminal damage, and chop shop crimes occurring in their neighborhood or by residents living in their neighborhood.
- B. Criminal offense means conduct that gives a peace officer or prosecutor probable cause to believe that a felony, misdemeanor, petty offense, or violation of a city ordinance has occurred.

Glendale Police Department General Order		
Victim Rights		60.700
Date Issued 04-30-00	Revision Date 07-25-19	Page 2 of 10

C. As soon as possible after the detection of a criminal offense, without interfering with an investigation or arrest, victims shall be informed of their rights per the victims' rights statutes.

D. The Victim Assistance Unit will be responsible for:

1. Developing policy and procedure recommendations regarding the Department's compliance with the Victims' Rights mandates.
2. Developing and maintaining forms used by the Department in complying with the Victims' Rights mandates.
3. Monitoring the Department's compliance with these mandates.
4. Providing training on Victims' Rights mandates.

60.701 Victims' Rights Form

A. The following forms are for use with Victims' Rights mandates:

1. Victims' Rights brochure (available in English and Spanish)
2. Victims' Rights Form

60.702 Notification of Victims' Rights—All Covered Cases

A. Compliance with the statutes will be according to the following procedure.

1. Officers will ascertain if the victim requests or waives their "upon request rights."
2. Officers shall provide the victim(s) or victim's representative including businesses, as listed in our Department Incident Report (IR), with a copy of the Victims' Rights brochure (English or Spanish). The front of the brochure shall be filled in with as much information as the Officer has available at that time, and then the brochure will be given to the victim(s). This includes checking the appropriate case status:
 - Case status A – Initial report only
 - Case status B – Citation issued (include date and time)
 - Case status C – Submitted to County Attorney as felony

Glendale Police Department General Order

Victim Rights

60.700

Date Issued
04-30-00

Revision Date
07-25-19

Page
3 of 10

- Case status D – Submitted to City Prosecutor as misdemeanor
 - Case status E – Juvenile referred but not detained
 - Case status F – Felony arrest
 - Case status G – Misdemeanor arrest
 - Case status H – Juvenile detained
3. If the victim is not available, the brochure may be left with a responsible adult at the victim's residence. If not, a victims rights mailing will be done by the Victim Assistance Unit as long as the “Suggest No Contact” box is not checked on the Offense Report. This mailing will provide the required notification on cases where the report is taken over the telephone.
 4. If the victim is not available and if there is no known telephone or mailing address, notification need not be made.
 5. Officers will document their compliance with the mandates in the Synopsis of the Offense Report. The following issues will be addressed.
 - a. Victims' Rights brochure provided. If not, explain.
 - b. “Upon request” rights requested or waived.
 6. If the victim is a child, incapacitated, or deceased, a Victim Representative will be identified and will act on behalf of the victim in the exercising of victims’ rights.
 - a. In the Incident Report the Victim Representative will be indexed as a person type – Victim Representative.
 - b. In the Incident Report list the reason the person is serving as the Victim Representative (e.g. victim is a child).
- B. Inform the victim to notify the police if the suspect, suspect's associates or family threatens or otherwise intimidates the victim.

Glendale Police Department General Order		
Victim Rights		60.700
Date Issued 04-30-00	Revision Date 07-25-19	Page 4 of 10

60.703 Notification on Cases Involving an Arrest or Criminal Citation—Case Status B, F, G, and H of Suspects

- A. These mandates apply where the victim is an individual and when the offense is a felony, misdemeanor, petty offense, or violation of a city ordinance.
- B. The arresting or citing member shall inform the victim in a timely manner of the current B, F, G, or H case status.
 1. Victims shall be advised to look at the appropriate sections of their Victims’ Rights brochure for further information regarding their rights now that an arrest has been made or a citation issued.
 2. On case status F and G cases, victims will also be directed to the section in the Victims’ Rights brochure involving “Release Notification-VINE” as they will be getting a call if the suspect is released or transferred from our jail.
 3. On case status B cases, the victim will be informed of the date and time the suspect is cited into court.
- C. The Victims’ Rights Form will be completed for all victims, individual or business/legal entities, and distributed as follows:
 1. On case status B cases all three copies of the form will be attached to the citation.
 2. On case status F cases the white copy will be given to the detention facility and the other two copies will be included with the Incident Report submitted to the County Attorney.
 3. On case status G and H cases all three copies of the form will be given to the detention facility.
- D. The officer completing the form shall ensure it is filled out completely and all copies are legible.
- E. If an arrest is made on a warrant from a case originating from Glendale PD, and the suspect is transferred to our custody, notification of the victim will be made by the arresting officer and will include the following:

Glendale Police Department General Order		
Victim Rights		60.700
Date Issued 04-30-00	Revision Date 07-25-19	Page 5 of 10

1. Notify the victim of the arrest and of the time, place, and date for the initial appearance.
 2. Inform the victim of the telephone number of the custodial agency in which the arrested person is being held.
 3. Documentation of this notification (or attempt) will be made the Records Management System (RMS) or in the Field Based Reporting (FBR) indicating the date, time, and ID number of the officer making the notification.
- F. If an arrest is made on a warrant from a case originating from Glendale PD, and the suspect is not being transferred into our custody, notification of the victim will be made by the Communications or Victim Assistance Unit personnel and will include the following:
1. Notify the victim of the arrest and of the time, place, and date for the initial appearance.
 2. Inform the victim of the telephone number of the custodial agency in which the arrested person is being held.
 3. Documentation of this notification (or attempt) will be kept in the Records Management System (RMS) indicating the date, time, and ID number of the person making the notification.
- G. If another jurisdiction is calling about an arrest on a City of Glendale warrant, and the suspect is not being transferred to our custody, GPD personnel (Communications; Victim Assistance; or Detention personnel) will provided the custodial agency with the victim information (name; address; telephone number) included in the offense report, so that the custodial agency may notify the victim of the release of the suspect pursuant to ARS 13-4412.

60.704 VINE Data Entry on Booking Involving Cases Status F and G

- A. This section applies when the offense is a felony, misdemeanor, petty offense, or violation of a city ordinance covered by the victims' rights mandates.
- B. The Officer booking the suspect will include all victim information.

Glendale Police Department General Order

Victim Rights

60.700

Date Issued
04-30-00

Revision Date
07-25-19

Page
6 of 10

1. Minimum fields to be entered include the victim's name, complete address, telephone number including area code, and DOB. If the victim does not have a telephone, please leave that field blank.
 2. If there are multiple victims from one household, each victim must be entered separately in order to comply with Victim Rights mandates.
 3. If an officer is a victim that wishes to be notified, the notification should go to the officer's home. Repetitive VINE calls to the main police number are a nuisance and difficult to stop.
 4. Witnesses and other involved parties should not be entered as victims, but included in the Report (IR) or Supplemental Report (SU).
- C. Releases or transfers from the Glendale jail.
1. Officers will appropriately enter the release or transfer into Field Based Reporting (FBR) or the Records Management System (RMS) before the inmate is actually released or transferred. This will insure that victims get timely notice of the release or transfer.
 2. Victim Assistance staff will generate VINE letters a minimum of two times per week. These letters are sent to victims who did not confirm their notification or who did not have a telephone.
 3. If a citizen reports that they are receiving on-going VINE phone calls and cannot get the calls to cease, Victim Assistance personnel will utilize the VINEWatch website to enter the phone number and cancel future calls.
 4. Suspects booked into the Glendale City Jail from another jurisdiction will not have a Glendale report number and are not entered into the Records Management System (RMS). Therefore, these victims will not be included in the VINE notifications system. In these instances, Detention personnel will notify the victim of the arrested person's release or transfer from the Glendale City Jail by calling the victim listed within the booking paperwork using the telephone number provided. Documentation of this notification (or attempt) will be made on the jail log indicating the date, time, and ID number of the officer making the notification.
 5. Per ARS 13-4412(A) - Detention personnel will notify the prosecutor's office weekly via mail/email of all arrested persons release or transfer from the Glendale City Jail.

Glendale Police Department General Order		
Victim Rights		60.700
Date Issued 04-30-00	Revision Date 07-25-19	Page 7 of 10

D. Per ARS 13-4412(B) - In the event of an escape, the Detention Officer will immediately notify the victim of the escape and inform the prosecutor's office. The victim notification will be done via telephone call. Upon re-arrest of the suspect, the victim shall be immediately notified via telephone call by the arresting officer. The prosecutor's office will be notified of the escape and re-arrest by the Detention staff, via mail/email. Notice of escape is an automatic right and will be done even if the victim waived their "upon request" rights.

60.705 Victims' Rights at Initial Appearances in Glendale City Court

- A. Victim Assistance staff will assist covered crime victims in exercising their rights at the defendant's Initial Appearance.
 - 1. The jail court clerk will provide Victim Assistance with a copy of the Victims' Rights Form and a copy of the booking paperwork.
 - 2. The Victim Assistance phone line will be monitored for any messages with input for the judge.
 - 3. An attempt will be made to contact victims by telephone to ascertain the victim's input regarding the Terms and Conditions of Release. Victims of domestic violence may also be helped in obtaining an Order of Protection while the defendant is still in custody.
 - 4. An *IA Input Form* will be completed with the victim's input and this form will be given to the jail court clerk to be placed temporarily in the court file for the Judge's review.
 - 5. At the Initial Appearance, Victim Assistance staff will act as a liaison between the victim, Judge, and City Prosecutor.
 - 6. A victim requesting a Protection Order will be assisted in getting an order issued and served before the defendant is released from custody.

- B. Documentation of all services provided at Initial Appearance will be maintained in the Records Management System (RMS).

Glendale Police Department General Order		
Victim Rights		60.700
Date Issued 04-30-00	Revision Date 07-25-19	Page 8 of 10

60.706 Initial Victims' Rights Letters

- A. Victim Assistance staff will generate the initial Victims' Rights letter after the incident report is entered into the Field Based Reporting (FBR) or Records Management System (RMS).
1. Letters will be generated a minimum of two times per week.
 2. Upon download of the generated *General Letter* report, the data will be edited to insure appropriate victim rights letters are generated. Editing includes correcting typographical errors, address and zip code additions or corrections, and insuring that the victim representative is the addressee on cases involving child victims. The assigned detective will be consulted on sensitive or high-profile cases to insure the appropriateness of a letter being sent.
 3. A Victims' Rights brochure will be included in these mailings. Additional self-help brochures may also be included as deemed appropriate.

60.707 Post-Arrest Notifications on Case Status G Cases

- A. A post arrest notification letter will be sent in a timely manner by the Victim Assistance staff after the Initial Appearance to fulfill the mandates under A.R.S. 13-4407 and 13-4408.
- B. Letters will include:
1. Confirmation of the victim's decision to request or waive *upon request* rights.
 2. A copy of the defendant's Terms and Conditions of Release.
 3. A copy of the *Victims Rights in City Court Prosecutions* brochure.
 4. Domestic violence victims may also receive a domestic violence safety plan brochure.

60.708 Notification on Cases Involving Submittals - Case Status C, D, and E

- A. This section applies when:
1. The offense is a felony, misdemeanor, petty offense, or violation of a city ordinance covered by the victims' rights mandates.

Glendale Police Department General Order		
Victim Rights		60.700
Date Issued 04-30-00	Revision Date 07-25-19	Page 9 of 10

2. The victim or victims are individuals who have requested their *upon request* rights.
 3. The case is a *basket case* submittal, not an *in jail* submittal.
- B. The Court Liaison will insure that a properly completed Victims' Rights Form is included in all submittals covered by the mandates.

60.709 Rights of Neighborhood Associations

- A. This section applies when:
1. The offense is covered under 13-4401.01. These offenses involve drugs, graffiti, discharging a firearm at an occupied structure to promote the interests of a gang, prostitution, and chop shops that can have a negative impact on a neighborhood.
 2. The neighborhood association is registered with the City's Neighborhood Partnership.
 3. The crime occurred in, or the suspect lives within, the formal boundaries of the neighborhood association.
- B. If an Officer is approached by a person stating that they are representing a Neighborhood Association, the Officer will:
1. On case status F, G, and H cases, give the person representing the Neighborhood Association a completed Victims' Rights Brochure so that the Neighborhood Association can exercise their rights at the suspect's Initial Appearance.
 2. On all cases, advise the Neighborhood Association representative to contact Victim Assistance as explained in the Victims' Rights brochure under *Neighborhood Associations*.
 3. Victim Assistance will confirm whether the Neighborhood Association has rights under the law. If confirmed, Victim Assistance will forward a completed Victims' Rights Form to the County Attorney's Office and provide further information to the representative of the Neighborhood Association concerning the exercising of their rights.

Glendale Police Department General Order		
Victim Rights		60.700
Date Issued 04-30-00	Revision Date 07-25-19	Page 10 of 10

60.710 Change of Victim Information

- A. Victims are required to maintain a current address or phone where they can be contacted. Failure on their part to do so acts as a withdrawal of their request for notification.
- B. When victims call in to notify the department of a change of address or phone number, that information shall be recorded in the Records Management System (RMS) with the victim’s consent.
- C. On case status B through H cases, Officers receiving a change of address or telephone number from a victim shall forward the information to the appropriate prosecutor’s office either directly or via the Court Liaison.

60.711 Coordination with Other Victim Service Providers

- A. Victim Assistance staff will facilitate case transfer and referral of crime victims to other victim service agencies that can assist the victim in exercising their rights as their case progresses through the criminal justice system.
- B. Primary agencies to which victims will be transferred or referred include, but are not limited to:
 1. Glendale City Prosecutor’s Office
 2. Maricopa County Attorney’s Office Victim/Witness Division
 3. Maricopa County Attorney’s Office-Juvenile Division
 4. Maricopa County Sheriff’s Office / Victim Services
 5. Maricopa County Juvenile Court / Victim Rights Coordinator
 6. Maricopa County Adult Probation
 7. Arizona Department of Pardons and Parole
 8. Arizona Department of Corrections / Office of Victim Services
 9. Attorney General’s Office of Victim Services

Glendale Police Department General Order		
Victim Assistance		60.715
Date Issued 04-13-00	Revision Date 04-22-21	Page 1 of 13

60.715 Victim Assistance Unit

- A. This order establishes guidelines for victim service activities of the Victim Assistance Unit of the Glendale Police Department. The main objectives of the work unit are:
1. Ensure the Department’s compliance with the Victims’ Rights mandates.
 2. Provide 24-hour crisis intervention services.
 3. Provide support services to crime victims as they are involved with the Criminal Justice System. This includes services during the initial and follow-up investigation and during the court process unless a more appropriate victim service provider is assisting the victim.
- B. Services are available to individuals where the offense or incident is under the jurisdiction of the Glendale Police Department. Residents of Glendale who were victimized in other jurisdictions will be provided services on request.
- C. Contact with non-crime victims will be limited and efforts will be made to refer them to the most appropriate community resource.

60.716 Victim Assistance Staffing

- A. All Victim Assistance personnel, interns, volunteers, consultants, and contractors who may interact with minors (individuals under 18 years of age) are required to undergo a criminal history search prior to interacting with minors.
1. Glendale Police Department will conduct a criminal history background investigation to meet the requirements as outlined in the Federal “Determination of Suitability to Interact with Minors” certified assurance, to include a check in the National Sex Offender Registry.
 2. At least every five years, the criminal history search will be updated to reexamine the individual’s suitability to interact with minors.
- B. The Victim Assistance Caseworkers will rotate the following responsibilities:
1. Office coverage from 8:00 a.m. to 5:00 p.m. Monday through Friday to handle telephone requests, walk-ins, and other service requests at the Glendale Family Advocacy Center.

Glendale Police Department General Order		
Victim Assistance		60.715
Date Issued 04-13-00	Revision Date 04-22-21	Page 2 of 13

2. On-call coverage for crisis calls. Staff will be available 24 hours per day, 365 days of the year.
- C. Victim Assistance personnel and volunteers will assist in providing services after-hours, on weekends, and during holidays.
 - D. The normal time to rotate assignments is at 9:00 a.m. on Monday through Thursday; Friday at 5:00 p.m. The on-call staff person coming on duty will ensure that the Victim Assistance on-call phone is transferred appropriately.
 - E. The Victim Assistance Caseworkers are expected to manage their cases in a professional manner.
 - F. Victim Assistance Caseworkers are mandatory reporters to Law Enforcement and/or Child Protective Services in cases of suspected child abuse or neglect.
 - G. The Victim Assistance Caseworkers will also be expected to handle special assignments in addition to their routine work assignments.

60.717 Types of Victim Assistance Cases

- A. Crisis Intervention Services (25.130)
- B. Officer-Initiated Priorities
 1. Officers may request priority follow-up for concerns about any individuals encountered during the Officer's daily assignments. These will most often be, but are not limited to, concerns about:
 - The impact of the crime that appears to have initiated a need for victim services.
 - Elderly or disabled citizens
 - Distraught individuals
 - Parent-child conflicts
 - Neighbor conflicts
 - Domestic violence cases

Glendale Police Department General Order		
Victim Assistance		60.715
Date Issued 04-13-00	Revision Date 04-22-21	Page 3 of 13

- Individuals displaying symptoms of mental illness
- Victim-related issues in which no caseworker was called to the scene
- Sexual abuse cases

C. The Victim Assistance Caseworker(s) assigned to manage priority cases will review and handle priority referrals compiled in the Records Management System (RMS) priority report. Documentation of these services will be recorded in the Records Management System (RMS).

D. Non-Immediate Cases

1. Community response to a request for service from any individual victim, witness, family member, or concerned citizen.
2. Intervention case notes are to be recorded in the Records Management System (RMS).

60.718 Services Provided to Crime Victims by Victim Assistance

- A. Upon request, Victim Assistance staff will provide information and crisis intervention services to crime victims to support their successful participation in the Criminal Justice System and to protect them from further victimization.
 - Brief contacts where the person is directed to another person or agency and no other services are provided do not require documentation in the Records Management System (RMS).
- B. Victim Assistance staff may assist crime victims with requesting Orders of Protection and Injunctions Against Harassment.
- C. Victim Assistance staff may act as an advocate for the victim on matters related to the crime.
- D. Victim Assistance personnel may work with the victim throughout the criminal justice process.
- E. Victims Assistance personnel will give special consideration in domestic violence cases to assist victims in the connection to ongoing counseling services. These considerations belong to both child victims/witnesses and adult victims.

Glendale Police Department General Order

Victim Assistance

60.715

Date Issued
04-13-00

Revision Date
04-22-21

Page
4 of 13

- F. Periodic follow-up contact with the victim to ensure appropriate community and social support services.
- G. Victim Assistance staff may accompany crime victims and witnesses to hearings, interviews, line-ups, and other activities related to the Criminal Justice System. This includes any civil hearings where the victimization may be an issue.
- H. Victim Assistance staff may assist victims with issues related to the timely return of property held as evidence.
- I. Victim Assistance staff may transport crime victims and witnesses to hearings, interviews, examinations, or other community locations deemed appropriate and related to their victimization.
- J. Victim Assistance staff may provide short-term crisis counseling to crime victim to help deal with the emotional impact of the crime. If specialized counseling is needed, staff will attempt to connect the victim with an appropriate counseling provider and will offer interim support until that connection is completed. Non-victims will be referred to the most appropriate community resources for counseling.
- K. Victim Assistance staff may provide information and referral services to assist both victims and non-victims getting appropriate services. A resource list will be maintained to assist in making appropriate referrals.
- L. Victim assistance staff may loan an *emergency 911 cellular telephone* to crime victims who are at risk of further danger or repetitive victimization.
- M. Victim Assistance staff may assist crime victims by providing for emergency needs, including but not limited to, food, shelter, personal safety items, clothing, transportation, comfort items, and other basic needs. Some personal advocacy, crisis, or emergency needs must have prior approval of the Victim Assistance Supervisor or the Director of the Glendale Family Advocacy Center.
 - 1. All purchase allocations must be made on a city issued Procard. Procard authorization paperwork must be completed within 24 hours of the purchase. This authorization form must include: (1) date of purchase; (2) purchase vendor; (3) amount of purchase; (4) explanation of emergency need/ reason for purchase; (5) criminal report number (if available); (6) account number to which expenditure should be allocated. Meals purchased must include name

Glendale Police Department General Order		
Victim Assistance		60.715
Date Issued 04-13-00	Revision Date 04-22-21	Page 5 of 13

of person who received the food and/or the criminal report number associated with the purchase.

2. Gas, meal, or grocery gift cards must be purchased from a grocery store, convenience store, or gasoline establishment. These purchases must be logged on the Emergency Assistance Expenditure log book located in the Victim Assistance Unit (VAU). Included in the log will be (1) date of victim service (2) victim name (3) explanation of the emergency food or transportation need (4) dollar amount of the purchase (5) criminal report number.

3. Bus tickets (local) may also be provided to assist with transportation needs. These allocations must be logged in the Emergency Assistance Expenditure log book located in the Victim Assistance Unit (VAU). Included in the log will be: (1) date of victim service; (2) victim name; (3) explanation of the emergency transportation need; (4) number of bus tickets provided; (5) criminal report number.

4. Emergency shelter/hotel stays require prior approval from the Victim Assistance Supervisor or the Director of the Glendale Family Advocacy Center (GFAC). Hotels will only be authorized when all other safety options have been exhausted. Hotel stays are intended to be short term (1 – 2 nights) until other longer-term shelter/safety options are identified and arranged. Nightly hotel stays will not exceed the current governmental rate for lodging accommodations. Hotel allocations must be logged in the Emergency Assistance Expenditure log book located in the Victim Assistance Unit (VAU) and include the following: (1) date of victim service; (2) victim name/ people staying in the hotel; (3) explanation of the emergency safety need; (4) number of nights provided; (5) total cost for hotel stay; (6) criminal report number.

5. Lock replacements and home safety enhancements are available to assist with emergent safety needs. These allocations must be logged in the Emergency Assistance Expenditure log book located in the Victim Assistance Unit (VAU). Included in the log will be: (1) date of victim service; (2) victim name; (3) explanation of the safety concern and/or need; (4) safety item provided; (5) criminal report number.

6. Prepaid emergency cellular phones and prepaid cellular minute data cards may be provided to assist with emergency communication needs. These may be employed to assist victims with connection to community resources; coordination with investigative, law enforcement, and prosecutorial agencies,

Glendale Police Department General Order		
Victim Assistance		60.715
Date Issued 04-13-00	Revision Date 04-22-21	Page 6 of 13

and emergency safety concerns. These allocations must be logged in the Emergency Assistance Expenditure log book located in the Victim Assistance Unit (VAU). Included in the log will be: (1) date of victim service; (2) victim name; (3) explanation of the safety concern, communication necessity, and intended use of the phone; (4) communication item provided (phone or data card); (5) criminal report number.

7. Victim replacement clothing and personal hygiene items are intended to replace clothing and/or hygiene items that were damaged or secured, during or after, a criminal victimization. Clothing may also be provided in an emergent situation to assist a victim and/or witness in securing emergency shelter and/or relocation. Clothing and hygiene items will be routinely stocked at the Glendale Family Advocacy Center (GFAC). All purchases of clothing and/or hygiene items must be logged in the Emergency Assistance Expenditure log book located in the Victim Assistance Unit (VAU). Included in the log will be: (1) date of purchase; (2) inventory of items purchased; (3) purchase vendor; (4) amount of purchase; (5) account that funds were allocated from.

8. Snacks, water, juice, and shelf ready meal items will be routinely stocked at the Glendale Family Advocacy Center (GFAC). All purchases of snacks, water, juice, and shelf ready meal items must be logged in the Emergency Assistance Expenditure log book located in the Victim Assistance Unit (VAU). Included in the log will be: (1) date of purchase; (2) inventory of items purchased; (3) purchase vendor; (4) amount of purchase; (5) account from which funds were allocated.

9. Blankets, toys, journals, stickers, and comfort items will be routinely stocked at the Glendale Family Advocacy Center (GFAC). All purchases of blankets, toys, journals, stickers, and comfort items must be logged in the Emergency Assistance Expenditure log book located in the Victim Assistance Unit (VAU). Included in the log will be: (1) date of purchase; (2) inventory of items purchased; (3) purchase vendor; (4) amount of purchase; (5) account that funds were allocated from.

60.719 Information and Referral to Community Resources

- A. The Glendale Police Department maintains liaison with community agencies that are available to assist citizens with issues outside the scope of the department (substance abuse issues, family counseling, financial resources). When dealing with such situations, officers should make every attempt to encourage individuals to take advantage of these services and provide them with referral information.

Glendale Police Department General Order		
Victim Assistance		60.715
Date Issued 04-13-00	Revision Date 04-22-21	Page 7 of 13

- B. Common referral phone numbers are listed on the Victims Rights brochure so that people requesting information can be referred to the appropriate resource.
- C. Officers or the public can contact Victim Assistance during normal working hours for further information on community services.

60.720 Confidentiality

- A. A crime victim advocate shall not disclose, as a witness or otherwise, any communication between the advocate made by or with the victim, including any communication made to or in the presence of others, unless the victim consents in writing to the disclosure.
- B. Unless the victim consents in writing to the disclosure, a crime victim advocate shall not disclose records, notes, documents, correspondence, reports or memoranda that contain opinions, theories, or other information made while advising, counseling or assisting the victim, or communications made by or with the victim and the advocate, including communications made to, or in the presence of others.
- C. When a public information (or criminal discovery) request is received, all information related to opinions, theories, or other information made while a Victim Assistance Caseworker was advising, counseling, or otherwise assisting the victim, shall be redacted from the record to be released unless otherwise ordered by a Court.
- D. Under A.R.S. § 13-4430(A), conversations between crime victims and Victim Assistance personnel are privileged and confidential.
- E. Under A.R.S. § 13-4430 (C)(D), communications are not privileged if the victim advocate knows that the victim will give or has given perjured testimony, or if the communication contains exculpatory material.
- F. A *crime victim advocate* means a person who is employed or authorized by a public entity, or a private entity that receives public funding, primarily to provide counseling, treatment, or other supportive assistance to crime victims.

60.721 Non-Discrimination Policy

- A. The Glendale Police Department Victim Assistance Unit will provide equal services without regard to race, religion, color, gender, national origin,

Glendale Police Department General Order		
Victim Assistance		60.715
Date Issued 04-13-00	Revision Date 04-22-21	Page 8 of 13

citizenship, age, sexual orientation, marital status, parental status, disability, membership in any labor organization, or political affiliation.

- B. Reports of discrimination can be filed with the Glendale Police Department; Professional Standards Unit.

- C. Complaints can also be filed with an appropriate investigative entity including:
 - Office for Civil Rights / Office of Justice Programs / US Department of Justice
 - Arizona Office of the Attorney General
 - Arizona Department of Public Safety, VOCA Administration

60.722 Emotional Support Canine (ESC) Program

- A. The Victim Assistance Unit, in coordination with the Glendale Family Advocacy Center (GFAC), will operate an Emotional Support Canine (ESC) Program to assist in the emotional support of victims of crime and law enforcement personnel who have experienced critical and/or traumatic events. The canine may also be utilized at public and community events to increase the visibility of Glendale Family Advocacy Center services and programs.
 - 1. The primary task of the Emotional Support Canine (ESC) will be to serve the emotional needs of individuals and groups that have experienced various types of traumatic and/or criminal events. The canine may be utilized for its calming and distraction effect and to aid in bridging communication with allied professionals and/or law enforcement.
 - 2. The Emotional Support Canine will be managed by a designated Victim Assistance Unit (VAU) primary handler who will be responsible for the canine’s ongoing care and feeding. The canine will be maintained at the primary handler’s residence and may respond (along with the primary or secondary handler) during any regularly scheduled work hours. Special deployment of the canine (i.e. other than the routine tasks described in section 60.722.A) is at the handler’s discretion and/or availability.
 - 3. Responsibilities for the Emotional Support Canine handler includes:
 - Perform the tasks outlined above, in paragraphs A.1 & A.2.
 - Attend approved canine training

Glendale Police Department General Order

Victim Assistance

60.715

Date Issued
04-13-00

Revision Date
04-22-21

Page
9 of 13

- Maintain and update equipment
 - Purchase food and supplies
 - Obtain routine veterinary care to ensure optimal health
 - Coordinate routine grooming and hygiene
 - Facilitate appropriate activity and exercise daily
4. The Emotional Support Canine will be on vacation and unavailable for services during any of the primary handler's vacation or extended periods of leave. If available, a secondary handler may be designated to manage the canine during any vacation or extended periods of leave time.
5. Equipment for the canine is to be maintained and checked regularly by the handlers:
- Four-foot lead
 - Approved canine identification vest
 - Electronic training collar
 - Food and water dishes (home and work)
 - Kennel (s) (home and work)
 - Grooming supplies
 - Canine toys
 - Canine shoes
 - Canine Heat Alarm (installed in primary handler vehicle)
 - First Aid Kit
 - Any other equipment deemed necessary by the canine handler
6. Appropriate types of calls and/or follow ups where the Emotional Support Canine may be utilized include (but is not limited to):
- Children and/or adult victims of crime who are being interviewed or receiving services at the Glendale Family Advocacy Center
 - Any traumatized victim, witness, or family member who may need emotional support
 - Individuals in crisis
 - Public Safety personnel who have witnessed or experienced a traumatic or critical incident
 - Community outreach and/or Public Relations Events

Glendale Police Department		
General Order		
Victim Assistance		60.715
Date Issued 04-13-00	Revision Date 04-22-21	Page 10 of 13

7. All requests for services will be assessed by the primary and/or secondary handler prior to deploying the use of the canine. Assessment criteria will include:

- Individuals willingness and/or request to interact with the canine
- Parental permission for any minors to interact with the canine
- Likelihood of potential benefit to any individual receiving canine support
- Handler, canine, and individuals' safety

8. Contraindication for the use of the Emotional Support Canine:

- Individual allergies to animals and/or canines
- Safety hazards or potential risks for the canine
- Individuals who express an acute fear or dislike of animals and/or canines
- Individuals who may be experiencing an acute psychosis
- Individuals under the acute influence of drugs and/or alcohol
- Any individual who may be deemed a potential for violence or animal cruelty

9. The Emotional Support Canine handler is responsible for the canine and all of its actions. The handler will remain aware of the canine's abilities, training and temperament and has the ultimate decision on whether to deploy the canine in any requested situation.

- The canine handler will not display or handle the Emotional Support Canine in any manner that may bring discredit to the Department.
- The canine handler is required to utilize approved verbal commands that have been taught by the contracted trainer and outlined in the training discharge packet/training manual provided by the trainer and/or training organization.
- The canine handler should make every effort to see that the Emotional Support Canine is not provoked, teased, or otherwise abused.
- During any extended, ongoing use of the canine, the handler will provide frequent breaks to ensure that the canine is able to maintain a calm demeanor without any risks to the canine and/or individuals being served. The canine handler must maintain awareness of the animal's demeanor and other indicators of stress.

Glendale Police Department General Order		
Victim Assistance		60.715
Date Issued 04-13-00	Revision Date 04-22-21	Page 11 of 13

10. The Emotional Support Canine team will receive ongoing training to align with the requirements for appropriate certifications.

- The canine and handler will complete initial training from a licensed training program specializing in assistance and therapy dog training. The canine training program and/or trainer will be a member in good standing or be certified by the International Association of Canine Professionals (IACP). Training will focus on basic obedience skills, advanced obedience skills, and task training to mitigate a designated disability).
- Training will include full public access training, including education about city, state, and federal laws impacting services dogs in the United States.
- The canine and handler will maintain relevant canine crisis response certifications that may include (1) Delta Society Pet Partner Certification (2) Crisis Response Canine Team Certifications.
- Both the canine and handler will complete at minimum, 10 hours of yearly public access training through a licensed training program as noted in section 60.722.A.10.

11. Veterinary services will be provided by the contracted Glendale Police Department veterinary clinic(s) and/or hospital(s). Veterinary services will include annual check-ups, immunizations, and other routine veterinary services. In the event of an emergency, the Emotional Support Canine will be transported to the nearest authorized and/or contracted emergency veterinary clinic.

12. The Emotional Support Canine will be routinely groomed as outlined in the *Grooming Standards/Dog Grooming Tips (Pet Care/Dog Care)* provided by the American Society for the Prevention of Cruelty to Animals (APSCA).

13. While at the Glendale Family Advocacy Center, the canine may walk freely within the handlers primary work station/office. The canine may be off lead and walk freely about the center as circumstances permit. The canine will have a fully equipped dog crate where the canine may rest and relax while not engaged in deployment activities. The canine will have ongoing access to fresh water. At no point will the canine be given human food or non-approved nutritional snacks. Approved canine dog treats will only be provided by the primary and/or secondary handler.

Glendale Police Department General Order

Victim Assistance

60.715

Date Issued
04-13-00

Revision Date
04-22-21

Page
12 of 13

14. If the canine must remain in its kennel for an extended amount of time during a normal workday, the canine will be taken outside for a break prior to being placed in the kennel. In the event of an extended absence of the handler while the canine is kenneled, arrangements will be made for another victim assistance or police employee to take the canine out for any additional breaks.

15. Handlers are not permitted to train the canine in methods or activities outside the standards and/or training recommendations provided by the International Association of Canine Professionals (IACP).

16. Any incident, on or off duty, where the Emotional Support Canine bites or otherwise injures a person, the following procedures will be followed:
 - The primary/secondary handler will provide or obtain the necessary first aid or medical attention for the injured individual.

 - The primary/secondary handler will notify the Criminal Investigations Division Commander for investigation of the incident.

 - The primary/secondary handler will obtain all pertinent information concerning the injured individual and any witnesses to the event.

 - The primary/secondary handler will contact Maricopa County Rabies Animal Control to file a bite report and to obtain a report number.

17. The Emotional Support Canine is the sole property of the Glendale Police Department; Victim Assistance Unit. The Emotional Support Canine will not be used for breeding; participating in non-approved shows/events; or any off-duty employment.

18. The Emotional Support Canine is not permitted out of Maricopa County without prior approval from the Criminal Investigation Division (CID) Commander.

19. When the Emotional Support Canine is no longer serviceable to the community and/or appropriate funding for the canine program is eliminated, the canine will be offered for adoption to the primary handler. If the primary handler declines adoption, the secondary handler will be offered the option for adoption of the canine.

Glendale Police Department General Order

Victim Assistance

60.715

Date Issued
04-13-00

Revision Date
04-22-21

Page
13 of 13

- When the Emotional Support Canine is released from service, the primary or secondary handler adopting the canine must sign a liability release waiver. This waiver will release the City of Glendale from any further liability and responsibility for the canine.

Glendale Police Department General Order		
Crisis Intervention Services		60.725
Date Issued 04-30-99	Revision Date 07-25-19	Page 1 of 3

60.725 Crisis Intervention Services Goals

The goal of crisis intervention services is to provide emotional support and guidance to individuals facing a crisis situation where the Glendale Police Department is involved. On situations involving crimes, Victim Assistance is available to assist the victim during both the initial and/or follow-up investigation.

60.726 Availability of Victim Assistance Crisis Interventions Services

- A. Victim Assistance crisis intervention services are available 24 hours a day, seven days a week, 365 days a year. Depending upon availability, crisis response will generally be provided by a Victim Assistance staff or volunteers.
- B. The Victim Assistance on-call person is to be contacted via the On-Call Victim Assistance phone which Communications can provide on request. Response time will not exceed 60 minutes. Personnel requesting Victim Assistance must remain on scene until Victim Assistance personnel have arrived, are briefed on the nature of the situation, the parties involved, and established the situation is secure for their safety.
- C. On-call staff and volunteers will remain available for call out. If not currently in the office, they will be available by cellular telephone. Responding crisis personnel will have access to a city vehicle, police radio, and cellular phone.

60.727 Crisis Intervention Call Outs

- A. The types of calls appropriate for crisis intervention services include, but are not limited to:
 - Crimes against children (physical and sexual violence; neglect)
 - Sexual violence against adults
 - Homicides
 - Suicides
 - Domestic violence incidents involving an immediate shelter need or safety concern
 - Strangulation
 - Child welfare (abused, neglected, dependent, or lost children)
 - Child deaths
 - Traffic fatalities
 - Other traumatic deaths
 - Death notifications and emergency messages

Glendale Police Department General Order		
Crisis Intervention Services		60.725
Date Issued 04-30-99	Revision Date 07-25-19	Page 2 of 3

- Victims of serious and/or violent crimes
- B. Officers should call Victim Assistance on recently occurring sexual assaults; strangulations, and reports of child molestation. Officers must use initiative in calling Victim Assistance, as they are the link between the person in distress and the services or resources available.
- C. Victim Assistance personnel may respond to situations outside of the examples listed above as deemed necessary. Common calls outside the examples listed include, but are not limited to, unexpected attended or unattended deaths.
- D. Maricopa Crisis Response Network (or the currently contracted Maricopa County mental health service provider) will be called on mental health emergencies. If you are having difficulty coordinating with a mental health provider, Victim Assistance may be able to assist you with coordination of care.

60.728 Services Provided

- A. Common services provided in connection with crisis intervention calls include, but are not limited to the following:
1. Crisis counseling and emotional support
 2. Explaining the investigative and/or criminal justice procedures
 3. Explaining and providing assistance in exercising victims' rights
 4. Emotional support during forensic medical exam
 5. Death notification
 6. Coordinating the "clean-up" of homicide or suicide scenes at the request of the Violent Crimes Sergeant or Case Agent.
 7. Childcare while awaiting placement
 8. Emergency transportation
 9. Assistance in obtaining a domestic violence shelter placement
 10. Safety planning

Glendale Police Department General Order		
Crisis Intervention Services		60.725
Date Issued 04-30-99	Revision Date 07-25-19	Page 3 of 3

11. Information and referral to other community agencies or services

60.729 Record Keeping

- A. Record keeping on crisis calls include:
 - 1. Completing the Victim Assistance case record within the Records Management System (RMS). This documentation will include all case activities and services provided during the crisis call.
 - 2. If emergency crisis purchases are made during a crisis call, these expenditures will be documented in the Victim Assistance case record and also in the Emergency Assistance Expenditure log book. Receipts shall be kept to reconcile monthly Pro Card statements.

60.730 Equipment and Supply Maintenance

- A. Staff and volunteers will ensure that the Victim Assistance vehicles have adequate gas (over half a tank) after completing a call.
- B. Victim Assistance personnel will notify the City shop of any required vehicle repairs.
- C. If vehicle repairs are needed, staff will arrange for the repairs to be made by the City Shop or other authorized repair facility.
- D. Victim Assistance personnel will ensure that adequate comfort items, forms, brochures, and other supplies are available on crisis calls.

Glendale Police Department Operations Order			
Crisis Intervention Team			60.740
Date Issued 02-27-14	Revision Date 04-08-14	Review Date 08-26-20	Page 1 of 2

60.740 Purpose

The purpose of the Crisis Intervention Team (CIT) policy is to provide guidance to employees in the recognition and handling of persons who are experiencing behavioral health crises due to suspected mental illness and/or co-occurring substance use disorders. Also refer to existing *Responding to Mental Illness* General Order 24.400.

60.741 Definitions

Crisis Intervention Team Program - Provides training and education to law enforcement officers to assist them in more effectively managing crisis events in the community when they encounter individuals who are experiencing behavioral health crises due to mental illness and/or co-occurring substance use disorders, along with the information necessary to guide officers in re-directing these individuals away from the criminal justice system and into emergency behavioral health facilities.

Crisis Intervention Team Training - Consists of specialized instruction from behavioral health experts within their community, previously trained CIT officers, and actual consumers and family members. This training is designed to help officers gain understanding about mental health disorders, substance use disorders, and developmental disorders, thus developing a basic foundation from which to build their skills.

Crisis Intervention Team Trained Officer - Upon completion of the training course, officers are better able to handle matters that include the following:

- Understand signs and symptoms of mental illnesses and co-occurring disorders
- Recognize when those signs and symptoms represent a crisis situation
- Safely de-escalate individuals experiencing behavioral health crises
- Utilize community resources and diversion strategies that are available to provide emergency assistance

Glendale Police Department Operations Order			
Crisis Intervention Team			60.740
Date Issued 02-27-14	Revision Date 04-08-14	Review Date 08-26-20	Page 2 of 2

Mental Health Crisis - Any of various conditions characterized by impairment of an individual's normal cognitive, emotional or behavioral functioning, and caused by social, psychological, biochemical, genetic, or other factor, such as infection or head trauma which causes the individual to pose an immediate and significant risk to self or others (e.g. violent or suicidal subject).

Consumer – An individual who is experiencing a behavioral health crisis due to a mental illness and/or co-occurring substance use disorders.

60.742 Procedure

- A. If Communications receives a report of a situation that is not immediately recognized as a mental health crisis, but the first arriving officer or supervisor determines that a CIT officer is needed, one shall be requested.
- B. The assigned officer (*Beat Officer*) shall have responsibility for completing the original incident report concerning the call.
- C. In cases where a supervisor is on the scene along with a CIT officer, the supervisor shall have primary control of the scene. The CIT officer on the scene will utilize their specialized skills to successfully assist in the completion of the incident.
- D. The primary responsibility of the CIT officer on the scene is to use their specialized skills for the successful conclusion of the incident. Upon arrival at the scene of a Mental Health Crisis, the CIT officer will determine the circumstances and shall assist in determining the appropriate response.
- E. If a supervisor determines that information concerning an individual should be entered into the CAD Alert File, a CIT Officer will be advised to complete it.
- F. In circumstances requiring transportation of individuals involved in a mental health crisis, refer to the Responding to Mental Illness General Order.

Glendale Police Department		
General Order		
Sexual Assault Investigations		60.750
Date Issued 07-10-02	Revision Date 07-15-20	Page 1 of 5

60.750 Sexual Assault Investigations

The investigation of a sexual assault will be investigated by the Special Victims Unit whenever possible, but Patrol may conduct an initial investigation. The following guidelines will be used for the preliminary investigation of all sexual assaults.

- A. The investigation begins at the time of notification. Information, including, as to when, how, where, and by whom will be documented.
 1. Patrol officers should refer to 26.400 for information on preliminary procedures.

- B. The integrity of the crime scene is of paramount importance. The supervisor or initial officer / investigator at the scene will:
 1. Assign responsibilities;
 2. Control the scene and protect evidence;
 3. Coordinate activities to include possible canvass of area;
 4. Contact the on-call Investigations supervisor.

- C. Interviews will be conducted and recorded via body camera or Axon Capture by the investigating investigator/officer and, if applicable, will include statements by the following:
 1. Initial interviews with other police personnel.
 2. Victim - If possible, attempt to do a preliminary interview at the scene to establish crime scenes and elements of the crime(s), to include jurisdiction.
 - a. Otherwise the interview may be conducted at the hospital if the victim was transported.
 - On-scene interviews are to establish the basic facts of the case. An in-depth interview will be conducted in an environment that provides audio-visual recording capability along with a safe haven for the victim, such as the Advocacy Center.
 - b. During the preliminary interview ask the victim if he/she is willing to speak with an investigator and wants a forensic medical examination. Do not ask the victim whether he/she wants to press charges or wants to be a

Glendale Police Department		
General Order		
Sexual Assault Investigations		60.750
Date Issued 07-10-02	Revision Date 07-15-20	Page 2 of 5

victim. Only an investigator can determine, with the victim, their willingness to pursue charges and prosecution.

3. Suspect - If circumstances allow, and an immediate interrogation would be beneficial, the suspect may be interviewed at the scene, after consulting the on-call Sex Crimes Detective or on-call Supervisor.
 4. Witnesses
 5. Investigative Leads
- D. The victim in a sexual assault will be provided with emergency medical treatment at the scene or transported to a hospital, if immediate medical attention is necessary. If 1) no emergency medical attention is needed; 2) the victim consents to a forensic sexual assault examination; and 3) it is appropriate, based on the circumstances of the case, the victim will be transported to the Glendale Family Advocacy Center, if a sexual assault exam is appropriate.
- DNA may potentially be retrieved for up to 120 hours (5 days).
1. If the victim is incoherent or under the influence of an intoxicating beverage or illicit substance the special victim's unit investigator may not respond, as no forensic interview can be conducted. In this instance patrol officers will follow their chain of command, and the Special Victim's Unit Investigator will assist in contacting the forensic medical examiner. The patrol officer will wait for the forensic examination to be completed and victim's departure before departing the Glendale Family Advocacy Center.
 2. If the victim advises they are tired, intoxicated or does not wish to complete an interview, and no scene has been located, the patrol officer will follow their chain of command, and the Special Victim's Unit Investigator will assist in contacting the forensic medical examiner. The patrol officer will wait for the forensic examination to be completed and victim's departure before departing the Glendale Family Advocacy Center.
- E. If the victim is not transported by ambulance, the investigating officer will transport, or follow, the victim to the Glendale Family Advocacy Center. If the victim is in a City of Glendale vehicle equipped with a camera system, it will be activated during the transport. The following elements will be documented in the Incident Report:

Glendale Police Department General Order		
Sexual Assault Investigations		60.750
Date Issued 07-10-02	Revision Date 07-15-20	Page 3 of 5

1. Location from which the victim was transported.
 2. The time the victim was transported from the scene and the time of arrival at the hospital or the Advocacy Center.
 3. Name and location of the hospital.
- F. The on-call Investigations Supervisor will be notified and contact the on-call Sex Crimes investigator, who will notify the Forensic Nurse Examiner and the on-call Victim Assistance Caseworker to respond, if necessary.
- G. Any weapon/s will be safeguarded as evidence, if located.
- H. Processing the crime scene:
1. Process and control the crime scene.
 2. Photograph the crime scene and complete respective documentation.
 3. Dust for fingerprints.
 4. Advanced light source can be used with identification personnel for the use of bodily fluids.
 5. Collect evidence, such as hospital records and/or information, sexual assault kit from medical personnel, and the victims clothing.
 6. Impound all evidence that will require serological testing (body fluids, does not include blood vials), in the Department refrigerator. All other evidence will be impounded under normal procedures.
 7. Crime scene sketch.
 8. Possible canvass of area for witnesses/video recordings.
 9. Release the scene.

60.751 Child Abuse / Neglect Investigations

- A. All reports alleging child molestation will be conducted in accordance with the Maricopa County Multi-Disciplinary Protocol.

Glendale Police Department General Order		
Sexual Assault Investigations		60.750
Date Issued 07-10-02	Revision Date 07-15-20	Page 4 of 5

1. Patrol Officers should refer 26.100 for information on preliminary procedures.
- B. In all child crime cases where physical injury has occurred within the last seventy-two hours and the injury is reported to be physical abuse that requires immediate medical attention or hospitalization. The on-call Child Crimes Detective will respond to the hospital and coordinate medical examinations or physician call-outs.
 - C. In all cases where physical abuse is reported and the child has sustained multiple planes of bruising or injury, that does not require hospitalization, and the alleged suspect still resides in the home or has direct access to the child. The on-call Child Crimes Detective will be contacted, and a decision will be made regarding the child's safety and welfare.
 - D. Child Crimes Detectives will only be contacted in neglect cases if the environment the child is currently in poses an immediate threat to the child's life or safety.
 - E. The on-call Victim Assistance Caseworker or volunteer may be contacted to respond on all Child Crimes call-outs.

60.752 Child Molestation Investigations

- A. All reports alleging child molestation will be conducted in accordance with the Maricopa County Multi-Disciplinary Protocol.
 1. Patrol Officers should refer 26.200 for information on preliminary procedures.
- B. In all cases of molestation or sex conduct with a minor, if the child is fourteen years of age or younger, the on-call Child Crimes Detective will be contacted to provide direction on how the case should be handled or to respond in situation where the Detective's expertise is needed for immediate investigation.
 1. The on-call Child Crimes Detective will make all phone calls regarding medical examinations or physician call-outs; this will be done based on the facts of each case.

**Glendale Police Department
General Order**

Sexual Assault Investigations		60.750
Date Issued 07-10-02	Revision Date 07-15-20	Page 5 of 5

- C. In all cases of sexual abuse of children fourteen or younger, where the child reports that an incident has occurred and the suspect resides in the home or has direct access to the child, even though no injury may be present, the on-call Child Crimes Detective will respond.

- D. The on-call Victim Assistance Caseworker or volunteer may be contacted to respond on all Child Crimes call-outs.

Glendale Police Department General Order		
VAWA Exams – Adult Sex Crimes Responsibilities		60.755
Date Issued 10-07-09	Revision Date 07-15-20	Page 1 of 3

60.755 Purpose

This policy establishes the responsibilities, duties, and guidelines for the Adult Sex Crimes Squad in relation to the VAWA. Effective January 2009, the federal government under the *Violence Against Women Act (VAWA) Reauthorization Forensic Compliance Mandates* required states to provide forensic sexual assault examinations to all patients regardless of whether or not police involvement is desired. This policy is consistent with the protocols established by the Maricopa County Attorney’s Office and does not take the place of any current policies or procedures in regard to the investigation of sexual assaults.

60.756 Procedures

- A. Honor Health Forensic Nurse Examiners will continue to be responsible for completing all forensic sexual assault exams.
- B. When a patient presents at a facility (i.e., hospital, doctors office, etc) and advises they are a victim of a sexual assault, but does not want police involvement, the facility will provide the patient information on VAWA sexual assault exams and Honor Health, as long as the case does not involve a mandatory report requirements as specified in A.R.S. § 13-3620 and A.R.S. § 46-454:
 - 1. The patient can call the VAWA line (480-312-6339) for further information 24/7 between the patient and Honor Health for nurse contact. The nurse examiner will direct patient to nearest facility, depending on time of day or night, and patient location.
 - 2. After hours SANE Examinations can be conducted at Honor Health Scottsdale Osborn, located at 7400 East Osborn Road, Scottsdale, Arizona 85251.
- C. While most health care facilities are aware of the change in policy/law some facilities have internal policies that mandate a report to law enforcement.
- D. When called to a health care facility reference a patient who does not want to report to law enforcement, officers should complete an incident report with the information provided by the victim to hospital staff documenting the information provided, even if no law enforcement aid is needed or requested, indicating the victim declined an incident report. If the patient desires law enforcement involvement, all current policies and procedures shall be followed.
 - 1. Section D does not apply if:

Glendale Police Department General Order		
VAWA Exams – Adult Sex Crimes Responsibilities		60.755
Date Issued 10-07-09	Revision Date 07-15-20	Page 2 of 3

- Victim desires prosecution; or
 - Victim is a minor (under 18) or vulnerable adult as defined by ARS 46-451.A.10
- E. Honor Health has a protocol in place for providing VAWA exams 24/7, via the VAWA line (480-312-6339), between the patient and Honor Health. Upon completion of the forensic examination the Honor Health Forensic Nurse will refrigerate and retain the completed VAWA sexual assault exam kit at the Scottsdale Family Advocacy Center for a period of 90 days maintaining the chain-of-evidence until the kit and any other evidence collected is turned over to law enforcement.
- F. The sexual assault examination kit and all evidence collected will be clearly marked as VAWA examinations.
- G. The patient will be advised that if they desire law enforcement involvement, they must contact the agency in which the incident is believed to have occurred and file a police report prior to the 90-day limit.
- H. If the incident is reported to police during the 90 days, the detective assigned to the case shall immediately retrieve the sexual assault examination kit and any other evidence from Honor Health and log it as evidence at the Glendale Police Department.
- I. After 90 days, if the patient has not officially reported the incident to law enforcement, the forensic nurse will contact the agency of jurisdiction and a member of the Sex Crimes Squad will take custody of the sexual assault examination kit and any other evidence that is collected.
- J. The Honor Health forensic nurse examiners will initiate “AZ track kit” as a non-agency VAWA examination. After the 90-day period Honor Health will designate the agency by jurisdiction and update AZ track kit. The Detective will take custody of the sexual assault examination kit, log the kit as evidence, and generate an information only Departmental report.

60.757 Responsibility of Glendale Police Department Sex Crimes Squad Personnel

- A. Upon notification by the forensic nurses that there is a Glendale Police Department sexual assault examination kit at their facility, a member of the Sex

Glendale Police Department General Order		
VAWA Exams – Adult Sex Crimes Responsibilities		60.755
Date Issued 10-07-09	Revision Date 07-15-20	Page 3 of 3

Crimes Squad will respond to the Scottsdale Family Advocacy Center to take custody of the kit and any other evidence collected.

- B. The Sex Crimes Squad employee will take custody of the kit and return it to the Glendale Police Department.
- C. Each kit will be assigned to a Detective to determine current evidentiary value of the kit.
- D. The Detective will consult with the Sex Crime Sergeant to determine whether or not the evidence in the VAWA sexual assault exam kit should be retained. Cases will be evaluated on a case-by-case basis based on the totality of information available with the VAWA sexual assault exam kit.
 - 1. The detective must check FBR and RMS to ensure no report has been taken.
- E. If the victim/patient reports the incident to Glendale Police, the VAWA sexual assault exam kit will be logged under the original report number and investigated in a manner consistent with other sexual assault reports. If a report has not been taken, and the incident occurred within Glendale, a report will be generated, and the exam kit will be logged into evidence.
- F. If the victim has not reported the incident to Glendale Police, but the Detective determines the VAWA sexual assault exam kit has evidentiary value for other reasons, the Detective will generate a report number and log the VAWA sexual assault exam kit into property as evidence. The exam kit will be sent to Arizona Department of Public Safety (DPS) for testing.
- G. If it is determined that there is no police report associated with the VAWA sexual assault exam kit, the Detective will generate a report number, complete a basic “Information Only” offense report, and the sexual assault kit will be impounded as evidence for the period of 99 years. The VAWA kit will be sent to DPS for scientific testing.
- H. Glendale Police Department Adult Sex Crimes Squad personnel are responsible for the final disposition of any forensic sexual assault examination kits completed and any other evidence collected under this federal mandate. Sexual assault examination kits will be retained for 99 years, unless further disposition is authorized from the Adult Sex Crimes Squad.

Glendale Police Department General Order		
Sex Offender Notification		60.770
Date Issued 07-10-02	Revision Date 04-09-20	Page 1 of 9

60.770 Sex Offender Notification

Purpose - To operate an ongoing program of Sex Offender Registration and Tracking (SORT) as mandated by Arizona State Law ARS §13-3825. The program consists of procedures, which include completing a full background investigation of the offender, determining classification of the offender, and appropriate community notification. The program also contains procedures for maintaining current documentation and tracking offenders, as well as coordinating with and assisting other criminal justice agencies as necessary.

60.771 Sex Offender Notification Policy

The Glendale Police Department is responsible for compiling background data and classifying community risk levels on registered sex offenders living in Glendale. As mandated by state law, this Department will make appropriate community notifications based on the risk level criteria, maintain perpetual tracking documentation, and perform necessary Arizona Criminal Justice Information System updates on all registered sex offenders convicted and/or released after May 31, 1996.

60.772 Authority

The Sex Offender Registration / Tracking / Notification Program is governed by Arizona State Law, ARS §13-3825 (Community Notification).

60.773 Responsibility

The responsibility for administering the Sex Offender Registration and Tracking program shall fall within the scope of the Criminal Investigations Division, Sex Crimes Unit.

60.774 Definitions

A. Acronyms related to this policy are as follows:

- SO - Sex Offender
- SOPN - Sex Offender Profile and Notification
- SORT - Sex Offender Registration and Tracking
- ACJIS - Arizona Criminal Justice Information System
- DPS - Department of Public Safety
- AZ DOC - Arizona Department of Corrections
- SORMS - Sex Offender Records Management System (Offender Watch)

Glendale Police Department General Order		
Sex Offender Notification		60.770
Date Issued 07-10-02	Revision Date 04-09-20	Page 2 of 9

- MVD - Motor Vehicle Department
- MCSO - Maricopa County Sheriff's Office
- PSI - Pre-Sentence Investigation
- CIB - Criminal Investigations Bureau

B. Definitions of the Level of Offender are as follows:

L & M Offender – Offender whose sex offense and sentence were completed before June 1, 1996, or who was adjudicated as a Juvenile with a duty to register expiring no later than their 25th birthday.

Level 1 Offender - Offender whose risk assessment profile and investigation identify him/her as a low risk to the community.

Level 2 Offender - Offender whose risk assessment profile and investigation identify him/her as an intermediate risk to the community.

Level 3 Offender – Offender whose risk assessment profile and investigation identify him/her as a high risk to the community.

NRA (Needs Risk Assessment) Offender - Offender who is pending a risk assessment profile to identify his/her risk to the community.

60.775 Initial Registration

- A. Registration for offenders living within Glendale City limits will be forwarded to the Criminal Investigations Division Sex Offender Case Manager, by MCSO, via DPS' Sex Offender Records Management System (SORMS). If the offender is new to Arizona, the Case Manager will complete a risk assessment.
- B. Before the offender is released from custody, or at the time the offender is accepted under an interstate compact, Department of Corrections or the Parole Department will enter the following information in the Arizona Criminal Justice Information System computer. The information will be available to the Sex Offender Case Manager via computer and includes:
1. An initial risk assessment of the offender completed by Department of Corrections or the Probation/Parole Department.
 2. The offender's date of release from confinement or, if the offender is sentenced to probation without jail time, the date the sentence is imposed.

Glendale Police Department General Order		
Sex Offender Notification		60.770
Date Issued 07-10-02	Revision Date 04-09-20	Page 3 of 9

60.776 Sex Offender Case Manager Responsibilities

- A. The Sex Offender Case Manager will utilize DPS' SORMS, which shall include the following:
1. The initial registration with photo.
 2. Information from the Department of Corrections/Parole Arizona Criminal Justice Information System.
 3. A copy of all investigative interviews, notes, and reports, if applicable.
 4. Sex offender aliases, associates, scars, marks & tattoos, employment, education and vehicle information.
 5. An interview of the offender, or PSI, if possible.
- B. Additional responsibilities of the Sex Offender Notification Case Manager include the following:
1. The offender shall be notified of the level and notification details at a later time when the investigation is complete.
 2. Keep track of proceedings using Investigative Notes in DPS' SORMS.
 3. Obtain all needed documentation to support classification of sex offender.
 4. Contact the offender's probation or parole officer for information on the offender.
 5. When necessary, obtain copies of all police reports, probation reports, court files and other documents relating to the offender.
 6. Compile all information on the offender into the SORMS Database.
 7. If no risk assessment has been completed to establish notification level by either Department of Corrections and/or Probation, a risk assessment will be completed by the Case Manager to establish the community notification level. In order to establish the appropriate community notification level, the investigator will utilize the "Arizona Sex Offender Assessment Screening Profile for Regulatory Community Notification".

Glendale Police Department General Order		
Sex Offender Notification		60.770
Date Issued 07-10-02	Revision Date 04-09-20	Page 4 of 9

8. Maintain, update and provide necessary information regarding changes for the GPD Sex Offender Web Page. This will be accomplished through correspondence with the web design group and the Police Technical Services Manager.

60.777 Classification

- A. The Sex Offender Case Manager will classify the offender into a Level 1, Level 2, or Level 3 notification classification based on the assessment screening profile, police and probation/parole reports, court documents, investigative information, interview(s) with the offender, and all other available information on the offender.
- B. The final decision will be made by the Sex Offender Case Manager, as to what level of notification will be made based on all of the available information on the offender, regardless of the numerical rating on the assessment profile.

60.778 Notification Flyer

- A. The Notification Flyer will contain the following:
 1. Most current photo
 2. Vehicles will be noted (if none are available to the offender it will also be noted)
 3. Exact address of offender on Level 2 and Level 3 notifications
 4. Synopsis of crime
 5. Arizona State law pertaining to Community Notification
 6. Disclaimers
 7. Statement on community services programs for Block Watch and personal safety.

60.779 Action Plan

- A. Verify the residence of the offender with the use and assistance of Maricopa County's Adult Probation Office. If after 45 days the Glendale Police Department is not able to verify the residence of the offender, the offender will be listed as an absconder.

Glendale Police Department General Order		
Sex Offender Notification		60.770
Date Issued 07-10-02	Revision Date 04-09-20	Page 5 of 9

- B. Evaluate the geographical area for notification with consideration for the following:
1. Modus operandi of the offender
 2. Age and sex of the victim(s)
 3. Offender mobility
 4. Neighborhood layout
 5. Develop flyers for dissemination as necessary
 6. Sex Offender Management Sergeant and Lieutenant will be notified 48 hours prior to the distribution of the alert.
 7. Notification of neighborhoods will occur within 45 days after the receipt of the Sex Offender Registration form for all Level 2 and 3 offenders.

60.780 Level 1, Level 2, and Level 3 Notifications

A. Level 1

1. Information about the offender will be maintained in the SORMS Database.
2. The immediate household into which the offender is moving may be advised of the offender's background and notification status.

B. Level 2

1. In addition to Level 1 notification, the following procedures will be followed:
 - a. Notification to the surrounding neighborhood, area schools, and local businesses will include a flyer with a photograph and the general area of where the offender will be residing. Also included will be a brief general summary of the offender's status and criminal background.
 - b. All school notifications will be made through the affected school district superintendent's office.

Glendale Police Department General Order		
Sex Offender Notification		60.770
Date Issued 07-10-02	Revision Date 04-09-20	Page 6 of 9

- c. Officers may attend Block Watch meetings and provide the information to citizens on measures they can take to improve their personal safety and provide information on the sex offender notification program.

C. Level 3

1. In addition to Level 1 notification, the following procedures will be followed:
 - a. Notification to the surrounding neighborhood and area schools will include a flyer with a photograph and exact address of the offender, as well as a summary of the offender's status and criminal background.
 - b. All school notifications will be made through the affected school district superintendent's office.
 - c. Community group meetings may be held to discuss concerns of neighborhood residents and measures they might take to improve their personal safety.

D. In accordance with State Law, Level 1 offender information will not be released to the news media or public. Inquiries regarding sex offenders can be referred to the Arizona Department of Public Safety Sex Offender Website at www.azsexoffender.com. This site does not contain information on all convicted sex offenders. Information is only provided for sex offenders released from jail / prison or sentenced to probation on or after June 1, 1996 with risk assessment scores of [Level 2](#) or [Level 3](#).

60.781 Ongoing Offender Tracking

- A. The schedule for verification of offender's residence follows:
 1. Level 1 and Level 2 offenders verified every 12 months, which will be completed by Department of Public Safety (per ARS 13-3827.E).
 2. Level 3 offenders verified every 6 months by the Glendale Police Department Sex Offender Case Manager.
 3. Sex offenders registered prior to May 31, 1996 verified every 12 months by Department of Public Safety (per ARS 13-3827.E).
 4. Additional or random verification of offenders will be made as needed.

Glendale Police Department General Order		
Sex Offender Notification		60.770
Date Issued 07-10-02	Revision Date 04-09-20	Page 7 of 9

5. The Sex Offender Case Manager will update the Sex Offender Reporting and Training file on the Arizona Criminal Justice Information System.
6. Registered offenders will be listed in the Motor Vehicle Driver's License/Identification file and issued a one-year driver license or identification card.
7. Officers will complete a Field Interrogation card any time an offender is contacted during a police incident. Field Interrogation cards are to be forwarded to the Sex Offender Case Manager.

60.782 Sex Offender Accountability Program

A. History

On July 1st, 2007, the Sex Offender Accountability Program (S.O.A.P.) went into effect to ensure accountability and compliance with the law. The Sex Offender Case Manager breaks down the offenders by Beat and gives their information to both Patrol and Investigations Sergeants overseeing the program.

B. Officer Procedures

1. Case Manager assigns sex offenders with their corresponding Sex Offender Data Sheets to Patrol Sergeants.
 - a. The Sex Offender Data Sheet has a photo of the offender, physical description, address, and summary of the offense.
2. Each Patrol Sergeant, in turn, assigns a sex offender and corresponding Sex Offender Data Sheet to an officer in his/her charge.
3. Officers use the Sex Offender Notification and Tracking Sheet, "Yellow Card" to document attempts and contacts with their assigned sex offender. Officers have the option of e-mailing the Sex Offender Case Manager with details that would have otherwise been written on the card.
4. Officers are required to document when they contact their assigned sex offender by doing the following:
 - a. Document on the back of the "Yellow Card" by writing "**contacted**" within the narrative section.

Glendale Police Department General Order		
Sex Offender Notification		60.770
Date Issued 07-10-02	Revision Date 04-09-20	Page 8 of 9

- b. Check the box on the back of the card indicating whether or not the person contacted resembles their Data Sheet photo.
 5. Officers are required to make contact with their sex offender each month.
 6. A new “Yellow Card” should be used each month.
 7. If no contact is made, officers should make a total of four attempts (documented throughout the month on the yellow card).
 8. Officers should document suspicious activities and or other needed information on the back of the Yellow Card for the Case Manager to follow-up. Examples are as follows:
 - a. The offender’s work hours do not correspond with the times the officer is working
 - b. Offender has absconded
 - c. Offender is running a day care or works at a day care
 9. If the offender is no longer living at their registered address, the Sex Offender Case Manager will follow-up with the Department of Public Safety and a Sex Crimes Detective, who will start an investigation (Dispo 6).
 10. Officers should take action on any violation of the law brought to their attention.
 11. Officers should use disposition type “26” on their log to document all sex crime notifications.
 12. After the “Yellow Card” has been completed, Officers are required to turn them into the designated Sex Offenders in-box, located in the debriefing area at each police substation. Again, an e-mail from the Officer will suffice.
- C. It’s important to note that each contact is voluntary and secondary compliance by Patrol is not a requirement by statute unless in accordance with ARS 13-3821. It is each sergeant’s responsibility to ensure that his/her officers contact or attempt to contact their assigned sex offender monthly.

Glendale Police Department General Order		
Sex Offender Notification		60.770
Date Issued 07-10-02	Revision Date 04-09-20	Page 9 of 9

60.783 File Maintenance

- A. All intelligence files on registered sex offenders will be maintained and secured by the Sex Offender Notification Case Manager with the exception of public information reporting.
- B. Access to the files will be restricted. The Sex Crimes Unit Sergeant and the Sex Offender Notification Case Manager will have authority to release information from the files.

Glendale Police Department General Order		
Family Violence Investigations – Special Victims Unit		60.790
Date Issued 07-10-02	Revision Date 02-08-21	Page 1 of 5

60.790 Family Violence Investigative Responsibilities

- A. The Special Victims Unit of the Criminal Investigations Division will utilize Family Violence Detectives to investigate all crimes, misdemeanors and felonies, involving acts of domestic violence as defined by Arizona Revised Statutes 13-3601 that do not otherwise fall under the purview of Child Crimes, Adult Sex Crimes or Homicide investigations.
1. Active domestic violence reports will be reviewed by the Special Victims Unit Case Manager, who will assign cases to Family Violence Detectives at the direction of the Family Violence Detective Sergeant. Cases will be prioritized based on lethality assessment scoring from the offense report to ensure timely follow-up is conducted with victims identified as higher risk via the assessment.
 2. In cases that have been flagged for high lethality via the assessment scoring, Detectives will work closely with the High Lethality DV Victim Advocate to keep them informed so they can assist with a victim impact statement, provide the victim with timely and accurate information as well as any immediate resources that are needed and available. Detectives should consider utilizing the Special Investigations Unit to expedite suspect apprehension for victim safety. Detectives should also work closely with the applicable prosecutor's office, contact and work closely with probation officers (when applicable) and ensure the lethality assessment is provided along with other required documents to the initial appearance judge for consideration on in-custody cases.
 3. Family Violence Detectives will make initial contact with the victim(s) in their assigned cases as soon as possible and document all attempts in the event the victim cannot be located. Further contact with the victim should include efforts to establish and confirm the facts of the incident, collect any additional evidence, conduct injury progression photography when applicable, inquire as to any new crimes or contact by the suspect to include violating release conditions, complete the lethality and coercive control assessments if not accomplished by Patrol, provide available resources and offer additional support to the victim as needed. Any newly identified subsequent crime(s) involving the same parties that can be investigated, shall be treated as separate events, assigned new incident number(s), and investigated as appropriate while associating those incidents together.

Glendale Police Department General Order

Family Violence Investigations – Special Victims Unit

60.790

Date Issued
07-10-02

Revision Date
02-08-21

Page
2 of 5

- a. If the investigation remains incomplete without victim contact the Detective will inactivate the case and attempt to notify the victim of the case inactivation via a message and/or letter. This notification attempt will be documented in their inactivation supplement. Should future contact be made with the victim and is within the statute of limitations for the crime(s) involved, the Detective will reactivate the case and continue the investigation. In cases where the suspect cannot be located the detective will document multiple contact attempts prior to dispositioning the case.
4. Detectives will complete a thorough investigation and disposition the case based on current facts. In cases where probable cause exists, and prosecution is desired, custodial arrest is the preferred outcome for the predominant aggressor. However, Detectives may dispose of the case through long-form submittal, citation in lieu of detention, or custodial arrest based on the totality of the circumstances, charges, and consideration of the victim's safety.
5. In cases that do not meet the charging criteria of the applicable prosecutor's office, Detectives may close or dispose of the case as appropriate. Any time a Family Violence Detective changes the disposition of a case to inactive or closed, the victim should be notified and the notification or attempt(s) documented via Supplement.
6. All investigative acts relating to a case will be documented in case management and ultimately in a Supplement within ten working days of the investigative effort.
7. Active cases worked longer than thirty calendar days will require a Supplement or other case management entry updating the current investigative status. Every subsequent thirty days a case remains active will also require an investigative update entry until the case status is submitted for prosecution, closed or inactivated.
8. To place a case in Pending status the Detective should have completed all investigative efforts that could be accomplished to that point in the investigation and are awaiting 3rd party completion of other tasks to dispose of the case (i.e. lab results, medical or court records, search warrant results, fugitive apprehension of suspect, etc.). Once a case is placed in Pending status it will be the Detective's responsibility to update the case status once the 3rd party task is completed. While in Pending status the same thirty calendar day Supplement or case management entry should be completed.

Glendale Police Department General Order

Family Violence Investigations – Special Victims Unit

60.790

Date Issued
07-10-02

Revision Date
02-08-21

Page
3 of 5

9. Prior to submitting a case for prosecution Family Violence Detectives will ensure that all of the necessary evidence has been obtained, (i.e., photographs of injuries and property damage, text messages, social media posts, phone records, physical evidence, etc.), and logged into evidence for use in prosecution. This includes creating a case file in evidence.com and sharing all digital evidence with the appropriate prosecutor's office.
 - a. When necessary to apprehend a suspect and/or to help establish probable cause by collecting physical and/or digital evidence for their cases, Detectives will draft and execute search warrants. Detectives will also assist with drafting search warrants for Patrol cases when applicable. Property receipts will be provided to owners of property seized and warrants will be returned within applicable court and A.R.S. guidelines and mandates. A risk assessment should be completed when available and a SWAT supervisor consulted on cases that pose higher risk due to violence potential, environmental hazards or types of weapons involved.
10. Family Violence Detectives will maintain a cooperative working relationship with advocates from Victim's Assistance, the respective prosecutors' offices, probation officers, counseling providers, and others involved in the criminal justice process.
11. Family Violence Detectives will examine each assigned case for aggravating and co-occurring crimes that may or may not have been listed in the original charging and add the appropriate charges as applicable. This includes but is not limited to prior domestic violence convictions and the existence of court orders. The detective will obtain certified copies of court orders, criminal convictions, and medical records as needed in support of existing charging, additional charging and/or the aggravation of charging.
12. Special attention will be directed to the children who are both victims and witnesses to the acts of domestic violence. Family Violence Detectives will ensure all cases in which children were present during the domestic violence incident are reported to the Arizona Department of Child Safety. Family Violence detectives will also consult with a Child Crimes detective or sergeant when children are involved in a situation in which there is the potential for child neglect or other charges.
13. The on-call Family Violence Detective will respond when notified under circumstances as outlined in the Criminal Investigations Division call-out guidelines including as otherwise requested by the on-call CID supervisor. If

Glendale Police Department General Order		
Family Violence Investigations – Special Victims Unit		60.790
Date Issued 07-10-02	Revision Date 02-08-21	Page 4 of 5

a Detective finds that additional resources or personnel are needed for a call out, they will notify the on-call CID supervisor for direction.

- a. Responding Detective(s) will work cooperatively with Patrol officers and supervisors to further the investigation prioritizing victim safety and offender apprehension when possible.
- b. The initial responding Detective will be the lead investigator, take command from Patrol and direct the investigation. The lead investigator will ensure that all crime scene management has been conducted properly, all potential evidence from the crime scene has been collected and/or photographed as appropriate and all potential witnesses at the scene are interviewed prior to directing Patrol to release the scene. This should be accomplished by conversation with either the disposition officer or on scene supervisor, often in the form of a briefing. Should the responding detective rely on Patrol officers on scene to help complete some of these tasks, the Detective will review with those officers what has been completed and what still needs to be completed providing guidance on evidence collection, photographs desired, and witness interviews as necessary. The lead investigator should be conducting both victim and suspect interviews as applicable.
- c. Family Violence Detectives will conduct investigations and callouts in accordance with best practices as and when provided by the Family Violence Detective Sergeant, Special Victim’s Unit Lieutenant and/or Criminal Investigations Division Commander.

14. Family Violence Detectives will work as part of the Glendale Police Department Child Abduction Response Team (GPDCART). The Family Violence Detective Sergeant will typically lead an activation response within the City of Glendale in accordance with policy 50.327.I.3 and act as a liaison with the Arizona Child Abduction Response Team (AZCART). Family Violence Detectives may be asked to respond outside of city or county limits as part of the Glendale PD AZCART response in accordance with the AZCART IGA. Detectives will not self-dispatch to call-outs outside city limits but provide their availability to the designated GPDCART supervisor and respond at their direction. The designated on-call Family Violence Detective should remain available for domestic violence related callouts unless otherwise directed by a CID supervisor.

**Glendale Police Department
General Order**

Family Violence Investigations – Special Victims Unit		60.790
Date Issued 07-10-02	Revision Date 02-08-21	Page 5 of 5

15. Family Violence detectives will also investigate criminal elements of Maricopa County Family Court matters that occur within the City of Glendale, to include Custodial Interference 13-1302 and Access Interference 13-1305. Detectives will investigate Abduction of a Child from a State Agency 13-1310 when no additional Child Crimes charges exist. When additional Child Crimes charges exist Family Violence detectives will defer and assist Child Crimes detectives as needed with the investigation.
- a. Family Violence Detectives will craft and file a dependency petition with Superior Court when required for AZ DCS to take temporary custody of juveniles ages 15-17, in conjunction with a domestic violence investigation, for reasons of child safety and/or for Detectives to collect evidence of a domestic violence crime, typically via a forensic medical exam or interview.

Glendale Police Department Operations Order		
U-Visa		60.800
Date Issued 08-02-17	Revision Date 01-26-22	Page 1 of 4

60.800 Purpose

To provide guidance for processing the I-918 Supplemental B forms, received by GPD after September 4, 2018 that are used by the Department of Homeland Security in determining temporary legal status of immigrant crime victims. United States Immigration may grant victims of certain types of crimes temporary legal status in the United States in the form of a U-Visa. The U-Visa is a non-immigrant visa that can be applied for by the victim and family members for a qualifying criminal offense.

60.801 Overview

- A. The Glendale Police Department certifies federal I-918 Supplement B forms for qualifying individuals who timely request temporary immigration benefits.
- B. Only victims (named in the police report) and qualifying family members are eligible for these benefits.
- C. The decision to provide a certification is discretionary and the department is not under a legal obligation to provide a certification for any petitioner. There is no specific timeline to review or complete a U Visa packet, however they should be processed and completed as timely as possible with consideration given to caseworker workload and availability.
- D. Completing these forms certifies the involved individual has assisted, and will continue to assist, law enforcement. Assistance by the petitioner does not automatically grant temporary legal status.

60.802 Qualifying Criteria

- A. **Eligibility** – To be eligible, an individual (petitioner) must qualify as a victim of the following crimes:

Abduction	Incest	Rape
Abusive sexual contact	Involuntary servitude	Sexual assault
Being held hostage	Kidnapping	Sexual exploitation
Blackmail	Manslaughter	Slave trade
Domestic Violence	Murder	Torture
Extortion	Obstruction of justice	Trafficking
False imprisonment	Perjury	Unlawful criminal

Glendale Police Department Operations Order		
U-Visa		60.800
Date Issued 08-02-17	Revision Date 01-26-22	Page 2 of 4

		restraint
Felonious assault	Peonage	Witness tampering
Female genital mutilation	Prostitution	Attempt, conspiracy or solicitation to commit any of the above

- B. The petitioner must have suffered direct and proximate harm resulting from the criminal activity listed above and possess information regarding the crime.
- C. A federal, state, or local government official certifies that the petitioner has been, is being, or likely will be helpful to an investigation or prosecution. The Glendale Police Department will not complete a U Visa for petitioners who indicate they are not willing to assist with prosecution at the time the Offense Report was taken.
- D. The criminal activity violated the laws of the United States.
- E. Except in Domestic Violence cases, the statute of limitations for prosecution must not have expired.
- F. Petitioners for non-Domestic Violence crimes are eligible for certification only if the crime that was committed is still within the Statute of Limitations. certification requests that fall outside of the Statute of Limitations will not be considered.
- G. Except in Domestic Violence cases, criminal cases that have been adjudicated are not eligible for certification. Special circumstance may be considered by the review team.

60.803 Procedure

All U-Visa non-immigrant status certification requests shall be routed to the Criminal Investigations Division Commander for assignment and disposition.

60.804 Victim Assistance Supervisor Responsibilities

- A. The VAS, or their designee shall process all U-Visa non-immigrant status certification requests and shall be responsible for the following:

Glendale Police Department Operations Order		
U-Visa		60.800
Date Issued 08-02-17	Revision Date 01-26-22	Page 3 of 4

1. Review all packets to determine if the petitioner is eligible for consideration based on the guidelines established in this policy.
2. Contact the petitioner to update them on eligibility and to determine whether they require assistance or services and to obtain additional information or clarification if necessary.
 - If the petitioner does not meet the eligibility requirements a letter will be sent to the petitioner or to petitioner's legal representative that the department will not certify the application.
3. Maintain a database which tracks the status of all packets.
4. Obtain a hard copy of the related Departmental Incident Report.
5. Route all packets that are eligible for certification to the Advocacy Center Lieutenant.

60.805 Advocacy Center Lieutenant

- A. Once the VAS, or their designee has completed the U Visa packet for eligible petitioners, they will be forwarded to the Advocacy Center Lieutenant who shall be responsible for the following:
 1. Review certification packet after completion by the VA Supervisor or designee.
 2. Route the packet to the Criminal Investigations Division Commander for consideration.

60.806 Criminal Investigations Division Commander Responsibilities

- A. The Criminal Investigations Division Commander will serve as the designated certified agency official at the direction of the Chief of Police and shall be responsible for the following:
 1. Review the I-918 Supplement B non-immigrant status certification application to confirm eligibility, completeness and accuracy.
 2. Review the Part 2 agency informational section of the I-918 Supplement B.

Glendale Police Department Operations Order

U-Visa		60.800
Date Issued 08-02-17	Revision Date 01-26-22	Page 4 of 4

3. Sign the Part 6 certification form for eligible petitioners.
4. Return the application packet to the Victims Assistance Unit for processing and filing.

Glendale Police Department General Order		
Address Confidentiality Program		60.820
Date Issued 08-13-20	Revision Date 08-13-20	Page 1 of 5

60.820 Mission Statement

- A. This order provides Glendale Police Department (GPD) members with guidelines when encountering individuals participating in, or incidents involving, the Arizona Address Confidentiality Program (ACP).
- B. The ACP was created to protect victims by preventing perpetrators of domestic violence, sexual offenses and stalking from using public records to locate their victims. The Arizona Secretary of State provides ACP participants with a substitute work, school, and/or residential address in lieu of their actual physical address.
 - 1. The ACP provides two (2) critical services:
 - a. A legal substitute mailing address.
 - b. A mail forwarding service to the victim.
 - 2. The Arizona Secretary of State address provided to ACP participants is 1901 W. Madison Street, Phoenix, AZ 85009. The ACP participant's address will also have a specific apartment number attached to ensure accurate identification.
 - 3. It is incumbent upon the ACP cardholder to present their state-issued ACP card to officers and update their address with the Motor Vehicle Department (MVD).
 - 4. There is an immediate verification process of ACP cardholders, when necessary, by contacting the government agency number listed on the ACP card.
 - a. If the ACP participant's card is not valid per the ACP government agency representative, the officer may request the actual physical address from the individual. The individual's contact information should be forwarded to the Domestic Violence Unit Sergeant to determine if additional action is necessary.
 - 5. An individual's participation in ACP will not change the officer's procedures if the ACP participant is arrested for a criminal offense, except the officer must accept the substitute address.
 - 6. All members will abide by the rules of ACP regarding the participant's address when sharing information with other Department members or outside agencies.

Glendale Police Department General Order		
Address Confidentiality Program		60.820
Date Issued 08-13-20	Revision Date 08-13-20	Page 2 of 5

60.821 Responsibilities

A. Officer Responsibilities

1. The Arizona Secretary of State issued card should be used as a valid form identifying the ACP participant's address only. The card shall not be used as a form of personal identification.
2. The ACP address shall be utilized on all documentation, including RMS and any hard copy attachments (i.e.: Victim's Rights, Citations, FI Cards, Tow Sheets, etc.).
 - a. Do not mention ACP participation in any narrative or Form IV.
3. Ensure RMS Name Module has been updated to reflect the Arizona Secretary of State ACP address (1901 W. Madison Street, Phoenix, AZ 85009) including the apartment number issued to the ACP participant.
4. When utilizing E-Citations, ensure the ACP participant's address is correctly reflected on citation.
5. Ensure the ACP participant notification in RMS is completed. Include the ACP card issue date and expiration date.
6. The 'Incident Location' of a report and CAD should remain the same regardless if the ACP participant resides there.
7. If an officer encounters an incident involving an ACP participant, he/she will notify:
 - a. The Records Division with the case/event number, name, ACP card issue date and expiration date.
 - b. A Field Supervisor of that contact.
8. Any follow-up requiring sharing of information between Department members or outside agencies must abide by the rules of ACP protecting the participant's address.
 - a. An ACP participant's physical address may be disclosed to the assigned officer/case agent if necessary, for criminal investigations, upon written request on Glendale Police Department letterhead to the Arizona Secretary of State and notification to the ACP Director or designee.

Glendale Police Department General Order

Address Confidentiality Program

60.820

Date Issued
08-13-20

Revision Date
08-13-20

Page
3 of 5

b. The disclosure is only available to the assigned officer/case agent and shall not be released to anyone other than individuals/agencies specifically stated on written request.

9. If an *Expedited Request for Disclosure of Participant Information* is needed, contact the ACP Director or designee via the number on the ACP card 24/7.

B. Field Supervisor Responsibilities

Ensure officers' reports involving ACP participants are properly completed, using ACP address, before approving department records including, but not limited to, offense reports, supplements, FI cards, citations etc.

C. Secretary of State Address Confidentiality Program Director Responsibilities

1. ACP Director or designee will aid GPD members requesting an *Expedited Request for Disclosure of ACP Participant Information*, and/or a *Standard Request for ACP Participant Information*.
2. ACP Director or designee will act as a liaison with the Arizona Secretary of State's Office and outside agencies regarding the ACP.
3. ACP Director or designee will quarterly review ACP reports:
 - a. The Participant report ensures that individuals listed are enrolled in the program. ACP Director or designee will confirm participation with ACP and forward an active participants list to Records for updates to RMS.
 - b. The Address Mismatch report (victim address does not match ACP address). ACP Director or designee will confirm participation with ACP and forward corrections to Records to update RMS.
 - c. The Missing Info report ensures that the enrollment start, and end dates are listed correctly. ACP Director or designee will confirm these dates with ACP and forward corrections to Records to update RMS.

D. Detective Responsibilities

1. Assist with investigations involving ACP participant information as needed.

Glendale Police Department		
General Order		
Address Confidentiality Program		60.820
Date Issued 08-13-20	Revision Date 08-13-20	Page 4 of 5

2. Ensure, when requested, that an *Expedited Request for Disclosure of ACP Participant Information*, and/or a *Standard Request for ACP Participant Information*, are completed and submitted as outlined on forms.

3. Document completed request for Disclosure of ACP Participant Information in a case **Activity** narrative under the case management in RMS.

a. Do not document the confidential address as the residence of the ACP participant in any supplements, search warrants, or other official documents (it may still be listed as the location [to be] searched, crime scene location etc. just not as the ACP participant's residence).

E. Communications Responsibilities

1. Utilize the actual 'Incident location' in CAD, regardless of ACP participant's status.
2. Any ACP participant who notifies Communications, and voluntarily reveals ACP status to file a report, must have an in-person patrol response.
3. Online or phone reporting is not available for ACP participants once their ACP status is known to Communications personnel or officers.

F. Records Responsibilities

1. Research cases/events involving the ACP participant for ninety (90) days prior to issue date upon written request from the ACP participant.
2. Ensure the ACP comment, labeled "ACP - Address Confidentiality Program" is entered into RMS for all affected cases/events.
3. Ensure the "ACP - Address Confidentiality Program" RMS alert is placed in RMS for all affected cases/events.

60.822 Public Records Release & Redaction

- A. All Department members will ensure Public Records Request Protocols are followed regarding the release of Departmental reports, documents, attachments and other requested information.
- B. Copies of Departmental reports and other documents shall only be released from RMS with proper redaction.

Glendale Police Department General Order

Address Confidentiality Program

60.820

Date Issued
08-13-20

Revision Date
08-13-20

Page
5 of 5

- C. GPD members shall not release Departmental reports and documents out of RMS without Records Division approval.

- D. All Department members are responsible for ensuring the confidentiality of ACP participant is maintained. This includes redacting the "Incident Location" in released report if it is the same as the ACP participant's actual physical address.

- E. Any concerns about ACP or the validity of an ACP participant card shall be referred to the ACP Director with the Secretary of State's Office.

Glendale Police Department Operations Order

Station Officer / General Guidelines

70.100

Date Issued
07-16-01

Revision Date
09-02-20

Page
1 of 2

70.100 Purpose

To establish guidelines for employees assigned to the task of a Station Officer.

70.101 Objective

By taking reports and completing other in-house duties as assigned, employees assigned to the function of a Station Officer may divert a portion of the calls for service from the street and provide a better quality of police service.

70.102 Duties

- A. The calls for service handled by the Station Officers may include, but are not limited to, the following:
1. Fraud
 2. Missing Persons
 3. Runaway Juveniles
 4. Criminal Damage
 5. Theft
 6. Burglary (Residential, Vehicle, Business)
 7. Incident/Information Reports
 8. Supplemental Reports
 9. Sexual Assault
 10. Assault
- B. A call that qualifies for report will have already passed the following criteria:
1. There is no serious injury or imminent danger of injury.
 2. The incident is not in progress.
 3. The incident has not just occurred, to the point where rapid response by field personnel would be advantageous.
 4. There is no significant evidence at the scene or evidence that would hinder investigation if not processed immediately. The Station Officer will determine this after careful evaluation of the situation based on information solicited from the reporting party.
 5. There are no suspects or witnesses at the scene to be interviewed.

Glendale Police Department Operations Order

Station Officer / General Guidelines		70.100
Date Issued 07-16-01	Revision Date 09-02-20	Page 2 of 2

6. If suspect is known by victim, the suspect's current whereabouts is unknown
- C. The Station Officer's secondary duties, when not conducting their primary duty of handling all walk-in reports and police related questions and/or concerns may include, but are not limited to, the following:
1. Telephone Reports
 2. Mediate Court Ordered Custody Exchanges
 3. Escort non-credentialed guests or service workers through the building
 4. Assist the Advocacy Center with walk-ins that require a report to be taken
 5. Assist the Advocacy Center, City Court, Records Department and Property Room with any hostile/volatile subjects.
 6. Assist Detention with serving an Order of Protection or Injunction Against Harassment, when a patrol officer is not available to detention staff.
- D. Station Officers will not, in most circumstances, have suspect contact, nor interview suspects over the phone. Normally, follow-up will not be conducted by Station Officers, however this can be done with supervisor approval.

Glendale Police Department Operations Order		
Records Division		70.500
Date Issued 02-02-00	Revision Date 04-23-19	Page 1 of 8

70.501 Policy

The central records function is necessary and vital to the accomplishment of the Department's mission. It is therefore the policy of this Department that an accurate and efficient reporting of all police activity within the Department's jurisdiction be maintained. It is the policy of this Department to comply with all mandated reporting requirements of the federal government and the State of Arizona while maintaining strict adherence to the Public Records Law and related records retention guidelines.

70.502 Procedure

A. Administration

1. The responsibility and accountability for the central record keeping function of the Department shall lie with the Records Unit.
 - a. The Records Unit shall be accessible to Department personnel during normal business hours.
2. The functions of the Records Unit shall include:
 - a. Collection of offense, arrest and traffic reports and related data.
 - b. Notification to and follow-up with the writer of a report if the report contains an error that does not allow entry of the report into the RMS.
 - c. Distribution of reports and data to appropriate Department and City components.
 - d. Maintenance of offense, arrest, and traffic reports in an orderly and useful fashion through hard-copy filing techniques and computer entry of data, as may be appropriate.
 - e. Filing of juvenile records separately from adult offender records.
 - f. Retrieval and distribution of records and reports to authorized persons and entities.
 - g. Compliance with federal and state statutes and regulations governing the maintenance and release of information.
 - h. Destruction of reports as outlined in the retention schedule approved by the Arizona State Library, Archives, and Public Records.

Glendale Police Department Operations Order		
Records Division		70.500
Date Issued 02-02-00	Revision Date 04-23-19	Page 2 of 8

3. Reports may be assigned to Criminal Investigations, Patrol, or Traffic Services for follow-up.
 - a. All original documents created in the course of an investigation shall be forwarded to the Records Unit, with the exception of documents that have evidentiary value, which shall be impounded.
 - b. All reports requiring further follow-up will be assigned to an investigator upon entry into the Field Based Reporting tool with entry into the records management system.
 - c. Informant files shall be maintained by the unit within which it originated. Intelligence files shall be handled per G.O. 60.120.
 - d. Investigatory files relating to employee conduct shall be maintained by the Professional Standards Unit.
4. Non-digital images related to an investigation shall be maintained in the Forensic Unit or impounded as evidence. Digital images related to an investigation shall be maintained in DIMS and Evidence.com
5. Central records will be maintained as adequate space permits in accordance with Departmental policy. As a basis for maintenance and destruction of records, the Records Unit Manager shall follow the retention schedule as approved by the Arizona State Library, Archives, and Public Records.
6. The Records Unit Manager shall be responsible for ensuring the security of records stored in central records.
7. Access to the Unit file area is restricted to Unit employees and Unit supervisors only. The entrance door into the Records Unit shall remain locked at all times.
8. All Department employees with report writing responsibilities or a duty-related need for access will have access to the Police computer system.
9. The City's Information Systems Department in coordination with the Records Manager is responsible for ensuring the security of computerized Departmental files through the issuance of individual user identifications and passwords.

Glendale Police Department Operations Order		
Records Division		70.500
Date Issued 02-02-00	Revision Date 04-23-19	Page 3 of 8

B. Master Name File

1. All records shall be accessible through the records management system. The following individuals named in police reports will be entered into the system:
 - a. Victims
 - b. Persons Reporting Incident
 - c. Suspects
 - d. Investigative Leads
 - e. Witnesses

C. Arrest Reports - All arrests shall be entered into the Records Management System (RMS).

D. Privacy and Security of Criminal History Record Information

1. Definition - Criminal History Record Information (CHRI) is information collected by criminal justice agencies which identifies an individual in connection with an arrest, detention, indictment, or other formal criminal charges, and any disposition arising there from: sentencing, correctional supervision, and/or release. Information regarding individuals currently within the judicial process or identified through posters/announcements for the purpose of apprehension shall be exempt from these provisions.
2. Dissemination:
 - a. Departmental arrest and/or disposition information shall not be released to non-criminal justice agencies unless pursuant to an executive order, subpoena, or when authorized by the City's Legal Department. Departmental CHRI may be released to other criminal justice agencies provided it is to be used for official law enforcement purposes.
 - Upon request by the City's Housing Authority, a background check and Housing Authority Background Check Form will be completed. Once completed, the form will be returned to the Housing Authority.
 - b. Criminal history information obtained from other law enforcement agencies or through the ACJIS computer system, except DPS laboratory results, shall not be released to other law enforcement agencies without prior authorization from the originating agency.
 - c. Departmental arrest/booking history files shall be sequentially numbered and shall contain only the following linked records when attached to the arrest/booking report:

Glendale Police Department Operations Order		
Records Division		70.500
Date Issued 02-02-00	Revision Date 04-23-19	Page 4 of 8

- Booking/arrest forms
- Mug shot photos
- Checklists
- Victim Rights information

E. Completeness and Accuracy

The Department of Public Safety's Criminal History Record Section acts as the State's central repository for CHRI, while the FBI's Interstate Identification Index (III) acts as the repository at the national level. To obtain a complete and accurate criminal history record on an individual, these sources should be queried through the ACJIS computer system.

F. Review and Challenge

1. Any individual (or an individual's attorney) may review their Departmental criminal history file upon written request. Prior to the review, identification and a full set of fingerprints must be provided and verified. In addition, attorneys acting on behalf of a client must provide a notarized letter from the subject of record authorizing the review.
2. Only subjects of record or the subject's designated attorneys may review criminal history files.
3. Criminal history reviews are conducted by appointment with the Records Unit Supervisor.
4. A Records Unit Supervisor will be present during the review and will ensure that:
 - a. No documents are removed from the viewing site.
 - b. Arrest/disposition documents are not altered in any form.
5. Any information contained in Departmental criminal history files may be challenged by the subject of record (or the subject's designated attorney).
6. A Records Unit Supervisor will conduct an audit of any information in question and will respond to the subject of record (or their attorney) with the results within five (5) working days. In the event that the subject (or the subject's attorney) do not agree with the audit results, they may challenge the exception to the Records Unit Manager.

Glendale Police Department Operations Order		
Records Division		70.500
Date Issued 02-02-00	Revision Date 04-23-19	Page 5 of 8

G. Report Dissemination – General Distribution

1. Dissemination of reports will be handled through the Department Records Management System (RMS).
2. A copy of all accident reports will be provided to the Department of Transportation via electronic interface from the records management field-based reporting tool upon creation by an officer.
3. Data from accident reports will be provided to the City’s Transportation Traffic Studies Division, on an as needed basis to assist with the transportation management planning.

H. Report Dissemination - Criminal Justice Requests

1. Glendale Police Department employees have access to unredacted copies of reports, not classified as sensitive, which are maintained within the Department records management system. Employees are not authorized to release any report and should refer all requests to the Records Unit.
2. Employees from other criminal justice agencies may receive unredacted copies of police reports provided the request is being made for an official law enforcement purpose.
 - a. ACJIS print-outs will not be released to other criminal justice agencies without prior authorization of the System Security Officer.
3. All copies of unredacted police reports released to persons or agencies other than employees of the Glendale Police Department will be stamped with a warning prohibiting secondary dissemination prior to their release.
4. Criminal justice employees requesting copies of police reports for personal reasons will be subject to the provisions outlined under Report Dissemination - Non-Criminal Justice Requests and subject to the required fee.

I. Report Dissemination - Non-Criminal Justice Requests

1. Non-criminal justice requests for active, inactive, cleared, or unfounded police reports and/or any other official document shall not be released in unredacted form unless a court issued subpoena has been presented. The following information shall be redacted from non-subpoenaed police reports prior to release to non-criminal justice entities:

Glendale Police Department Operations Order		
Records Division		70.500
Date Issued 02-02-00	Revision Date 04-23-19	Page 6 of 8

- a. All personal information pertaining to involved parties.
 - b. Names of juveniles.
 - c. Names of crime victims.
 - d. HIPAA protected medical and health information.
 - e. Any information that could jeopardize the ongoing investigation.
 - f. See Public Disclosure/Release of Reports S.O.P. (Effective February 1, 2010, edited April 2014) for detailed redaction procedures.
2. Police reports will be released based on specific guidelines provided by the manager of the Records Unit or designee.
 3. Court issued subpoenas for police reports and/or other official documents will be handled by the Records Manager and/or Supervisor.
 4. Tape recordings of radio transmissions, Communication's telephone, and 9-1-1 lines shall be considered public records and will be subject to the same redaction procedures outlined in this chapter.
 5. Requests for digital image records will be subject to the same redaction procedures outlined in this chapter.
- J. Court Order to Expunge Juvenile Records
1. Records Unit Supervisor/Manager shall process all court ordered requests to expunge a juvenile record when issued by the Superior Court :
 2. The order to expunge will be listed as a supporting document in all related cases and attached as a supporting document in the Records Management System.
 3. Records Unit Supervisor or Manager will use the Sealing/Expungement function within the Records Management System to expunge the juvenile listed on the order.
- K. Collection and Handling of Funds
1. The Records Unit shall collect fees, in accordance with the City's fee for service schedule.

Glendale Police Department Operations Order		
Records Division		70.500
Date Issued 02-02-00	Revision Date 04-23-19	Page 7 of 8

2. Service fees may be accepted by Records Unit employees in the form of currency, check, and credit or debit card.
 - a. Receipts will be provided.
3. All fees paid at the police department will be handled through the cash register.
 - a. All service fee funds will be processed and sent to the City's Customer Service Department.
 - b. Revenues will be placed in a locked safe accessible only to the Records Supervisors and Manager.
 - c. Discrepancies in the cash register reports will be audited by the designated Cash Custodian.

L. Uniform Crime Reporting

The Department participates in the national Uniform Crime Reporting (UCR) Program. The Records Unit shall compile and submit crime data to the Department of Public Safety in accordance with established procedures.

M. Distribution of Subpoenas

1. Subpoenas requesting departmental records (subpoena duces tecum) will be sent or delivered to the Records Unit. After processing the subpoena the Records Unit Supervisor and/or Manager shall log information from each subpoena.
2. Employees shall acknowledge receipt of all subpoenas for records received by noting the date and time received and the employee number of the employee who accepted the subpoena.

N. Warrant Entry

1. Employees shall enter all City of Glendale warrants into the ACJIS system by utilizing the ACIC format (ACEW) in JWI through the EWarrants PACK queue.
2. Employees shall ensure that warrants are entered into the ACIC/NCIC Persons File within three (3) days of receipt at the entering agency.

Glendale Police Department Operations Order

Records Division		70.500
Date Issued 02-02-00	Revision Date 04-23-19	Page 8 of 8

3. All warrants entered into ACJIS must be checked by another TOC Level A Records Tech for accuracy and completion.

4. Electronic verification of warrant entry is received at the court via the EWarrants true-up process.

Glendale Police Department Operations Order		
Public Disclosure / Release of Reports		70.525
Date Issued 08-04-11	Revision Date 08-16-19	Page 1 of 4

70.525 Policy

A. This Policy was developed to manage the numerous requests for public records received by the Glendale Police Department from a variety of customers. This policy does not cover every single issue related to the release of records, but provides guidelines for the release of the records that include the following:

- **A.R.S 39-121** - Release of Public Record must comply with all State and City Public Record Laws.
- **CALEA standard 82.2.4** - A written directive establishes procedures for the distribution of reports and other records.
- **CALEA standard 82.1.7** - Security of records.
- **CALEA standard 45.3.1** - Crime analysis report dissemination.
- **CALEA standard 82.1.2** - Public records release of juvenile related reports/information.

B. Primary responsibility for the release of Police Department Public Records lies with the Public Disclosure Desk (P.D.D.)

70.526 Objectives

Manage, coordinate and respond to requests for the release of criminal reports, traffic crash reports, photographs, video and other media or other records that are collected in the regular course of business of the Glendale Police Department to other government agencies, non-criminal justice agencies, media outlets, private individuals, law firms, etc.

70.527 Handling of Public Disclosure Requests (General Information)

- A. Requested documents originating in a department outside the police department, (e.g., administrative regulations, City Manager’s letter, etc.), will be routed to and should only be released by the originator. Records generated outside of the City of Glendale, but on file with the Glendale PD, must be disclosed by GPD, if requested.
- B. If a requesting individual indicates their public records request is for commercial purposes, they will be directed to contact the Glendale City Attorney’s Office

Glendale Police Department Operations Order		
Public Disclosure / Release of Reports		70.525
Date Issued 08-04-11	Revision Date 08-16-19	Page 2 of 4

located at 5850 West Glendale Avenue, Suite 450, Glendale, AZ 85301, (623) 930-2900. The commercial purpose public request form is available on the City of Glendale website at

<http://www.glendaleaz.com/Clerk/documents/commercialpublicinformationreqform.pdf>.

- C. Charges and fees will be collected by the Public Disclosure Desk (P.D.D.) Records Unit. If payment was not received at the time of the request, personnel will then send an invoice for payment along with the public records for release. If the requestor owes more than \$50.00, they must pay before the public records may be released (see Appendix G of the Public Disclosure S.O.P. for instructions on how to prepare an invoice).
- D. Certified copies may be released, if they are specifically requested in accordance with the guidelines in the S.O.P.
1. A complete, unedited version of the report can be certified. Check the “*Certified Copy*” option of the report in the print menu of the Records Management System.
 2. If you are releasing a redacted certified copy, print the report as you normally would for a redacted copy. The document should then be stamped “*Edited*” with the hand stamp located in Records; this indicates the document is an “*Edited*” certified copy. These types of reports are primarily requested by adoption agencies. Requests from other Government Agencies (“Non-Criminal Justice Agencies”) will be handled in accordance with current policy and security regulations, but there are no fees for providing these items.

70.528 Procedures for Handling Public Disclosure Requests

- A. High profile police reports
1. Any sensitive or high-profile files and/or:
 - Homicides
 - Death related incidents / fatal collisions
 - Sexually related incidents
 - Aggravated assaults w/injuries
 - Drug cases
 - Unlawful imprisonment / kidnapping

Glendale Police Department Operations Order

Public Disclosure / Release of Reports

70.525

Date Issued
08-04-11

Revision Date
08-16-19

Page
3 of 4

- Aggravated DUI
 - Smuggling
 - Drive-by shooting
 - Any report requested by the media
2. Requests of this nature should not be handled by Public Disclosure Desk (P.D.D.) and should be routed to the Public Information Officer (P.I.O.).
- B. All requests for standard police reports that are not high profile should be route to the Public Disclosure Desk (P.D.D.).
 - C. All media requests should be routed to the Public Information Officer (P.I.O.).
 - D. Traffic accident report requests should be routed to the Public Disclosure Desk (P.D.D.) / Insurance Desk.
 - E. Arrest or booking record requests should be routed to the Public Disclosure Desk (P.D.D.) or Public Information Officer (PIO).
 - F. Audio requests should be routed to the Public Disclosure Desk (P.D.D.).
 - G. Photo requests should be routed to the Public Disclosure Desk (P.D.D.).
 - H. 9-1-1 dispatch recording requests should be routed to the Public Disclosure Desk (P.D.D.).
 - I. Video requests, including BWC footage, should be routed to the Public Disclosure Desk (P.D.D.).
 - J. Statistical data reports, charts, and/or map requests should be forwarded to the Crime Analysis Unit / Public Information Officer (P.I.O.) office.
 - K. Requests received from another Law Enforcement Agency or Criminal Justice Agency should be routed to the applicable unit (Records/Public Disclosure Desk (P.D.D.); PSU; Communications; Accreditation/Policy; Crime Analysis; Legal Advisor; etc.)
 - L. Commercial purpose public records requests should be routed to the Glendale City Attorney's Office or Legal Advisor.
 - M. Policies and procedures should be routed to the Department Legal Advisor.

Glendale Police Department Operations Order

Public Disclosure / Release of Reports		70.525
Date Issued 08-04-11	Revision Date 08-16-19	Page 4 of 4

- N. Personnel documents (HR files and PSU files) should be routed to the department Legal Advisor.

- O. For additional details and/or information refer to the Glendale Police Department Public Disclosure Release of Reports S.O.P.

Glendale Police Department Operations Order		
Online Submission of Incident Reports		70.540
Date Issued 01-20-15	Revision Date 06-17-19	Page 1 of 3

70.540 Online Reporting Purpose and Philosophy

- A. In order to provide efficient and timely service to calls for service, the Glendale online police reporting system allows individuals to quickly and easily file minor incident reports over the Internet without having to wait for a police officer to be dispatched.
- B. Online reporting will not be utilized in the following circumstances:
1. When an individual requests the presence of a police officer.
 2. When the suspect is known.
 3. When someone is injured as a result of the incident.
 4. In circumstances where the suspect is identified.
 5. When the crime involves a threat of violence or the use of weapons, guns, knives, etc.
 6. When the person is a victim of a crime based on their race, color, ethnicity, religion, sexual orientation, disability, or national origin.
 7. When a theft involves a motor vehicle, firearm, or a license plate.
 8. When an officer has arrived to handle an individual's request to file the initial police incident report.

70.541 Access to Online Reporting

The online police reporting system can be accessed through the Internet at <http://policereport.glendaleaz.com> and allows individuals to submit a report or add information to an existing report. The website directs the user to a menu of available reports and instructions on how to file the report.

70.542 Accepted Submissions

Incident Reports currently allowed by the system include:

- Burglary from Vehicle
- Criminal Damage

Glendale Police Department Operations Order		
Online Submission of Incident Reports		70.540
Date Issued 01-20-15	Revision Date 06-17-19	Page 2 of 3

- Forgery
- Fraudulent Use or Theft of Credit Card
- Anonymous Harassment
- Identity Theft
- Lost Property
- Shoplifting
- Supplement Report or Property List
- Theft
- Theft from Vehicle

70.543 Communications Personnel Responsibility

When Communications personnel receive a call from an individual wishing to report an incident or to add additional information to an existing report, the Communications Specialist will determine if the call falls within the scope of an online report. If the call meets the online criteria, Communications personnel may provide the caller the opportunity to make an online report or supplement with an appropriate explanation. After verifying the caller has Internet access, the Communications Specialist may provide the web address for the online reporting.

70.544 Officer Responsibility

When applicable, an Officer may advise a caller of the option to add property lists or supplemental information via the online reporting system.

70.545 Online Report Reviewer (“Reviewer”) Responsibilities

- A. The designated Reviewer will review the incident or supplement reports in a timely manner, and upon approval, ensure the reports are transferred to the Records Management System.
- B. If the Reviewer should discover a reported crime does not meet the online reporting criteria, the Reviewer shall contact Communications to request an officer response. The Reviewer will approve the online incident or supplement report to preserve documentation including a notation of request for officer response.
- C. If the individual’s incident report has a misclassified offense, the Reviewer will classify the report according to the elements of the offense described by the citizen to ensure proper crime statistical reporting.

Glendale Police Department Operations Order

Online Submission of Incident Reports

70.540

Date Issued
01-20-15

Revision Date
06-17-19

Page
3 of 3

- D. If there is a question as to the report content, the Reviewer should contact the reporting individual through the online system follow-up functionality.
1. Based on the additional information received from the citizen, the Reviewer may make corrections to the online report. The reporting individual's narrative will not be altered; however, the Reviewer may make additional comments to provide clarification.
- E. If a report cannot be approved for entry to the Records Management System, the Reviewer rejecting the report will notify the citizen via email generated by the online system of the reason the report cannot be filed.

Glendale Police Department		
Operations Order		
Community Services Squad		70.560
Date Issued 11-21-2016	Revision Date 04-11-19	Page 1 of 2

70.560 Purpose

Under general supervision of a non-sworn supervisor, Community Services Officers (CSO) perform a wide variety of specialized and technical non-sworn law enforcement duties and activities that do not require a *peace officer* status.

70.561 Duties

- A. Respond to non-emergency calls for service in-lieu of a Police Officer; respond to motorist assist; respond to traffic hazards in the roadway and reported abandoned vehicles.
- B. Provide traffic control including; traffic accidents, crime scenes, fires, funerals, special events, and power outages.
- C. Respond to traffic collisions and prepare necessary reports required for hit & runs, physical injury collisions, private property collisions, and collisions involving City of Glendale property. Verify information of involved parties requesting to exchange information in lieu of a crash report. CSO's will respond for requested for Police Accident Investigators (PAI).
- D. Identify, document, preserve and collect evidence at crime scenes including from general crimes investigated within the scope of own investigation; major crime scenes in support of other personnel; perform photography duties as requested. Write reports in reference to investigations; complete evidence reports on property collected; and book evidence or property into evidence.
- E. Perform a variety of duties to enforce specific sections of the City of Glendale municipal ordinances; proactively patrol the City to enforce parking codes and regulations by issuing warnings or citations as applicable; have vehicles towed as required; and advise the public on laws and regulations affecting parking.
- F. Perform other duties as assigned.

70.562 Equipment

- A. Officers selected to fill positions within the Community Services Squad may be issued specialized equipment to better serve the position. Examples of this equipment include:
 - 1. Marked Police Vehicle - It will always be the responsibility of the officer to maintain the vehicle in top condition. Officers will not be allowed to operate

Glendale Police Department Operations Order

Community Services Squad

70.560

Date Issued
11-21-2016

Revision Date
04-11-19

Page
2 of 2

the vehicle for personal use. Officers may drive the vehicle to and from any department-related function requiring the presence of a marked patrol vehicle.

2. Mobile Data Computer - The officers will be assigned a Mobile Data Computer (MDC).
3. Digital Camera – Officers will be issued a digital camera in order to capture photographic evidence of incidents, crimes and traffic collisions.
4. Audio Recording Device – For the safety and integrity of the officer they will be assigned a digital recording device to utilize during interviews of witnesses, drivers or any other involved parties during an investigation as deemed necessary.
5. Evidence Collection Kits – The officers will be assigned kits to aid in the collection and preservation of evidence. This may include but not limited to brushes, powders, bags, boxes and non-latex gloves.
6. Personal Protective Equipment – The officers will be issued equipment which may include Hi-Vis traffic vest, traffic cones, traffic flares, protective clothing, traffic direction wands, camelback style hydration device and N95 respirator masks.
7. The officers will be issued rolatapes to assist in gathering measurements pertinent to crash investigations and crime scenes.

Glendale Police Department Operations Order		
Forensic Services Unit		71.000
Date Issued 07-13-99	Revision Date 08-14-23	Page 1 of 7

71.000 Introduction

- A. The goal of the Forensic Services Unit is to perform professional and complex work applying technical sciences to the investigation of crimes. This is accomplished by performing laboratory and field examinations, identifying, collecting, documenting, and analyzing physical evidence. The employees will conduct their examinations in a thorough, competent, and unbiased manner and will report the results of all examinations. When providing testimony, the employees have an obligation not to overstate or understate their findings and provide opinions based on scientifically accepted methods.

- B. The management shall be committed to impartiality and directs all employees to avoid any activity, interest, or association that interferes or appears to interfere with their independent exercise of professional judgement. The policies and procedures established by the Forensic Services Unit ensure personnel do not compromise the integrity of the unit or individual work product due to undue influence and/or questionable activities. Any conflicts of interest or concerns shall be brought to the attention of the Forensic Supervisor or the employee's direct supervisor. The Forensic Services Unit has procedures for controlling the release of test report information. The laboratory has the responsibility to its customers to protect the confidentiality of all information related to any involvement with the work conducted by the unit. The employees will not disclose, divulge, or make accessible confidential information belonging to or obtained through their affiliation with the unit to any person, including relatives, friends, and business and professional associates, other than persons who have a legitimate need for such information.

- C. The Forensic Services Unit is located within the chain of command of the Criminal Investigation Division. The staff is available to the department on a 24-hour basis. For services outside of normal business hours, the unit has established an on-call system for contact.

- D. Code of Ethics
 - 1. In carrying out the essential functions of the job classifications, the employee will be guided by those practices and procedures that are generally recognized within the profession to be consistent with a high level of professional ethics. The motives, methods and actions of the examiner shall at all times be above reproach, in good taste, and consistent with proper moral conduct.

Glendale Police Department Operations Order		
Forensic Services Unit		71.000
Date Issued 07-13-99	Revision Date 08-14-23	Page 2 of 7

2. After being signed off for independent casework, the Forensic Scientists' skills will be tested at least annually through proficiency testing. The employees will also be permitted to attend external training, as appropriate. The employees will receive continued mentoring from more experienced forensic scientists and have access to current scientific journals to keep abreast of trends and new developments in the field.

71.001 Security

- A. The Forensic Services Unit is located in the main Glendale Police Department building.
- B. Because of the inviolability of evidence connected to criminal investigations, access to the areas under the control of the Forensic Services Unit will be strictly maintained.
 1. Access is authorized only to the Commander of the Investigation Division, Lieutenant of the Violent Crimes Team, Forensic Supervisor and assigned Forensic Services Unit staff. All other unauthorized personnel must be escorted by personnel.

71.002 Essential Functions

- A. The essential functions of the Forensics shall include but not be limited to:
 1. Develops, collects, and preserves evidence which may include latent prints, drugs, DNA, trace evidence, footwear, firearms, and other physical evidence.
 2. Responds to complex crime scenes to gather, preserve, and identify items of a probative nature for laboratory analysis.
 3. Photographically document physical evidence in the lab and at crime scenes
 4. Prepares and maintains records of technical and scientific findings in accordance with ISO 17025 requirements.
 5. Performs microscopic, chemical, and/or comparative analysis on physical evidence.

Glendale Police Department Operations Order		
Forensic Services Unit		71.000
Date Issued 07-13-99	Revision Date 08-14-23	Page 3 of 7

6. Enters and searches data in individual characteristic database systems.
7. Provides expert witness testimony on prepared laboratory reports in local, state, and federal court proceedings.
8. Maintains working knowledge through education and training in relevant techniques and procedures in the field of forensic science.
9. Performs in an environment that adheres to quality assurance procedures and maintenance of laboratory activities.
10. Works closely with large cross-functional teams to educate and train Glendale Police Department staff in forensic related topics as requested.
11. Maintains external certification in the appropriate forensic discipline, when applicable.
12. Performs other related duties as assigned.

71.003 Evidence Handling and Safety Procedures

- A. Upon request for assistance, the Forensic Scientist or other related personnel will be responsible for the documentation, collection, and preservation of physical evidence at a crime scene. This may include:
 1. Photographs of the overall scene and specific evidence, comparative photographs of bloodstains, latent prints, shoe/tire prints, tool marks and other artifacts.
 2. Latent prints developed at the scene.
 3. Trace, blood and other biological/DNA evidence collected at the scene.
 4. Any other physical evidence collected from the crime scene.
- C. Employees will not handle, unload, or render safe a weapon during the course of their activities. The only exception to this will be the direct involvement with firearms analysis in an unloaded condition and its corresponding duties.
- D. The employees will not transport any quantities of drugs, valuables, or currency without authorization of the Forensic Supervisor. Acceptance of

Glendale Police Department Operations Order		
Forensic Services Unit		71.000
Date Issued 07-13-99	Revision Date 08-14-23	Page 4 of 7

drugs within the laboratory is not permitted. When circumstances are present and the drugs cannot be removed from the packaging, the submitting officer or designee will remain in the laboratory until the exterior surfaces of the items are processed and the evidence is taken back into custody by the Officer.

- E. The Forensic Services employees will complete notes and a written report documenting the location and handling of all physical evidence and accurately document the scope of the work conducted on the case. When a request is withdrawn, the scope of work that was completed prior to the withdrawal will be reported out, as well as the reason for the discontinuation of the examination.
- F. Notes will be taken contemporaneously to the activities performed. Evidence impounds will be completed as soon as possible from the date of collection. Time frames that are more than 7 days from the date of collection will be disclosed to the supervisor.
- G. Employees will conduct themselves within the guidelines of safety and personal responsibility. Forensic Scientists are responsible for maintaining an awareness of, and an adherence to, existing professional safety standards, in order to ensure a safe environment while working in a laboratory or in the field. The Glendale Police Department supplies personal protection equipment sufficient to complete the duties of forensic analysis. In the event an employee needs additional resources, they must convey this information to their direct supervisor or the scene supervisor.
- H. Method Selection
 - 1. The Forensic Services Unit will select the most appropriate method(s) for analysis using the GPD FSU's procedural manuals and retains the right to limit or expand the final scope of analysis to determine which items are tested and if technical deviations are needed. The customer will be notified of any deviations, limitations, or sub-contractors used during the processing of these items which are not covered in the procedure manuals.
 - 2. By submitting the GPD FSU Forensic Services Request, or the electronic equivalent, the customer is acknowledging and accepting the method selection and technical deviation policies of the Forensic Services Unit.

Glendale Police Department Operations Order		
Forensic Services Unit		71.000
Date Issued 07-13-99	Revision Date 08-14-23	Page 5 of 7

71.004 Scene Response Procedures

- A. The Forensic Services employees will respond to requests for crime scene assistance made by Patrol Supervisors, Officers, Investigators and Command Staff.
1. Request can be made by calling the Forensic Services Unit, clearing the units through radio, or contacting the on-call personnel through the established phone number.
 2. The assigned employee will respond to the scene in an expeditious manner. When the call-out requires them to leave the Police Department they will respond in a City of Glendale Police Vehicle. The employee's response while in the City of Glendale owned vehicle shall be made in a prudent and lawful manner.
 3. Employees working crime scenes will not enter a scene until it has been secured and no eminent danger is present. The employees will not serve as a backup unit, traffic control, traffic barricade, conduct enforcement action, or have unsupervised suspect contact.

71.005 Court Procedures

- A. The Forensic Services Unit personnel will respond to all court ordered subpoenas in a timely manner.
1. When in receipt of a subpoena to provide testimony in court proceedings, the employee will contact the court on the preset date and verify their need to testify.
 2. Forensic Services Unit employees shall dress in professional court attire when appearing in court.
- B. Testimony and Interviews
1. The Forensic Services Unit will handle analysis for all Proof of Priors hearings in Superior Court.
 2. Requests for fingerprint comparisons for proof of priors or forensic hearings shall be submitted to the Forensics Supervisor in sufficient time to allow for the examination, document preparation and review process to

Glendale Police Department Operations Order		
Forensic Services Unit		71.000
Date Issued 07-13-99	Revision Date 08-14-23	Page 6 of 7

be completed prior to the anticipated court appearance. All identification and exclusions will be verified as per the Forensic Procedure manuals.

3. Since verification of an inked print conclusion is a critical component of the methods employed by the Forensic Services Unit, all inked print analyses will be conducted in the laboratory.
4. Court testimony will be stated within the confines of reliable and scientific methods. Exaggeration of findings or withholding of information is not permitted.
5. As a scientist, the testimony provided shall not be swayed toward either party and will be impartial in its delivery.

C. Release of Evidence

1. The case detective or designated personnel must provide authorization to the Forensic Supervisor to release evidence to an external entity. All evidence shall be released through the Property Management Division.
 - a. If comparative analysis has been performed on the items, the evidence will be photographed, scanned, or somehow digitally captured prior to being released.
 - b. The images will be stored in a secured network file or Digital Information Management System. The original packaging of the items will be placed back in the storage location, and a document inside will provide the following information:
 - Case information
 - Date of release
 - Name of person who it is released to
 - Reason for the release
 - Date of the expected return
 - Any amendments to the expected return date
 - c. The employee releasing the evidence shall document the chain of custody in LIMS.

Glendale Police Department Operations Order		
Forensic Services Unit		71.000
Date Issued 07-13-99	Revision Date 08-14-23	Page 7 of 7

71.006 Forensic Unit Procedures Manual

For detailed procedures pertaining to the work conducted by the Forensic Services Unit, please refer to the Forensic Services Unit Procedures Manuals

Glendale Police Department Operations Order		
Property and Evidence Room		72.000
Date Issued 11-15-99	Revision Date 08-01-11	Page 1 of 4

72.000 Introduction

This material has been prepared to familiarize all police employees with the proper methods of collection, preservation and storage of evidence and property.

- A. Normal business hours for the Property Room are Monday, Wednesday, Thursday, Friday, 0800 to 1600 hours (Officer Window), 1000 to 1600 (Public Window), closed on Tuesday and City approved holidays. Hours of operation may change as dictated by operational requirements. Property Room Supervisor will determine if any changes to normal works hours are required.
- B. Methods and procedures set forth herein are presented for two main reasons:
 - 1. To ensure that evidence is properly handled, documented and preserved to prevent contamination and/or inadmissibility in court, and;
 - 2. To ensure that property is disposed of in an appropriate and timely manner, once it is no longer of use to law enforcement.
- C. Impounding of property should not be taken lightly by any employee of this Department. The process of impounding, recording, controlling, storing and disposing of property is multifaceted, with a direct and profound impact on many operations within this Department, as well as the criminal justice system as a whole.
- D. Officers are urged to use prudent judgment, as well as common sense, when impounding property. Valuable time is wasted processing worthless evidence or correcting mistakes in packaging and documentation if careful attention is not paid to the rules of evidence and proper packaging procedures as outlined in the Property and Evidence Operations Manual.
- E. It is imperative that all employees involved in the handling of property have a thorough knowledge of the appropriate procedures.
- F. Any employee that impounds property must complete a Glendale Report, DR, or Offense Report that explains the circumstances by which the property was obtained to include a description of each item.

Glendale Police Department Operations Order		
Property and Evidence Room		72.000
Date Issued 11-15-99	Revision Date 08-01-11	Page 2 of 4

72.001 Property Definitions/Categories

- A. Evidence: any property that comes into the custody of a police department employee when such property may tend to prove or disprove the commission of a crime or the identity of the suspect, pursuant to an official criminal investigation.
- B. Property for Safekeeping: any property of no evidentiary value surrendered to an employee of this Department for temporary custody with the understanding that the person surrendering the property has a legal right to do so, and that the property will be returned to the rightful owner(s) by the end of a specified time.
- C. Prisoner Property: any property of no evidentiary value surrendered by a person who is arrested and booked to an employee of this Department for temporary custody with the understanding that the person surrendering the property has the legal right to do so and that the property will be returned to the rightful owner(s) by the end of a specified period of time.
- D. Found Property: any property of no evidentiary value that comes into the custody of an employee of this Department where the rightful owner is not known to that employee. Due diligence by the responsible employee must be exercised to discover the rightful owner.
- E. Property for Destruction: any property, including firearms and ammunition, whose disposal is authorized by the Court, Detective, Patrol Officer, or some other authorized agent, or released by a citizen to the Glendale Police Department for the purpose of disposal. Due diligence by the responsible employee must be exercised to determine that the citizen has the legal right to surrender the property for the purpose of disposal.

72.002 Entering Property/Evidence in Property Tracking System

- A. It is the policy of the Glendale Police Department to enter evidence into the Property Tracking System as soon after seizure as possible. Property is not to be secured in personal lockers, files or desks. A piece of property/evidence in a case must be processed through the property tracking system and then checked out/signed out from the Property Room.
- B. Property/evidence logged into the Property Tracking System is to be placed in the “one way” lockers provided for this purpose, prior to shift’s end. This will allow the property to be officially inventoried and recorded in the agency’s records in a timely manner. The agency may authorize exceptions to these procedures;

Glendale Police Department Operations Order		
Property and Evidence Room		72.000
Date Issued 11-15-99	Revision Date 08-01-11	Page 3 of 4

however, supervisory approval shall be obtained and a descriptive inventory should be accomplished verbally or through other electronic means if distance is a factor.

- C. Packaging Instructions, as outlined in the Property/Evidence Operations Manual, should be adhered to as closely as possible. Keep in mind that the type of packaging should fit the type of evidence to be preserved. Property Room Custodians will have the right of refusal on all property/evidence not packaged according to the Operations Manual.

72.003 Security

- A. Departmental personnel shall not enter the property storage areas unless escorted by the Property Custodian. Personnel must sign in and out on the Property Room Log.
- B. Property or evidence can only be removed from its storage location by the Property Custodian or by assigned personnel approved by the Property Supervisor.
- C. All doors must be secured whenever the Property Custodian leaves for the day. Should a Property Custodian leave the Property Room, all doors and counter windows will be secured. The High Security Room is to remain locked when the Property Room is not occupied, and no one other than Property Room personnel will have unescorted access.
- D. Whenever possible, two property custodians should be on duty in the Property Room.

72.004 Audits / Inspections and Inventories

- A. The property room supervisor will conduct semi-annual audits and inspections of the property room.
- B. The Technical Services Division Administrator, or authorized designee, will conduct unannounced inspections/audits on a random basis. In addition, at least once a year, a Division Commander/Manager from another Division not routinely connected with control of property will also conduct an unannounced inspection/audit.
- C. The Property Custodians shall conduct a complete inventory at least once a year. Every item placed into the property system must be accounted for. All Property

Glendale Police Department Operations Order		
Property and Evidence Room		72.000
Date Issued 11-15-99	Revision Date 08-01-11	Page 4 of 4

Rooms shall be included in the inventory process. At the direction of the Property Room Supervisor or TSD Administrator, additional complete or partial inventories may be conducted. Personnel changes do not necessarily warrant a full inventory, but an inventory sufficient in scope is conducted whenever the person responsible for the property and evidence control function is assigned to or transferred from the position. It is conducted jointly by the newly designated individual and a designee selected by the Chief of Police to ensure that records are correct and properly annotated.

72.005 Property and Evidence Operations Manual

For detailed procedures pertaining to the control of property and evidence by the Glendale Police Department, please refer to the Property and Evidence Operations Manual (72.000M).

Glendale Police Department Operations Order		
Volunteer, Intern and Explorer Programs		73.000
Date Issued 04-06-00	Revision Date 09-03-20	Page 1 of 7

73.001 Philosophy

The Glendale Police Department encourages the use of non-sworn Auxiliary Volunteers, Interns and Explorer Scouts Department - wide as a means of enhancing community interaction with the Department, using the skills and abilities of members of the community, increasing community understanding, and enhancing the effectiveness of our workforce.

73.002 Application

- A. Anyone interested in a position, as an Auxiliary volunteer or intern will be directed to contact the Volunteer Coordinator. The coordinator will provide basic information to those persons interested in applying.
- B. An application/questionnaire will be completed and returned to the coordinator. The coordinator will facilitate the screening process, which includes:
 - 1. A background check.
 - 2. Truth verification test, as required by assignment.
 - 3. An interview with the coordinator.
 - 4. An interview with the unit requesting a volunteer, if needed.
- C. The Unit Supervisor will have the final decision regarding the use of any volunteer within their unit.

73.003 Assignment / Supervision

- A. A screening process will be used to evaluate the applicant's skills and potential assignment. Upon concurrence by the Unit Supervisor, the volunteer will be assigned to a unit. Both the Unit Supervisor and the Volunteer Coordinator will provide supervision.
- B. Supervisors will provide the appropriate training to the auxiliary volunteers and interns to help them accomplish their assigned tasks.

73.004 Program Evaluation

Monthly reports will be completed by the Volunteer Coordinator. The reports will include the total number of volunteers, the hours worked, the tasks assigned,

Glendale Police Department Operations Order		
Volunteer, Intern and Explorer Programs		73.000
Date Issued 04-06-00	Revision Date 09-03-20	Page 2 of 7

projected Departmental savings, and a review of the overall effectiveness of the program.

73.005 Auxiliary Volunteers' Responsibilities

Auxiliary Volunteers will:

1. Become familiar, and comply, with Department policies and procedures.
Auxiliary Volunteers are not commissioned with sworn officer status.
2. Only perform assigned duties. They will not access or release confidential information such as computer records or criminal history data, other than in the performance of their assigned tasks.
3. Comply with the clothing regulations for the non-uniformed employees of the unit to which they are assigned.
4. Have assigned duties and responsibilities. If they are unable to complete a task or will be absent for some reason, they will notify their supervisor or the Volunteer Coordinator.
5. Have their identification card appropriately displayed and visible while in any Department facility. The identification will be surrendered at the conclusion of their service to the Department.

73.006 College / University Interns

- A. College or university student interns may be utilized by the Department at any time under the guidelines set forth for volunteers. A student intern has opportunity to work within the Department, gaining practical experience, while providing service to the community.
- B. Qualifications:
 1. Interns must be currently enrolled in an educational institution of higher learning in good standing.
 2. College junior, senior, or graduate level students that are currently enrolled in a Criminal Justice Studies program, or other related field, will be given preference for assignments.
- C. Procedure

Glendale Police Department Operations Order		
Volunteer, Intern and Explorer Programs		73.000
Date Issued 04-06-00	Revision Date 09-03-20	Page 3 of 7

1. Potential participants must meet with the Internship Coordinator where they are currently enrolled for orientation.
2. Upon acceptance by the school and the Department, the intern must complete the school's agreement form, which provides learning objectives and time commitments.
3. If intern positions are available within a respective Division, the Volunteer Coordinator will arrange for an interview with a Division Commander and potential intern for approval of placement. This will be done prior to the background check.
4. In order to receive full credit, the intern must work the hours required by the school. Accuracy and honesty when documenting activities and work hours is required.
5. At the conclusion of the internship, the intern will be required to complete a written assignment for the school. To ensure the document does not violate any departmental privacy laws, the intern's supervisor and the Volunteer Coordinator will review the assignment.
6. A performance review of the intern's performance and adherence to department and school guidelines will be completed at the end of the assignment. The evaluation will be reviewed and forwarded to the intern's school.
7. A background check will be completed for all interns by the Volunteer Coordinator.
8. The interns will have limited access to police facilities except for their assigned area. It will be the unit supervisor's responsibility to monitor the intern's actions in their unit.

73.007 Chaplain Program

- A. The mission of the Chaplain will include, but not be limited to:
 1. Serving as an ambassador for the department during times of illnesses or other personal tragedy of Department employees and their families.
 2. Serve as the Department's liaison to area religious organizations.

Glendale Police Department Operations Order		
Volunteer, Intern and Explorer Programs		73.000
Date Issued 04-06-00	Revision Date 09-03-20	Page 4 of 7

3. Provide voluntary counseling and guidance services for Department employees and their families, upon request.

B. Reporting Relationship

1. The Department Community Outreach Sergeant and/or Volunteer Coordinator will oversee the program.
2. For organizational purposes, the Chaplain will report to the ~~Legal Advisor~~ Community Outreach Sergeant and/or Volunteer Coordinator, however, the Chaplain will not be required to adhere to the traditional chain of command of the organization.
3. A Lead Chaplain may be identified as to assist the Community Outreach Sergeant and/or Volunteer Coordinator with limited supervision and guidance for all Department Chaplains.

C. Procedures

1. The Chaplain will also be available by appointment, or on call, as needed.
2. Command staff, or a supervisor, may contact the Chaplain and request they contact an employee in need.
3. The Chaplain may work with the Employee Assistance Officer as a resource for employee wellness

73.008 Police Explorer Program

- A. The Police Department coordinates and sponsors an Explorer Scout program designed for young adults ages 14 through 20. This is a youth program of the Boy Scouts of America. The program provides an opportunity for participants to build desirable qualities of character, to learn and experience the responsibilities of participative citizenship, and to develop both mental and physical fitness. The Glendale Police Department provides an opportunity for members to combine their Explorer Scout experience with a law enforcement influence, while achieving the Boy Scouts of America objectives.
- B. Eligibility - Youth interested in law Enforcement Exploring must meet the following requirements. They must:

Glendale Police Department Operations Order		
Volunteer, Intern and Explorer Programs		73.000
Date Issued 04-06-00	Revision Date 09-03-20	Page 5 of 7

1. Be at least fourteen years of age and have completed the 8th grade, but not yet attained 21 years of age. Explorers who have reached 21 years of age may stay until December 31 of the year they turn 21.
 2. Be of good physical, mental condition and moral character.
 3. Have no recent criminal history. Recent criminal history includes 2 or more convictions for misdemeanor crimes in the past year. Persons who were convicted of serious felony activities will not be eligible to join. No recent or excessive drug usage or any gang affiliation. Excessive drug usage includes no more than 5 uses of marijuana or 1 use of dangerous drugs or narcotics in the past year. Any explorer applicant who has used marijuana more than 20 total times or dangerous drugs/narcotics more than 5 times will not be eligible to join. Applicants must successfully pass a background check, which will be conducted by an Explorer Post Advisor.
 4. Be working toward attaining a high school diploma or GED. A GPA of 2.0 or higher must be maintained.
 5. Abide by Post Rules and Regulations concerning conduct, dress, grooming, and performance.
- C. Application - Applicants will be required to attend three consecutive meetings as part of the orientation program. Attendance for:
1. Familiarization
 2. Questions/answers and to obtain the necessary Department paperwork
 - a. Applicants will be asked structured questions for evaluation purposes.
 - b. The Post Advisor(s) will evaluate the background information, application information, membership recommendation, and other information to make a final acceptance decision on the applicant.
- D. Acceptance - Upon the successful completion of the application process, the new employee is issued a policy manual for the Post and other necessary equipment.

73.009 Explorer Authority and Command

- A. The organization and administration of the Glendale Law Enforcement Explorer Post closely parallels that of the Police Department. There is an established

Glendale Police Department Operations Order		
Volunteer, Intern and Explorer Programs		73.000
Date Issued 04-06-00	Revision Date 09-03-20	Page 6 of 7

structure, with general administrative duties and requirements patterned after those of police officers (with obvious limitations). Through the law enforcement administration of post activities, Explorer Scouts gain experience and insight into police work and the Glendale Police Department. Local civic organizations frequently seek out and receive volunteer assistance from the Glendale Law Enforcement Explorers.

- B. Glendale Police officers provide instruction and otherwise advise the Post on Scout activities. The Explorer Post is a chartered by The Boy Scouts of America.
- C. Following the guidance of the Post advisors, the post may be required to assist with law enforcement related duties. These duties will be supplemental or support only. Explorers are not sworn and will not at anytime be asked to perform the duties of a police officer. They may be authorized to assist with minor support functions such as accident measurements, ~~directing traffic~~, and filling out paperwork, at the direction of an officer.

73.010 Explorer Duties and Responsibilities

- A. Post members are required to maintain “active status” by doing the following:
 - 1. Successfully complete a probationary period and basic training program.
 - 2. Must attend at least 75% of the scheduled meetings and attempt to maintain 16 hours a month of volunteer time.
- B. Post members will receive training on topics such as:
 - Police legal environment
 - Explorer authority and limitations
 - Traffic direction and control
 - First Aid
 - Radio usage
 - Physical Fitness
 - Officer safety
 - Arrest procedures
 - Tactical defense
- C. Uniforms

Glendale Police Department Operations Order

Volunteer, Intern and Explorer Programs

73.000

Date Issued
04-06-00

Revision Date
09-03-20

Page
7 of 7

Uniform requirements will be determined by the Lead Post Advisor and as approved by the Glendale Police Department. The uniforms will clearly distinguish them from sworn officers.

D. Outreach events

1. Explorers may participate in community outreach events such as Glendale Glitters, Explorer competitions, and City functions.
2. Explores must be accompanied by no less than two Explorer Post Advisors.
3. Explorers may not be present in any police facility unless approved by the Lead Post Advisor.

Glendale Police Department Operations Order		
Community Relations		73.100
Date Issued 02-25-99	Revision Date 01-27-12	Page 1 of 2

73.101 Philosophy

All members of the department are encouraged to establish and maintain direct contact with the community, build partnerships and create an air of cooperation and service. These contacts will act as an effective means of eliciting public support for joint problem solving and can help to identify issues of concern before they become problems, plus increase public confidence in the department. The ultimate goal is to allow the community and police to work in partnership to create a safer community.

73.102 Public Presentations

Employees assisting in crime prevention efforts may make presentations to schools, civic organizations, religious organizations, and other interested groups. These employees should maintain files of necessary materials and accompanying lesson plans for presentations.

73.103 Community Relations Activities

- A. The Community Action Teams will be responsible for various community relation activities to include:
 - 1. Establish a liaison with formal community organizations and other community groups.
 - 2. Assist in the development of community relation policies.
 - 3. Convey information and suggestions from citizen's councils and community organizations.
 - 4. Improve agency practices bearing on police/community relations.
 - 5. Establish community groups, where such groups do not exist.

- B. The Personnel Management Unit will be responsible for partnering with the public at various community functions.
 - 1. Participate in various community events.
 - 2. Give presentations to the community which may include;

Glendale Police Department Operations Order		
Community Relations		73.100
Date Issued 02-25-99	Revision Date 01-27-12	Page 2 of 2

- Anti-bullying,
- Internet safety,
- Sexual harassment training for juveniles
- Personal safety for juvenile
- Gang and drug resistance training

3. When funding permits, the D.A.R.E. /G.R.E.A.T. officers may conduct a gang resistance summer program for elementary school students.

73.104 Citizen Police Academy

The Citizen Police Academy was created to provide members of the community, both adults and juveniles, with a “hands on” opportunity to learn about the various police functions within the Glendale Police Department. One benefit of the Citizen Academy is to develop better relations and understanding between the department and the public that it serves. The Volunteer Coordinator will be responsible for the administration of the Citizen’s Academy to include:

- Recruitment of applicants.
- Development of training.
- Development and scheduling of classes. .
- Obtaining feedback from instructors and participants, for continuous program improvement and development.

73.105 Community Relations Activities Reporting

Those employees who assist in crime prevention efforts will conduct periodic assessments of crime prevention activities. Reporting of crime prevention activities may be conducted weekly, monthly, quarterly and/or annually. These reports may include:

- Citizen surveys
- Youth activities report
- G.R.E.A.T program updates
- Community Action Team recaps and updates

Glendale Police Department Operations Orders		
Crime Prevention		73.200
Date Issued 04-01-99	Revision Date 09-02-20	Page 1 of 8

73.201 Philosophy

- A. The crime prevention programs offered by the Community Action Teams (C.A.T.) of the Glendale Police Department enhance the police department’s goal of community and police working in partnership.
- B. To maximize the citizens’ crime prevention efforts, the Glendale Police Department encourages and assists in developing and implementing these programs.
- C. Every employee should be aware of what programs are available and how these programs operate in order to promote the programs and impact as many Glendale citizens as possible.
- D. It shall be the responsibility of each employee to promote crime prevention activities.

73.202 Community Action Teams (C.A.T.)

- A. Each Community Action Team is made up of Crime Prevention Specialist and a Community Action Team Officer. CAT Teams work in partnership with various departments within the organization which include patrol officers, Neighborhood Response Squad Officers and Crime Analysts.
- B. Community Action Teams are geographically deployed throughout the City and are responsible for the needs of that area.
- C. Community Action Teams are responsible for the following:
 - 1. Serving as a liaison between the public and the department.
 - 2. Problem solving, trouble shooting, and team building to address problems within their area.
 - 3. Gathering intelligence information and forwarding it to the proper entities.
 - 4. Act as a liaison in identifying crime trends and issues of community concern, notifying contacts affected by it, and working to resolve them.

Glendale Police Department Operations Orders		
Crime Prevention		73.200
Date Issued 04-01-99	Revision Date 09-02-20	Page 2 of 8

5. Working in conjunction with other divisions within the police department, as well as other City Departments, as needed to resolve problems in the community related to crime prevention.
6. Serving as a resource to other Divisions within the Department, in order to assist with ongoing problems found in the community.
7. Responding to Requests for Service from City Hall.
8. Working with management on evictions related to tenants tied to criminal activity.
9. Assist in resolving problems in the community related to crime prevention that involve neighborhoods, businesses, social services, etc.
10. Managing the Crime Free Multi-Housing and Neighborhood Watch programs within their sector and utilizing these programs as tools to solve problems in the community.
11. Utilizing crime prevention programs to assist in addressing and resolving community issues relating to crime.
12. Coordinating crime prevention related events for the police department, as needed.

73.203 Neighborhood Watch Program

- A. It is the policy of the Glendale Police Department to oversee the operation of a Neighborhood Watch program. This program is part of our community policing philosophy and serves to promote communication between neighbors/neighborhoods and the police department. It also serves to reduce crime. The Community Action Team serves as a liaison between the Neighborhood Watch group and the police department. Each Community Action Team is responsible for all paperwork, annual audits, database maintenance, training, running the initial Neighborhood Watch meetings, the day to day running of the program, and any follow-up meetings when needed within their sector.
- B. The program works as follows:

Glendale Police Department Operations Orders		
Crime Prevention		73.200
Date Issued 04-01-99	Revision Date 09-02-20	Page 3 of 8

1. When a citizen inquires about the program, the Community Action Team will briefly explain to them the purpose of the program.
 2. The Community Action Team may discuss the program with the neighbors to see if there is a genuine and enough sufficient interest in participating in the program.
 3. The Community Action Team will provide the citizen a packet of information, including the registration form, Neighborhood Watch Captain's Manual, and applicable Crime Prevention materials.
- C. After the citizen has determined that there is enough sufficient interest in the program in their neighborhood, the citizen should send in the registration form to their respective Community Action Team.
- D. The Community Action Team for that sector should schedule the initial Neighborhood Watch meeting at a time that is mutually acceptable.
1. While conducting the meeting, the Community Action Team should stress that the police department is not requesting that the citizens take crime and apprehension of criminals into their own hands, but rather use their eyes and ears, and call the police department to report suspicious activity.
 2. At the end of the meeting, the Community Action Team should tell the citizens how to contact them to arrange for a Residential Security Survey and promote other programs offered by the police department. It should be emphasized that the program will only work if the citizens communicate with one another. The Neighborhood Watch Captain should be reminded that sign-in sheets must be completed and mailed or faxed back to their Community Action Team for documentation of their activities.
- E. Neighborhood Watch groups that meet the Police Department's criteria may apply for and receive Neighborhood Watch Signs in their neighborhood. The criteria are as follows:
1. Neighborhood Watch groups are required to have two meetings in a calendar year. A meeting can include any function that brings neighbors together including pot-lucks, block parties, yard sales, G.A.I.N. (Getting Arizona Involved in Neighborhoods), etc. A sign-in sheet must be completed by participants and faxed/emailed to their Community Action Team. Failure to

Glendale Police Department Operations Orders		
Crime Prevention		73.200
Date Issued 04-01-99	Revision Date 09-02-20	Page 4 of 8

complete this requirement will result in the de-activation of a Neighborhood Watch group and the removal of any metal Neighborhood Watch signs.

2. The initial meeting must be conducted by a Community Action Team member.
 3. The Neighborhood Watch Captain must provide their Community Action Team with copies of properly completed sign-in sheets from their meetings on the official forms. Close to fifty- percent participation is a desirable goal to make the group eligible to apply for the signs.
- F. Neighborhood Watch captains and co-captains are required to complete an annual “Captain’s Information Sheet” and return it to their Community Action Team. Failure to complete this requirement will result in the de-activation of a Neighborhood Watch group and the removal of any metal Neighborhood Watch signs.
- G. The Glendale Police Department may remove Neighborhood Watch Captains with cause for acts contrary to the goals of the program.
- H. The Community Action Team will be responsible for ensuring participating residents within their sectors are following the guidelines of the program, as outlined in the Neighborhood Watch Captain’s Manual.
- I. All Police employees are encouraged to promote the Neighborhood Watch Program to the citizens they meet, and these citizens should be advised to contact the Community Action Team responsible for their area for further information on how to establish a Neighborhood Watch group.

73.204 Crime Prevention Through Environmental Design (C.P.T.E.D.)

- A. Crime Prevention through Environmental Design is a crime prevention concept that is currently being utilized by the Community Action Teams. In addition, C.P.T.E.D. principles are used to retrofit existing structures and facilities. C.P.T.E.D. stresses the effective use of the physical environment to produce behavioral effects, which will reduce the incidence of crime. All Crime Prevention Specialists are to be trained in C.P.T.E.D. The C.P.T.E.D. strategy includes five major elements:
1. Access Control – This element includes the security hardware such as locks, padlocks, etc.

Glendale Police Department Operations Orders		
Crime Prevention		73.200
Date Issued 04-01-99	Revision Date 09-02-20	Page 5 of 8

2. Natural Surveillance – This element includes the ability for anyone to see what is occurring on his or her respective property.
 - a. Keep areas well lit. In particular, building entrances should be bright at all times and provide a clear line of sight from both inside and outside.
 - b. Eliminate hiding spots. Cut down hedges and remove trees, bushes, fences, dumpsters, etc. that create blind spots or hiding places.
 - c. Low, thorny hedges work well around windows, because they don't obstruct the view in or out, and they don't provide a comfortable place to hide.
 - d. Use Closed Circuit Television (CCTV) to view areas without natural sight lines. Put up monitors in public areas so that visitors know they are being watched. The last thing a criminal wants to see when they enter a building is their own face on a security camera's monitor.

3. Territoriality – This element includes the announcement of ownership by a property owner.
 - a. Make sure employees have clear sightlines to all entrances, as well as the ability to quickly and discreetly call for help. A panic button that calls a central station or signals for help via an alarm light in a separate section of the building works well.
 - b. Make sure security signage is clearly visible at all entrances.
 - c. Implement a visitor badging system, and make sure that all visitors are properly escorted.

4. Activity Support – This element promotes the use of the property for legal activities in order to discourage unwanted or illegal activities.

5. Maintenance – This element promotes the continued maintenance of landscaping, lighting, and other features that facilitate the previously mentioned elements. Maintenance is related to territorial reinforcement. A well-maintained area sends the message that people notice and care about what happens in an area. This, in turn, discourages vandalism and other crimes. Security practitioners refer to the "Broken Windows Theory," the idea that one broken window will entice vandals to break another. A vandalized

Glendale Police Department Operations Orders		
Crime Prevention		73.200
Date Issued 04-01-99	Revision Date 09-02-20	Page 6 of 8

area then becomes more inviting to higher levels of crime. A property should be well-maintained as a matter of safety as well as pride.

- B. When consulted, the Crime Prevention Specialists will make recommendations to retrofit existing homes, multi-housing communities, and commercial and public property using C.P.T.E.D. principles.

73.205 Crime Free Multi-Housing Program

- A. The Glendale Crime Free Multi-Housing Program is a voluntary program designed to help owners, managers, and tenants of multi-housing properties keep illegal activity off the grounds. The Crime Free Multi-Housing Program is coordinated by the Community Action Teams assigned to each sector. This partnership between the police department and multi-housing properties addresses public safety concerns and helps to improve the quality of life in the community. The program utilizes a three-phase process in evaluating rental properties for inclusion in the program. Certification for each phase is provided once standards have been met.
 - 1. Phase One – Community management staff is required to attend a training workshop sponsored by the Community Action Teams. The seminar covers topics designed to enhance the partnership between the police and the multi-housing community management. Certification is provided to each attendee who successfully completes the workshop.
 - 2. Phase Two – A C.P.T.E.D. survey is conducted for the community utilizing standards established by the Community Action Teams. Standards must be met to be eligible for certification.
 - 3. Phase Three – Management hosts a community event, attended by the Community Action Team for that sector, where residents are provided information on the Crime Free Multi-Housing Program, what management has done to participate, the residents’ role in this, and crime prevention information.
- B. Tools used to enhance the Crime Free Multi-Housing Program
 - 1. Trespass Authorization – A form signed by management authorizing officers to arrest trespassers from the property. This is used in conjunction with the posting of proper no trespassing signage by management on the property.

Glendale Police Department Operations Orders		
Crime Prevention		73.200
Date Issued 04-01-99	Revision Date 09-02-20	Page 7 of 8

2. Security Suggestions – C.P.T.E.D. principles are stressed to property owners and managers of multi-housing communities to create a safer environment and reduce criminal activity on the property.
 3. Manager’s Against Crime (MAC) – Lunch time seminars for community managers and their staff that are held at multi-housing communities throughout the city. The seminars provide educational information on issues concerning rental communities and provide an opportunity for managers to network with other managers in the community.
 4. Electronic Notification - A computerized informational system that sends multi-housing owners and managers a daily report on calls for service to their properties. This information can be utilized to educate them on what is happening on their property and may provide grounds for evictions.
- C. The Community Action Team serves as a liaison between the multi-housing communities and the Police Department. Each Community Action Team is responsible for all paperwork, audits, database maintenance, training, conducting the Phase Two C.P.T.E.D. surveys and Phase Three Community Meetings, the day-to-day running of the program, and any follow-up meetings when needed within their sector. This includes follow-up with managers in reference to criminal activity on the property, intelligence gathering, and evictions. One Crime Prevention Specialist has a rotational duty for two years to coordinate the Phase One workshops. The Crime Prevention Specialist is responsible for the meeting location, dates, times, speakers, attendees, paperwork, registration, etc.

73.206 Operation Identification

- A. Operation Identification is a Glendale Police Department sponsored program by which Glendale citizens check out an “OP ID Tool Kit” from one of the Glendale Public Libraries, or the Gateway or Foothills substations, and etch an identification number on all their portable valuable property. The OP ID Kit consists of an etching tool, and instructions in English and Spanish, on what to engrave and how.
- B. When the citizen returns the engraver and the OP ID Kit, they will be given an Operation Identification window decal to display on their home to deter criminals from entering the property with the intent to steal goods.

Glendale Police Department Operations Orders		
Crime Prevention		73.200
Date Issued 04-01-99	Revision Date 09-02-20	Page 8 of 8

73.207 Community Presentations and Events

- A. Neighborhood Watch groups, community and business groups, and various other organizations at various times can request a presentation on a variety of safety topics. The Community Action Team is responsible to coordinate the schedule, topic, location, audience, etc., pertaining to the request.

- B. Presentations provided by the Community Action Team can include, but is not limited to, identity theft, personal safety, child safety, violence in the workplace, burglary prevention, armed robbery prevention, senior safety, and auto theft prevention. These programs are generally used as a tool to help resolve an identified problem in the community.

- C. Other community events may include shred events, National Take Back (prescription drug drop off program), VIN Etching, public crime forums and community outreach programs.

Glendale Police Department Operations Order		
Transgender Bookings		74.025
Date Issued TBD	Revision Date 11-07-18	Page 1 of 4

74.025 Purpose

- A. To ensure courteous and professional treatment of transgender detainees, and respect the sexual orientation or gender identity of any person in custody, while maintaining the safety, security, and orderly operation of the holding facility.
- B. To provide guidelines for the appropriate accommodations of detainees who identify as or are transgender.
- C. To address the Prison Rape Elimination Act (PREA) guidelines requiring zero tolerance for discrimination based on sexual orientation or gender identity.

74.026 Definitions

- **Bisexual**: Romantic attraction, sexual attraction, or sexual behavior toward both males and females. Also defined as encompassing romantic or sexual attraction to people of all gender identities or to a person, irrespective of that person’s biological sex or gender.
- **Gay**: People who are sexually attracted to people of the same gender.
- **Gender**: Socially constructed roles, behaviors, activities, and attributes a society typically or historically assigns to men or women.
- **Gender Identity**: Person’s innate psychological identification as a man, woman, or some other gender, which may or may not correspond to the sex assigned at birth (e.g., sex listed on the birth certificate).
- **Gender Role**: Theoretical construct referring to a set of social and behavioral norms that are widely considered socially appropriate for individuals of a specific sex within a specific culture.
- **Intersex**: People who possess or develop physical sex characteristics that do not fit conventional medical definitions of male or female to include chromosomes, genitals, hormones, and more. Intersex people have been referred to as hermaphrodites. Intersex is the preferred term.
- **Lesbian**: Women who are sexually and emotionally attracted to women.
- **LGBTQI**: Acronym referring to lesbian, gay, bisexual, transgender, questioning, and intersex individuals.

Glendale Police Department Operations Order		
Transgender Bookings		74.025
Date Issued TBD	Revision Date 11-07-18	Page 2 of 4

- **Questioning**: Active process where a person explores his or her sexual orientation and/or gender identity associated with the person’s assigned at birth biological sex.
- **Sexual Orientation**: Individual’s actual or perceived heterosexuality, homosexuality, bisexuality, or gender identity, regardless of whether the individual’s gender identity, appearance, expression or behavior differs from that traditionally associated with the individual’s sex at birth.
- **Transgender Female**: Person whose birth sex was male, but who understands herself to be, self-identifies as, and/or lives life as a female.
- **Transgender Male**: Person whose birth sex was female, but who understands himself to be, self-identifies as, and /or lives life as a male.
- **Transgender Person**: Umbrella term for people whose gender identity and/or gender expression differs from the sex they were assigned at birth.

74.027 Overview

- A. The department has zero tolerance for employees who display sexual misconduct, sexual harassment, or use derogatory terms toward LGBTQI detainees.
- B. Report incidents of harassment and/or sexual misconduct or assault following department policy and PREA guidelines.
- C. When discussing a detainee’s sexual orientation or gender identity for placement and custody decisions, recognize the sensitive nature of the topic and potential repercussions for the inmates.
- D. Make appropriate staff notifications through the Glendale Police Department Supervisor. Do not share information with other detainees.
- E. Conduct conversations in private when discussing gender identity with transgender detainees.
- F. When detainees disclose their sexual orientation or gender identity without prompting, inform the Detention shift supervisor to ensure the detainee’s classification is reviewed.
- G. Do not search, strip search, or physically examine a transgender-identified detainee for the sole purpose of determining the detainee’s sex at birth.

Glendale Police Department Operations Order		
Transgender Bookings		74.025
Date Issued TBD	Revision Date 11-07-18	Page 3 of 4

- H. Do not discipline detainees for refusing to answer screening questions or for failing to disclose information regarding gender identification.
- I. When on notice, house transgender detainees alone when feasible.

74.028 Intake / Admissions

- A. If questions are raised regarding a detainee’s gender during the initial booking process, notify the Detention supervisor.
- B. The Detention supervisor will make every reasonable effort to ensure that detainees are searched by an employee of the detainee’s identified gender.
- C. When determining whether detainees identify as transgender, take the following into consideration:
 - 1. Appearance or behavior does not match the gender marker on the detainee’s custody paperwork or identification.
 - 2. The detainee self-reports. If there is doubt or a question concerning the validity of the self-report, consult the Detention shift supervisor.
 - 3. The arresting/transporting officer has alerted DOs to the detainee’s gender identity.
 - 4. Prior booking records or medical records.
 - 5. Personal identification identifies the detainee’s gender, or conflicting gender markers are listed on the detainee’s identification.
- D. After completing the initial booking process, the Detention supervisor determines detainee placement.
- E. Following PREA standards, all detainees, including LGBTQI detainees, will not be subject to harassment or discrimination, and will be provided all detainee rights.

74.029 Initial Search

- A. If a detainee’s gender cannot be identified during the initial booking process, a female employee performs the initial search. If the detainee’s gender identity has been determined, and when feasible, an employee of the same gender as identified conducts the search.

Glendale Police Department Operations Order

Transgender Bookings

74.025

Date Issued
TBD

Revision Date
11-07-18

Page
4 of 4

- B. Remove appearance-related items such as adaptive devices, following Detention procedure.
- C. Remove clothing that conveys gender identity, wigs, and cosmetics following Detention procedure consistent with similar items established for all detainees.
- D. Do not subject LGBTQI detainees to more invasive searches than other detainees.

Glendale Police Department Operations Order		
Security Services		80.450
Date Issued 06-26-15	Revision Date 12-16-19	Page 1 of 5

80.450 Security Services - Policy

A. Security Services:

1. Description: Security Services personnel are assigned duties to protect city employees and citizens that visit designated City facilities. This includes providing a safe and secure business environment for individuals while visiting City Hall, the Public Safety Training Center, or any other City Facility.
2. Members: The Security Services team is comprised of employees with law enforcement, security or military experience, and educational background related to security. The Security Services Officers work in conjunction with the Glendale Police and report directly to the Security Services Supervisor who reports directly to the Emergency Response Unit Lieutenant.
3. Duties, roles and responsibilities: Primary function of Security Services is to provide a visible presence and deterrence. Security Services Officers shall maintain vigilance, and attempt to resolve problem when practicable, and contact Glendale Police with persistently troublesome individuals or suspicious situations.
4. Uniform Regulations: Security Services Officers will follow the regulations and policy set forth by GPD General Order, No. 21.470, regarding non-sworn officers, and all provisions set forth.

B. Security General Operating Procedures:

1. Situational Awareness: The ability to identify, process, and comprehend the critical elements of information about what is happening with regards to the mission. More simply put, it's knowing what is going on around you. Security will use their experience, judgment, and intuition to analyze any questionable or suspicious situation.
 - a. Situational Awareness is crucial during patrol activities, particularly when working at the City Hall 1st floor and 4th floor security desk. At no time should an officer relax or become complacent during their duties.
 - b. City Hall, Public Safety Training Center and City Facilities, are significant to our mission statement in providing security for

Glendale Police Department		
Operations Order		
Security Services		80.450
Date Issued 06-26-15	Revision Date 12-16-19	Page 2 of 5

our citizens, customers, employees and the community we serve.

2. The Security Services Officer assigned front desk duty on 1st floor of City Hall must pay attention to all persons entering the building. Security Services Officers will monitor the business office and greet our customers professionally while maintaining awareness of their surroundings.
3. The City Hall 4th floor Security Services Officer is the hub of security operations. All serious security concerns, emergencies and/or alarms shall be reported to the 4th floor officer. The officer takes control of emergency situations, notifies appropriate security personnel, city management and police if necessary. The officer monitors all City Hall security cameras and supervises security access to the 4th floor executive offices and City Council office.

C. Security Services Officer Training Manual:

1. Training Check List – All new Security Services Officers will receive a copy of the Security Services Officer Training Manual and a training sheet for documentation that they read and understand the responsibilities and procedures of their assignment.
2. The training officer will also initial and date the training sheet indicating Security Services Officers have read and understand the provisions contained in the training manual.
3. On the job training (OJT), along with cross-training, will be provided during the first two-weeks of employment.
4. Security Services Officers will be trained in the use of less lethal tactics or force according to the GPD General Order, Response to Resistance 23.000. The approved less lethal weapons include:
 - a. Electronic Control Device (use of a Taser)
 - b. Oleoresin Capsicum (OC) Spray
 - c. Handcuffs
 - See Glendale Police Department, General Order, Response to Resistance Section 23.000.
 - See the Security Services Officers Training Manual for detailed explanations.

Glendale Police Department Operations Order		
Security Services		80.450
Date Issued 06-26-15	Revision Date 12-16-19	Page 3 of 5

D. Security Services Officer General Duties:

1. Provides security at City Hall and the surrounding area including the Council Chambers for the safety of the public and employees doing business within City Hall.
2. Patrols the City parking garages, Bank of America (BOA) parking garage, Murphy Park and City Hall for any unusual activity. Provides a deterrence presence, greets citizens, provides information, and reports any questionable circumstances to Glendale Police.
3. Provides security on 1st floor and 4th floor to address any security and safety related issues at City Hall.
4. Monitors cameras covering City Hall, Murphy Park, Bank of America parking garage and the Public Safety Training Center.
5. Provides security for City Council Workshops and Voting meetings. Operates the metal detector and hand wand during the screening process at Council Meetings. Checks purses, bags, briefcases and other items passing through the metal detectors for guns, knives or other weapons that could be dangerous and used in a threatening, or harmful manner.
6. Oversees the fingerprinting and ID card operation. Controls access card issuance and re-issuance of access control card; for secured areas city-wide. Issues ID cards and adheres to updating all ID cards according to federal requirements.
7. Enforces parking regulations in the City parking garages.
8. Takes appropriate action when and where necessary for the safety of the citizens and employees. Maintains a safe working environment.
9. Reports and records lost and found property, documents the information, and enters the property into the GPD Records Management System.

E. Security Services Supervisor:

1. The Security Services Supervisor is the Administrator that oversees the activities of the Contracted Security Company.

Glendale Police Department Operations Order		
Security Services		80.450
Date Issued 06-26-15	Revision Date 12-16-19	Page 4 of 5

2. Oversees the Access Control System; Managing Door Groups, managing who has access, the delegation of work or projects involving the use of said system.
3. Ensures that the contracted security company performs their assignments according to the contracted agreement and that they follow the appropriate policy & procedures set forth in the contract.
4. Assigns Extra Duty Requests for special events and security coverage for weekends and holidays.
5. Manages the budget for contracted security, monitors performance under the contracted agreement and resolves any issues related to business operations, payments or problems.

F. Security and Police Coordination:

1. Observe and report:
 - a. Security Services Officers should seek to avoid dangerous contact, but they are armed with less lethal weapons. When necessary and appropriate, response to resistance tactics may be used consistent within Department training guidelines. Discretion will be used to diffuse a situation. GPD Communications should be contacted for back-up assistance from Patrol.
 - b. At no time should Security Services Officers place themselves in a dangerous situation. Their primary responsibilities are to observe and report questionable circumstances that exist, and to immediately notify Glendale Police, who will take appropriate action.
 - c. The Security Services Officer will brief the Police Officer arriving at the scene. Depending upon the disposition of the incident, the Security Services Officer will then determine whether an incident report must be written or a brief memo outlining the disposition to the Security Services Supervisor.
2. Incident Report / Police Supplemental Reports

Glendale Police Department Operations Order		
Security Services		80.450
Date Issued 06-26-15	Revision Date 12-16-19	Page 5 of 5

- a. Incident reports are written to document a specific incident that occurred at City Hall or surrounding city properties when no police report is taken.
 - b. Whenever the police are dispatched to the scene, no incident report will be written by security. The Security Services Officer then becomes a witness. The Police Officer should obtain information from the Security Services Officer for their report.
 - c. A police Supplemental Report is written whenever the Security Services Officer receives additional information pertaining to the original police report or incident.
 - d. If the police are dispatched, but no police report taken, then the Security Services Officer will send an email to the Security Services Supervisor with a brief explanation of the incident. No incident report is required.
3. Requesting background and vehicle registration checks
- a. Security Services Officers that are certified Network Terminal Operators are authorized to run background and registration checks.
4. Glendale Police Officer backup & response (police radio)
- a. Security Services Officers carry a police radio for their immediate communication to the police dispatcher for assistance.
 - b. Police radios are used for emergency situations, requesting assistance, back up, records & registration checks, and for personal protection.
- G. Security Services Operations Manual

For detailed procedures pertaining to Security Services Operations and the Security Services Officers official job duties with detailed explanation, please refer to the *City of Glendale Security Services Operations Manual*.

Glendale Police Department Operations Order		
Special Events Planning		80.500
Date Issued 02-02-00	Revision Date 05-13-20	Page 1 of 6

80.500 Special Events Planning

A. Purpose

1. The purpose of the Glendale Police Department Special Event Unit is to provide for a safe and secure environment, at all special events, including those at sports venues, concerts, or any event where there is the potential for a large gathering. The Special Events Unit will also assist in developing plans and providing assistance with crisis management. The Special Events Unit will be prepared to utilize the Incident Command System and to collaborate with agency partners to perform its functions.
2. Special Event Stakeholders include, but are not limited to, City of Glendale Marketing and Transportation Departments, the Gila River Arena, State Farm Stadium, Camelback Ranch, and Westgate Entertainment District.

B. Definitions

1. **Event** - A planned situation, e.g. a concert, parade, professional sporting event, etc.
2. **Event Footprint**
 - a. The area impacted by the event.
 - b. This includes the event site(s) and any affected surrounding areas.
3. **Incident** - An unplanned situation necessitating a response.
4. **Event/Incident Action Plan (IAP-EAP)**
 - a. Contains objectives that guide the overall event/incident strategy and specific tactical-actions necessary for managing an occurrence(s) for a specified Operational Period.
 - b. The plan may be oral or written.
 - c. The terms Incident Action Plan (IAP) and Event Action Plan (EAP) will mean the same for the purpose of this policy.

Glendale Police Department Operations Order		
Special Events Planning		80.500
Date Issued 02-02-00	Revision Date 05-13-20	Page 2 of 6

5. **Incident Commander (IC)** - The The individual responsible for the management of all incident operations.

6. **Incident Command System (ICS) Terms** - Refer to the Glendale Police Department ICS Policy (80.000) and Federal Emergency Management Agency (FEMA) for additional ICS terminology.

7. **Mega Event** - A Mega Event is a major special event that includes, but is not limited to:
 - The Super Bowl,
 - An NFL Pro Bowl,
 - A Fiesta Bowl, or any other college game,
 - An NCAA Final Four basketball tournament,
 - A World Cup soccer tournament game, or
 - A National Political Party Convention.

8. **Public Facility**

Land, outdoor parks, recreational facilities, streets, sidewalks, parking lots and rights-of-way that are owned, leased, operated, maintained or controlled by the City of Glendale.

9. **Unified Command**
 - a. The Command element used when multiple agencies are working an event.

 - b. Unified Command allows all agencies with responsibility for the incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies.

 - c. This is established without losing or abdicating agency authority, responsibility, or accountability.

 - d. When possible, unified command for mega events taking place in the City of Glendale will be housed at the Glendale Regional Public Safety Training Center (GRPSTC) in the ESF room.

Glendale Police Department Operations Order		
Special Events Planning		80.500
Date Issued 02-02-00	Revision Date 05-13-20	Page 3 of 6

C. General

1. The Special Events Unit may provide:
 - a. Input to the City of Glendale Special Events Coordinator in regard to traffic, security, safety, etc.
 - b. Logistical support - During events or incidents:
 - To other City of Glendale Departments
 - To other Police Divisions within the Glendale Police Department
 - To other Cities, Counties, State, or Federal agencies
 - c. An Event or Incident Action Plan
 - May include the expedient and orderly movement of pedestrian and vehicular traffic.
 - May be developed in collaboration with Venue Stakeholders when creating plans.
2. The Special Events Unit will make all efforts to follow the National Incident Management System (NIMS) guidelines to manage events. This includes utilizing ICS, and Multiagency Coordination.
3. Planning Assumptions
 - a. Incident Action Plans serve as guidelines or checklist to handle an incident during an emergency or disaster, or a planned event, and may require modifications.
 - b. Emergencies or disasters may occur at anytime of the day or night with or without warning.
 - c. Plans are made, contingency plans are established, manpower and logistical equipment are in place, but events or incidents are unpredictable.
 - d. The Incident Commander or Unified Command may need to make realistic adjustments to the IAP to resolve issue(s).

Glendale Police Department Operations Order		
Special Events Planning		80.500
Date Issued 02-02-00	Revision Date 05-13-20	Page 4 of 6

- e. The Glendale Police Department will serve as the lead law enforcement agency coordinating external and internal public safety traffic, security, and related issues during incidents/events within the City limits of Glendale, AZ.

D. Incident Action Plan

1. The Glendale Police Department Special Operations Division Special Events Unit will utilize a verbal or written plan for all events.
2. The following information should be considered but not limited to when planning for an incident or event:
 - a. A Traffic Plan (if applicable)
 - b. Crowd control (if applicable)
 - c. Crime Analysis of the area and any anticipated problems
 - d. Contingency plan for traffic direction and crowd control
 - e. Use of personnel (if any)
 - f. Logistical requirements (if any)
 - g. Multi-Agency Coordination
 - h. Communications
 - i. After action report (To be completed by the Incident or Event Commander or designee)
 - j. Maps depicting the event footprint and surrounding area and may also show personnel/ resource locations

E. Incident Commander and Command (IC) responsibilities/duties:

1. A Command Post may be established at a location deemed necessary by the Incident Commander.
2. The Incident Commander is responsible for managing the public safety element during the incident or event.
3. A Unified Command structure will be used when multiple agencies are working an incident or event.
 - a. All agencies with responsibility for the incident/event, either geographical or functional, are able to manage the incident/event by establishing a common set of objectives and strategies.

Glendale Police Department Operations Order		
Special Events Planning		80.500
Date Issued 02-02-00	Revision Date 05-13-20	Page 5 of 6

4. The Incident Command System will be used to manage special events.

F. Special Events Coordination

1. It will be the responsibility of the SOD Special Events Lieutenant, or designee, to review Special Event requests for Public Safety personnel during events.
2. The Special Events Lieutenant may assign his/her designee to coordinate the planning of event(s).
3. The Special Events Lieutenant or his/her designee will review and approve the plan before event(s).

G. Canceling scheduled overtime

The Special Events Unit will follow current MOU guidelines in cancelling scheduled overtime for represented members. Refer to the current MOU that is in place, which outlines the associated guidelines.

H. Forced Overtime for Events:

If preplanned event staffing needs are not reached on a volunteered overtime basis the Special Events Unit will implement forced overtime to meet the staffing needs for preplanned events. The Special Events Unit will follow current MOU guidelines for forced overtime.

I. Leave restrictions to staff Special Events

1. It may be necessary to restrict leave to staff special events being held in the city.
2. It is important to note that employee leave is inclusive of any and all vacation time, compensatory time and/or flex time.
3. Additionally, no training requests will be considered for these dates unless approved by the Special Operations Commander.
4. When leave restrictions are required, the Special Events Lieutenant or his/her designee will make an effort to provide a notification (by way of

Glendale Police Department Operations Order		
Special Events Planning		80.500
Date Issued 02-02-00	Revision Date 05-13-20	Page 6 of 6

memorandum) to all employees a minimum of 60 calendar-days prior to the event.

5. If the Special Events Unit receives an event with less than 60 calendar-days, the notification will be made as soon as practical.
6. Once staffing numbers are met, the Special Events Lieutenant or his/her designee will release the leave restriction.
 - All employees will be notified that the “leave restriction” was released.

J. Leave approved prior to staffing “Leave Restrictions”

1. If any leave has been approved 60 calendar-days prior to the date of the special event, the leave requests will be honored unless issues of public safety require additional staffing. Therefore, leave is subject to cancelation.
2. SOD will work to provide timely information and updates to all employees leading up to these events.

Glendale Police Department General Order		
Raptor Vehicle Barriers		80.600
Date Issued 12-16-19	Revision Date 12-16-19	Page 1 of 3

80.600 Purpose

The purpose of this policy is to provide police and civilian personnel with guidelines for the proper use of Raptor Vehicle Barriers.

80.601 Raptor Vehicle Barriers

The Raptor Vehicle Barriers are steel barriers designed to prevent vehicle intrusions into a secured area or closed roadway. They are only meant as a preventative measure against vehicles and are not designed for pedestrian or crowd control. The barriers will be kept under the care and control of the Special Events Unit.

80.602 Deployment Authorization

- A. The Raptor Vehicle Barriers may be deployed under authorization by the Special Events Lieutenant or their designee.
- B. The barriers are designed and deployed to prevent vehicular intrusion into a secured area or crowded space, typically at a special event or large public gathering.

80.603 Use Limitation

- A. Barriers shall not be placed on open, normally operating roadways. They are meant as a backstop to roadway closures, restrictions or as standalone barriers.
 - 1. Consideration for emergency access should be had. If needed, the hand dolly can be left with a barrier to allow for rapid movement by a single-person.
- B. When being deployed for festival-type settings, no static display or booth should be placed within 25 feet of the barrier(s) to allow for movement in case of vehicle colliding with the barrier system.
- C. They shall not be used in any manner to control or manage crowds.

80.604 Procedures for the use of the Raptor Vehicle Barriers

- A. Setup
 - 1. Barriers will only be moved or setup by the Special Events Unit or their

Glendale Police Department		
General Order		
Raptor Vehicle Barriers		80.600
Date Issued 12-16-19	Revision Date 12-16-19	Page 2 of 3

trained designee(s)

- a. Any movements on/off the trailer shall require a two (2) personnel minimum.
 - b. Normal towing with the dolly (by hand or with a vehicle) may be done by a single person.
2. Each 6-foot section of barrier may be utilized as a standalone device, or as many as (3) sections can be joined with the chain-kit to provide maximum width.
 - a. When utilizing the chain-kit, each section should be spaced approximately 18 inches apart.
 3. The Raptor Barrier does not require any staking for fastening to ground. It functions as a free-standing barrier.
 4. When used to protect a closed roadway, normal traffic barricades may be placed in front of the barriers and will not degrade its effectiveness.

B. Movement

1. Barriers can be moved utilizing the wheel kit
 - a. The wheel kit may be used in “Hand Pull” mode to adjust their location.
 - b. The wheel kit may also be used in “Vehicle Tow” mode which allows the barrier to be moved utilizing a motorized vehicle that is capable of towing.

C. Storage

1. Barriers may be stored on the assigned flatbed trailer or at any other ground location (i.e. parking lot, concrete pad, etc).
 - a. During the NFL season, barriers will be stored along the far north edge of the Yellow Lot at 9200 W. Maryland Avenue.
 - b. Unless pre-staged for a planned deployment, they will be stored with all other SOD vehicles at the GRPSTC in the area maintained by the

**Glendale Police Department
General Order**

Raptor Vehicle Barriers

80.600

Date Issued
12-16-19

Revision Date
12-16-19

Page
3 of 3

Special Events Unit.