



**SACRAMENTO STATE
POLICE DEPARTMENT**

**COMMUNITY SERVICE OFFICER
PROGRAM**

Revised 1/10/2024



SACRAMENTO STATE POLICE DEPARTMENT

SUBJECT: COMMUNITY SERVICE OFFICER (CSO) PROGRAM MANUAL

PURPOSE:

To establish the policies, procedures, rules, and regulations for the Sacramento State Police Department's Community Service Officer (CSO) Program.

POLICY:

It is the policy of this Department to hire and train student assistants to serve as Community Service Officers as a furtherance of the Department's efforts in community relations and crime prevention.

PROCEDURE:

A. ADMINISTRATION:

1. Chief of Police:

The Chief of Police shall have final authority on all matters pertaining to the operation of the CSO program.

2. Watch Commander (Deputy Chief/Lieutenant):

The Department Watch Commanders shall have operational and management responsibility on all matters pertaining to the CSO program.

3. Community Service Officer Program Coordinator:

The CSO Program Coordinator shall, under the direction of the Chief of Police or designee, manage all aspects of the CSO program and direct the following activities:

- a. Direct, monitor, and control the administration of the entire CSO program.
- b. Direct the operation of the safety escort service, residence halls security checks, campus security checks, specific assignments, special events, and traffic control functions.

(3) Specific responsibilities include:

- a. Scheduling;
- b. Budget and program administration;
- c. Recruitment;
- d. Hiring;
- e. Training new employees;
- f. Supervision of staff;
- g. Evaluations;
- h. Program Public Relations;
- i. Counseling;
- j. Commendations;
- k. Discipline;
- l. Maintenance of CSO activity files (including scheduling);
- m. Formulation of recommendations following assessment of program needs;
- n. Development and implementation of new policies and procedures when necessary;
- o. Special event planning and;
- p. The maintenance of accurate communication throughout the Police Department through meetings (including Focus Group) and written correspondence.

4. Community Service Officer Program Coordinator Assistant:

The CSO Program Coordinator Assistant shall, under the direction of the CSO Program Coordinator, assist in managing all aspects of the CSO program and CSO activities.

B. GENERAL PROVISIONS:

Preamble: The Community Service Officer (CSO) program is established to enable students to gain practical experience in the Sacramento State Police Department and to function in a public safety capacity with the university community. It is the responsibility of the Police Department to mentor the CSOs in the career field of Law Enforcement. CSOs will be highly visible during their job performance and are ambassadors of the Department. The program is designed to provide specialized training to CSO members and to provide general assistance to the Department. CSOs may also be responsible for specific, special projects or events utilizing their educational background or experience.

1. Establishment of Community Service Officer Manual:

a. This manual is the establishment of the Sacramento State Police Department's Community Service Officer Program and shall hereafter be referred to as the "CSO Manual." This manual is a summary of policies, procedures, rules, and regulations pertaining to all CSO activities. It describes the organization of the CSO Program and the responsibilities thereof. All CSOs are to conform to the rules and provisions contained in the CSO Manual and the Police Department's General Orders.

2. Responsibility for review of the CSO Manual:

a. It is the responsibility of every CSO to read and be familiar with the material contained in this manual, as well as all amendments and additions. Each CSO is required to sign a verification form after reviewing this Manual, holding them accountable for all information contained in the Manual.

3. Issuance of CSO Manual:

a. Each CSO will be issued and assigned a copy of the Sacramento State Police Department's CSO Manual. Copies, duplications, or reproductions of the CSO Manual are restricted and are not to be made without the specific and written approval of the Chief of Police. The manual is not to be released, given, provided, or loaned without the expressed and written approval of the Chief of Police.

C. COMMUNITY SERVICE OFFICER:

1. The duties of the CSOs are both numerous and of extreme importance to the University. The CSO Manual contains the basic job description, duties, and responsibilities of the CSO. Each CSO must have a working knowledge and understanding of all applicable rules and regulations related to the University, the CSO Program, and the Sacramento State Police Department. CSOs must have the ability to take appropriate action in various situations encountered on the job. They need to make effective use of the available time for community contact and act as ambassadors for the University and the Police Department. CSOs must have a good working knowledge of patrol areas, assignments, departments, and campus organizations.
2. Community Service Officers are civilian employees and are not sworn police agents. As such, Community Service Officers shall not engage in enforcement actions, traffic stops, emergency driving, make physical arrests, or transport prisoners. CSOs must be able to identify problems and hazards for proper action and referral. CSOs must be impartial and fair to all individuals while remaining informative, helpful, friendly, courteous, polite, and always professional. They must show emotional stability and calmness in stressful situations.
3. Each CSO must cooperate with fellow CSOs, accepting constructive criticism with a positive attitude towards improvement. CSOs must display a sense of commitment, integrity, and dedication to the Police Department and its goals and objectives. CSOs must be adaptable to change, display safe working habits, and maintain the physical vitality and emotional posture required for effective job performance. CSOs are encouraged to learn the duties of other members of the Police Department to help enhance their skills as a CSO.

D. CHAIN OF COMMAND:

1. The Chief of Police must limit the number of persons who report directly to him/her. Therefore, to ensure unity of command, clearly defined lines of authority must be drawn so there exists a structural relationship between each employee and the Chief of Police. Each employee must be aware of his or her relative position in the organization, to whom he/she is immediately responsible, and those persons who are accountable to him/her. Employees should strive at all times to operate within the chain of command and keep their superiors informed as to their activities. The CSO Program Coordinator is responsible directly to the Department's Lieutenant.

2. The Chief of Police is available to all CSOs by appointment or arrangement for a direct meeting. CSO Program Coordinator is always available for counseling and should be utilized before advancing to a higher source. At any level, a CSO seeking a superior authority shall make such a request to his/her immediate supervisor.

The following is the Chain of Command to follow:

- a. CSOs
- b. CSO Corporals
- c. CSO Sergeants
- d. CSO Program Coordinator
- e. CSO Program Coordinator Assistant
- f. Police Department Shift Supervisor (Sergeant/Corporal) if Program Coordinator/Assistant is not available.
- g. Watch Commander (Deputy Chief/Lieutenant)
- h. Chief of Police

E. AUTHORITY OF POLICE OFFICER IN THE CHAIN OF COMMAND:

1. CSOs, working routine assignments or paid events, shall follow the reasonable requests or directives from police officers.

F. CSO PROGRAM POSITIONS AND DEFINITION

1. CSO Sergeants

- a. CSO Sergeant is responsible for all duties of the CSO Corporals as well as the CSOs.
- b. Checking CSO timesheets
- c. In addition, the CSO Sergeant is responsible for other duties as assigned by the CSO Program Coordinator.

2. CSO Corporals

- a. CSO Corporal, in addition to regular CSO responsibilities, will serve as a liaison between the CSO Program Coordinator, the CSO members, and dispatch.
- b. The CSO Corporal may be placed in charge of a specific CSO Unit.
- c. The CSO Corporal will be the Field Training Officer for the CSO Program.
- d. The CSO Corporal will exercise authority over other CSOs at the direction of the CSO Program Coordinator, or other sworn supervisor.

3. Community Service Officers (CSOs):

- a. The CSO is responsible for working the scheduled number of assigned hours per month.
- b. The CSO Program Coordinator and the day shift Lieutenant shall establish the number of scheduled hours.
- c. In addition, CSOs may be responsible for working mandatory assignments (i.e., commencement ceremonies, special events, athletic events) and mandatory training classes.
- d. CSOs are also required to attend CSO unit meetings and CSO general meetings unless a valid excuse is supplied.

4 SENIORITY:

- a. Seniority will be determined first by rank and then by continuous service in rank.

G. FILLING CSO SERGEANT AND CSO CORPORAL POSITION

1. CSO Sergeant

- a. The position of CSO Sergeant shall be filled by appointment. The appointment shall be made by the CSO Program Coordinator in consultation with the Lieutenant. The appointment shall be confirmed or denied by the Chief of Police.

2. CSO Corporal

- a. Candidates for the CSO Corporal position will submit a letter of interest to the CSO Program Coordinator upon the announcement of an opening. The letter of interest shall minimally include why they should be promoted to the position of CSO Corporal.
- b. Candidates will be called in by the Department for an interview to determine his/her qualifications for the position.
 1. Qualification for the CSO Corporal position will be determined on the basis of a combination of factors including, but not limited to, level of experience, extent of training, past performance, and the capability for performing the assignment.

H. CSO SERGEANT — AUTHORITY AND RESPONSIBILITIES:

1. The CSO Sergeant is responsible for all duties and responsibilities of the CSO Corporals as well as the CSO.

I. CSO CORPORAL — AUTHORITY AND RESPONSIBILITIES:

1. In addition to the general and individual responsibilities of all members of the CSO program, the CSO Corporal is specifically responsible for the following:
 - a. **Supervision:** A CSO Corporal may be assigned to field or administrative duties. During his/her tour of duty, the CSO Corporal must closely oversee the activities of CSO staff members, making corrections where necessary and commending where appropriate.
 - b. **Leadership:** Effective supervision demands leadership. Provisions of leadership shall include on-the-job training as needed for efficient operation and coordination of effort when more than one CSO is involved.
 - c. **Direction:** CSO Corporals must exercise direct command in a manner that assures good order, conduct, discipline, and efficiency of subordinates.
 - d. **Enforcement of Rules:** CSO Corporals must enforce and ensure compliance with Departmental rules and regulations and ensure compliance with State and Federal Laws. If a violation is detected, the CSO Corporal will notify the CSO Program Coordinator. If the violation needs immediate attention, the Shift Supervisor will be notified.
 - e. **Inspection:** CSO Corporals are responsible for the inspection of activities, personnel, and equipment under their supervision. CSO Corporals are also responsible for the initiation of suitable action in the event of failure, error, violations, misconduct, or neglect of duty of a CSO staff member.
 - f. **Assisting CSO Staff:** CSO Corporals shall have a working knowledge of the duties and responsibilities of CSO staff members. They shall observe contacts made with the public by CSO staff members, be available for assistance or instruction as may be required, and take active charge when necessary.



SACRAMENTO STATE POLICE DEPARTMENT

SUBJECT: COMMUNITY SERVICE OFFICER PROGRAM OPERATIONS

PURPOSE:

This order establishes the Community Service Officer Program operations.

POLICY:

The Sacramento State Police Department establishes the following policies that relate to the CSO Program's operations.

PROCEDURE:

A. CSO GENERAL MEETING POLICY:

1. General meetings should be held once a semester at the discretion of the CSO Program Coordinator. These meetings will be used to provide training, a forum for program evaluation, and an information exchange.
2. The CSO Program Coordinator may call additional meetings throughout the semester if they are necessary.
3. CSOs are excused from attending a meeting under the following circumstances:
 - a. The CSO has regularly scheduled classes or work at another job.
 - b. The CSO is specifically excused by the CSO Program Coordinator.
4. To be excused, the CSO must call or submit an email to the CSO Program Coordinator before the date and time of the meeting. The CSO must make personal contact with the CSO Program Coordinator or have their email acknowledged.

B. LEAVE OF ABSENCE POLICY:

1. It shall be the policy of the CSO Program to grant leaves of absence when it is deemed necessary by the CSO Program Coordinator.
2. Examples of situations that may require a leave of absence included, but are not limited to:
 - a. Times of personal hardship (i.e. family emergencies);

- b Periods of hardship in school course work (i.e. failing or doing poorly in class and obtaining a leave of absence will help the CSO's academics); or
 - c Period of training in the military service (i.e. ROTC assignments or taking a semester off from school to join the armed forces reserves).
- 3. Leaves of absence will be granted at the discretion of the CSO Program Coordinator.
- 4. CSOs returning from leaves of absence of more than ninety (90) days will be assigned to a CSO Corporal for refresher training.
 - a The length of the training will be determined by the CSO Program Coordinator and CSO Corporal assigned to train the returning CSO.

C. CSO INFORMATION CONTROL POLICY:

CSO program members shall treat all official information of the Department, outside police agencies, or that included in the CSO applications as CONFIDENTIAL. In addition, any inquiries from the press regarding the official actions of the Department shall be referred to the CSO Program Coordinator, Department Information Officer, or the office of the Chief of Police.

1. Social Media

- a. CSOs are responsible for reviewing and complying with the Employee Speech, Expression, and Social Networking Policy (G.O. 1058).
- b. CSOs are not to post or display material on social media that can be determined by department management to bring unfavorable attention to the department or the CSO involved.
- c. CSOs will not post or allow others to post photos of themselves or other CSOs, while in uniform, on the internet without the Lieutenant's prior approval.

2. Privacy

- a. Employees shall have no expectation of privacy with regard to any communication made with or stored in or through PCDs (Personal Communication Devices) issued by the Department. The use of any department-provided PCD, computer, Internet service, telephone service, or other wireless service while on-duty is without any expectation of privacy that the employee might otherwise have in any communication, including the content of any such communication. Communications or data reception on personal, password-protected, web-based e-mail accounts and any other services are subject to monitoring if department equipment is used (Refer to GO 702).

D. CSO ADDRESS/PHONE INFORMATION POLICY

1. The addresses and phone numbers of all department members as well as CSO program members shall remain CONFIDENTIAL and will not be released to the public. In addition, any CSO member who changes his/her address or phone number will notify the CSO Program Coordinator in writing within forty-eight (48) hours. This will aid in keeping the CSO program records current.
2. CSOs should only use fellow CSOs phone numbers and emails for work related communications.

E. CSO BACKGROUND INFORMATION TO LAW ENFORCEMENT AGENCIES:

1. The CSO program will release personnel information to background investigators from other police agencies or other authorized government agencies, only after authorization is obtained from the individual who is the subject of the background investigation.
2. The authorization form shall be in written form and signed by the individual CSO member.

F. CSO EMPLOYMENT BACKGROUND CHECK:

1. New hire CSOs will have a background check completed prior to being offered a CSO position.

G. CSO EMPLOYMENT REQUIREMENT

1. All CSOs must be following the Universities Student Employment Policies and Procedures (Policy STU-OI 17)
<http://www.csus.edu/hr/depaftnents/payroll/studentemployment.pdf>
2. All CSOs must maintain good academic standing (i.e., not on academic probation, continued probation, academic dismissal, disciplinary action) with a semester and an overall grade point average of at least 2.00 for undergraduates or 3.00 for graduate students, and have at least half-time status (undergraduate level=6 units, graduate level=4 units).

H. PERFORMANCE REQUIREMENTS/EVALUATIONS:

1. CSO Training Program:

- a. All new CSOs will be assigned to a structured field training program that is designed to prepare the new officer to perform in a patrol assignment and to possess the skills needed to operate in a safe, productive, and professional manner.
 - b. Each CSO will be trained in a number of categories which, when taken together, reflect the totality of the job for which they were hired. CSOs will successfully complete each training objective to successfully pass the CSO training program.
 - c. The CSO Coordinator will oversee the CSO Training Program and the CSO Corporal's will be the field training officers.
-

- d. CSOs who have not successfully completed each training objective will be assigned to a CSO Sergeants and CSO Corporals during their shift.
- e. After successfully completing the CSO Training program, the new CSO may work a solo shift.

2. CSO Training Meeting Policy

- a. CSO training meetings may be called periodically to provide additional material not covered during general meetings. Attendance at these meetings will be mandatory unless otherwise specified by the CSO Program Coordinator.

3. CSO Performance Evaluations:

- a. The CSOs are under constant evaluation by all members of the department, as the well the CSO Program Coordinator. CSOs will receive timely feedback on their performance.

4. CSO Performance Requirements:

- a. All CSOs will be required to learn and demonstrate a working knowledge of Department policies and procedures that will be reflected in written and oral tests.
- b. CSOs are required to display professional courtesy and respect to other CSOs, police personnel, and members of the public both on and off duty.
- c. Other performance objectives may be established by the CSO Program Coordinator and must be successfully completed by each CSO.

5. CSO Performance Deficiencies:

- a. CSOs who fail to follow the directives outlined in this manual or who fail to meet their duty responsibilities will receive verbal counseling from the CSO Program Coordinator at the time of their deficiency.
- b. Repeated predominance deficiencies will result in a written warning issued by the CSO Sergeants or CSO Program Coordinator.
- c. A CSO who does any of the following is subject to discipline, including suspension or termination from the CSO program as recommended by the CSO Program Coordinator to the Lieutenant.
- d. The CSO has received a suspension and repeats a similar act within one year of suspension.
- e. The CSO commits any act that would be chargeable as a crime and/or in the opinion of the CSO Program Coordinator, would bring discredit upon the CSO program or the Police Department.
- f. The CSOs performance continues to be deficient after a written warning.

I. CONDUCT:

1. CSO Conduct:

- a. CSOs are subject to the normal standards of employment and to specific directives provided to them in writing or provided verbally by a police officer.
- b. CSO program members shall conduct themselves at all times in such a manner as to reflect favorably upon themselves, the University, the Police Department, and all police service.
- c. Whether on or off duty CSO program members shall avoid conduct which brings disrepute upon the Police Department or University.

2. Conduct toward Others:

- a. The Sacramento State Police Department exists to serve the public safety of all persons within the jurisdiction of Sacramento State. Accordingly, it is the fundamental policy of the CSO program that members of the CSO program treat all persons with courtesy and respect.
 - b. Discrimination, racism, or harassment in any form shall never be tolerated.
 - c. Any member of the CSO program who discriminates against another department member, employee, or any citizen, makes derogatory remarks or commits any discriminatory act against another department member, employee, or citizen shall be subject to disciplinary action up to and including termination from service within the Police Department. That member may also be subject to other University action through Human Resources or Student Affairs.
 - d. Any CSO who has knowledge that another member has engaged in discriminatory or racist acts is strictly charged with the responsibility to notify the CSO Program Coordinator verbally and in writing.
 - e. CSOs shall perform their duties attentively and courteously, avoiding rude, threatening, harsh, insulting, profane, insolent, or demeaning language, and they shall maintain a professional bearing regardless of provocation to do otherwise.
 - f. Upon request, CSOs shall supply their names to any citizen who seeks such identification.
 - g. CSOs shall treat supervisors, subordinates, and peers with respect. They shall be courteous and civil at all times in their relationship with one another and shall avoid any form of bias.
 - h. When on duty and in the presence of others, superiors should be referred to by rank and title.
 - i. Orders from superiors to subordinates shall be given in a civil manner, without the use of profane or derogatory language.
-

3. Insubordination:

- a. Failure or refusal of any on-duty CSO to obey a lawful order given by a superior such as CSO Sergeants, CSO Program Coordinator or police officer shall be insubordination if the failure or refusal to obey such lawful order could not be properly justified.
- b. The act of ridiculing a superior or his/her orders whether in or out of his/her presence is insubordination.
- c. Insubordination may be subject to the disciplinary procedure outlined in the Police Department's General Order Manual.

4. Criticism:

- a. CSOs shall not engage in public criticism of Department orders, policies, instructions, or orders they have received.
- b. CSOs shall not engage in public criticism of existing laws, University directives/regulations, and members of the Police Department.

5. Gifts, Gratuities, Rewards, Free Admissions:

- a. CSOs shall not under any circumstances solicit, accept, or receive, either directly or indirectly, any gift, gratuity, loan, or other thing of value arising from or offered because of police employment or activity connected with said employment.
- b. CSOs shall not accept any gift, gratuity, loan, fee, or other thing of value, the acceptance of which might tend to influence directly or indirectly the actions of said CSO in any manner of police business, or which might tend to have an adverse reflection on the Police Department.
- c. CSOs shall not accept any gift, gratuity, or reward for service rendered in the line of duty.
- d. CSOs shall not accept or solicit free admission to any special event, concert, movie theater, or amusement park for themselves or others except in the performance of an on-duty police task.

6. CSO Misconduct:

Misconduct of the following nature may subject the CSO to immediate termination.

- a. Committing any act while on duty that could be charged as a crime.
- b. While off duty committing any felony or committing any of those misdemeanors related to drugs, sexual crimes, or theft.

7. CSO Consumption of Alcohol:

- a. Members of the CSO Program will not render themselves unfit for duty due to excessive indulgence in alcoholic beverages, nor will they report to duty with the odor of an alcoholic beverage on their person.
 - b. No CSO will consume any alcoholic beverage while on duty except when required or expected by assignment and must be 21 years old.
-

- c. No CSO in uniform will consume any alcoholic beverage or soft drinks at a bar, tavern, or special event where alcohol is primarily served. It is the CSOs responsibility to maintain an image of high ethical conduct.
- d. Off-duty CSOs will not consume intoxicants in any public place to the extent that they are unable to care for themselves, and/or become discourteous when such conduct will reflect adversely upon the Police Department.

8. CSO - Use of Drugs:

- a. CSOs will not use any illegal substance or drug on or off duty. In addition, the use of any legal prescription drug that impairs the mental or physical abilities of a CSO may subject the CSO to dismissal from duty until the condition no longer exists. The use of synthetic drugs (ie. Bath salts, Designer Cathinone, K2, or Spice) is also prohibited on or off duty.

9. CSO - Use of Tobacco products:

- a. Tobacco use by employees is prohibited anytime employees are in public view representing the Department.
- b. Smoking and the use of other tobacco products are not permitted inside any State facility, office, or vehicle (California Labor Code 6404.5).

10. Absences from Scheduled Shifts:

- a. If a CSO is unable to work a scheduled shift that he/she has signed up for or has been assigned to, it shall be the responsibility of that CSO to notify the CSO Sergeants, CSO Program Coordinator, or the Shift Supervisor if the CSO Program Coordinator is unavailable, to find a replacement.
- b. The notification of absence shall be made no less than four hours before the shift.
- c. If a replacement cannot be found to cover the shift, and there are no extenuating circumstances surrounding the CSOs absence from the shift, then the CSO who originally signed up for the shift must work the shift.

11. Disciplinary Actions for Unexcused Absences:

- a. The first unexcused absence from a scheduled shift in one year shall result in the CSO receiving a verbal and/or written warning from the CSO Sergeants or CSO Program Coordinator.
- b. The second unexcused absence from a scheduled shift in one year shall result in the CSO receiving a written warning.
- c. The third unexcused absence will result in suspension or termination.

12. Tardiness to Scheduled Shifts:

- a. CSOs are required to report for their scheduled shift in the appropriate uniform and with the proper equipment at the assigned time and location in order to be considered on time.
- b. CSOs arriving to scheduled shifts tardy will be documented for the tardiness.

- c Chronic tardiness will subject the CSO to disciplinary procedures outlined in the CSO program policies and procedures.

J. COMPLAINTS:

1. CSO — Complaints:

- a CSOs who have complaints against other CSO members, the CSO program, the CSO Program Coordinator, or other department members, will be given the opportunity to convey their complaint by submitting their concerns in writing to the CSO Program Coordinator. Refer to section C. below for further information.
- b CSOs may file a complaint in matters related to working conditions, or any disciplinary action that does not provide for an appeal.

2. Reporting Violations of Law, Ordinances, Rules, or Orders:

- a CSOs knowing of other CSOs and department members violating laws, ordinances, rules of the department, University Directives, or disobeying orders shall report the violation immediately in writing to the CSO Program Coordinator or on-duty Sergeant.
- b If the CSO believes the information is of such gravity that it must be brought to the immediate attention of the CSO Program Coordinator, the chain of command may be bypassed.

3. CSO Complaint Procedures:

- a CSOs filing a complaint must do so in writing via the chain of command.
- b If the complaint involves a specific incident, the name, date, and time of the incident, the location of the incident, and the nature of the incident should be noted when submitting the complaint.
- c The CSO filing the complaint must also submit his/her name and signature with the filing of the complaint.
- d The complaint process follows the chain of command and should begin at level a (see below).
- e The complaint should be heard within five working days of notification and deliver a decision to the CSO within ten working days of the hearing, depending on the severity of the incident and the availability of department management.
- f All complaint procedures will be fully documented and the CSO Program Coordinator shall maintain a file containing all the documentation.

Level Position

- a CSO Program Coordinator
- b CSO Program Coordinator Assistant
- c Shift Sergeant\
- d Watch Commander (Deputy Chief/Lieutenant)
- e Chief of Police

- f The decision of the Chief of Police in all complaints or discipline appeal hearings is final without further administrative remedy.

K. CHANGES AND ADDITIONS TO THE CSO PROGRAM GUIDELINES:

- a. Guidelines covering any matter not otherwise outlined in this manual may be developed by any CSO member and submitted to the CSO Program Coordinator.
- b. The CSO Program Coordinator shall review all guidelines submitted and may revise the general content of the guideline, when applicable.
- c. The proposed guideline shall be forwarded to the Chief of Police through the chain of command for final approval.
- d. The Chief of Police may call for a committee meeting to review the guideline before it is approved.
- e. Once approved, the operational guideline shall have the same effect as any other policy in this manual.



SACRAMENTO STATE POLICE DEPARTMENT

SUBJECT: CSO PAID SPECIAL EVENTS PROCEDURES

PURPOSE:

To establish policies and procedures outlining CSO responsibilities regarding working paid special events.

POLICY:

It is the policy of the Sacramento State Police Department to allow eligible CSOs to work paid special events.

PROCEDURES:

A. CSO — Paid Events Eligibility:

1. CSOs who have passed the training program and demonstrated their ability to work on their own may sign up for the various paid events scheduled during the semester.
2. CSOs must be in good standing with the CSO program and must not be currently under any disciplinary sanctions.

B. Paid Events Sign-ups:

1. All paid events will be filled on a first come, first-serve basis.

C. Absences from Paid Events:

1. If a CSO is unable to work a paid event that he/she has signed up for, it shall be the responsibility of that CSO to notify the CSO Sergeants, CSO Program Coordinator, and Dispatch Center to find a replacement. The notification of absence shall be made at least two hours before the paid event.
2. If a replacement cannot be found to cover the paid event, and there are no extenuating circumstances surrounding the CSO's absence from the paid event, then the CSO who originally signed up for the paid event must work the event.

D. Disciplinary Actions for Unexcused Absences:

1. The first unexcused absence from a paid event in one year shall result in the CSO receiving a verbal and/or written warning from the CSO Sergeants and CSO Program Coordinator.

2. The second unexcused absence from a paid event in one year shall result in the CSO receiving a suspension from working paid events for the remainder of the year.

E. Tardiness to a Paid Event:

1. CSOs are required to report for paid events in the appropriate uniform and with the proper equipment at the assigned time and location in order to be considered on time.
2. Merely arriving at the Sacramento State Police Department to work will not be considered arriving on time.
3. CSOs arriving to paid events tardy will be documented for the tardiness.
4. Chronic tardiness will subject the CSO to disciplinary procedures outlined in the CSO program policies and procedures.



SACRAMENTO STATE POLICE DEPARTMENT

SUBJECT: COMMUNITY SERVICE OFFICER VEHICLE USE POLICY

PURPOSE:

This policy establishes the Community Service Officer Vehicle use procedures.

POLICY:

The Sacramento State Police Department establishes the following guidelines for the use of vehicles by the Community Service Officers.

PROCEDURES:

A. ELIGIBILITY TO DRIVE STATE VEHICLES:

1. The following requirements must be met before CSOs may drive State vehicles, including golf carts.
2. The CSO must possess a valid California driver's license.
3. The CSO must have completed the University's Defensive Driver Course online as well as the Sacramento State Police Department Defensive Driver course.

B. STATE VEHICLE USAGE PROCEDURES:

1. State vehicles are to be used for official departmental purposes only. CSOs may only use state vehicles (marked or unmarked patrol vehicles) on rare occasions, such as transporting the vehicle to a dealership or garage for repairs.
2. CSOs may be assigned to use the Department golf carts to patrol the campus.
3. Permission is required from the on-duty watch commander to transport a marked or unmarked police vehicle.
4. A sign shall be placed on the vehicle showing that it is out of service.
5. CSOs are not to divert from their intended destination or to transport unauthorized passengers.
6. CSOs shall take the most direct route to their destination when using a state vehicle.
7. When driving a Code-3 equipped police vehicle, CSOs are prohibited from driving Code-3 with red lights and/or sirens, engaging in detentions, and/or engaging in hot/high speed pursuits.
8. When driving state vehicles, CSOs are to obey all traffic laws and regulations in accordance with the California Vehicle Code, the California State University

Policy on the use of state vehicles, and any associated municipal code or ordinances.

C. ON-VIEW SITUATIONS WHILE STATE VEHICLE USAGE:

1. While driving a state vehicle off campus, CSOs who on-view a situation in progress requiring police attention must notify Sacramento State Police Dispatch so that the appropriate police agency may respond.
2. While driving a state vehicle, CSOs are not to place themselves in situations that provide a potential hazard and/or liability to the Department.
3. In cases in which a vehicle or suspect is fleeing from a scene, CSOs driving a state vehicle are not to engage in active pursuit of such parties.
4. CSOs shall provide Dispatch with all pertinent information that they have (vehicle make, license number, color, etc.) so Dispatch can provide the information to the responding police agency.

D. VIOLATION OF STATE VEHICLE POLICY:

1. Any CSO who violates the state vehicle policy outlined in this manual may be subject to revocation of state vehicle use privileges and the disciplinary procedures outlined in the CSO program manual.
2. CSOs using state vehicles may be subject to criminal liability for any traffic violations committed during the operation of a state vehicle.
3. CSOs performing such actions may be subject to the disciplinary procedures outlined in the CSO program manual.

E. USE OF DEPARTMENT BICYCLES BY CSOs:

1. Prior to using a Department bicycle the CSO must have permission from the CSO Program Coordinator and have passed the Department bicycle training.

F. VEHICLE DAMAGE OR ACCIDENT

1. Traffic Accident

- a. When a State-owned vehicle is involved in a traffic collision or otherwise incurs damage, the involved CSO shall promptly notify a supervisor. Any traffic collision report shall be filed with the agency having jurisdiction (see also Traffic Collision Reporting Policy; G.O. 502).
- b. The member involved in the collision shall complete the State's vehicle collision form. If the member is unable to complete the form, the supervisor shall complete the form.

2. Damage

- a. Any damage to a vehicle that was not caused by a traffic collision shall be immediately reported during the shift in which the damage was discovered, documented in memorandum format, and forwarded to the CSO Program Coordinator. An administrative investigation should be initiated to determine if there is any vehicle abuse or misuse.



SACRAMENTO STATE POLICE DEPARTMENT

SUBJECT: COMMUNITY SERVICE OFFICER UNIFORM REGULATIONS

PURPOSE:

This order establishes uniform regulations for Community Service Officers.

POLICY:

It is the policy of the Sacramento State Police Department that Community Service Officers will wear identifiable uniforms to enhance the Department's efforts in community relations, visibility, and crime prevention.

PROCEDURES:

A. FURNISHING OF CSO UNIFORMS AND EQUIPMENTS:

1. CSOs will be issued an initial basic uniform by the Police Department.
2. These issued items of uniforms and equipment will remain the property of the Police Department and will be returned when the CSO resigns.

B. UNIFORM CONDITION:

1. CSOs are required to maintain a clean, presentable uniform at all times.

C. DAMAGE UNIFORM/EQUIPMENTS

1. Uniforms and equipment that are damaged or otherwise unserviceable may be replaced by the Police Department.
2. The decision to replace the CSO uniform/equipment will rest with the CSO Program Coordinator.
3. The procedure to place a claim for uniform replacement is as follows:
 - a. The CSO shall submit a memorandum to the CSO Uniform Corporals, CSO Sergeants and CSO Program Coordinator.
 - b. The memorandum shall state the exact reason for the request (how the uniform/equipment was damaged).
4. Upon approval of the memorandum, the CSO shall surrender the item requiring replacement to the CSO Program Coordinator. The CSO Program Coordinator will provide the CSO with a replacement.

D. WEARING OF APPOINTED RANK:

1. All CSOs shall wear only the uniform of their particular designated rank.

E. WEARING THE UNIFORM OFF DUTY:

1. CSO uniforms shall be worn only while on duty with the Police Department.
2. While the CSO is traveling to and from duty, he/she shall wear a jacket or other type of clothing to cover any distinguishable portion of the uniform.

F. PERSONAL APPEARANCE STANDARDS:

1. In order to project uniformity and neutrality toward the public and other members of the department, CSOs shall maintain their personal hygiene and appearance to project a professional image appropriate for this department and for their assignment.
2. While on duty or representing the Department in any official capacity, tattoos or body art shall not be visible.
3. Hair must be kept clean and trimmed.
4. Male CSOs hair will not be longer than inch below the top of the ear on the sides; no longer in the front than the eyelids; and no longer in the back than the uniform collar.
5. Sideburns will be no longer than the bottom of the earlobe.
6. Mustaches will be no longer than the lower lip and the corners will be no longer than the lower lip.
7. Beards are not allowed without the prior authorization of the Chief of Police. CSOs should report for duty clean-shaven.
8. Female CSOs will wear their hair so that it is no longer than the horizontal level of the bottom of the uniform patch when the CSO is standing erect, or worn up in a braid or ponytail.

G. UNIFORM:

1. The following uniform is the only uniform recognized by the CSO program.
2. Short/long sleeve light blue uniform shirt with an open collar, white or black t-shirt or long sleeve undershirt, and dark navy-blue or black uniform pants.
3. Black leather shoes or boots must be worn and provided by the CSO. Socks should be black in color.

H. CSO EQUIPMENTS

1. **The following items of equipment shall be worn or carried when in uniform.**
 - a. Black nylon belt (1-1/2 inches wide).
 - b. Silver name plate, brass with black lettering.
 - c. CSUS Student Identification card or State identification.
 - d. Police uniform shoulder patches.

- e. CSUS Police Radio
- f. Two matching pens
- 2. **Metal Parts of Uniform:**
 - a. All metal parts of the CSOs uniform shall be brass in color
 - b. Flashlight:
 - 1. Flashlights are issued to CSOs to be used as a source of illumination.

I. UNIFORM CHANGES/CHANGES IN UNIFORM POLICY:

- 1. In the event that changes to the CSO uniform or to the CSO uniform policy are needed, these changes shall be made by written approval of the CSO Program Coordinator and the Chief of Police.

J. UNAUTHORIZED UNIFORM AND EQUIPMENT:

- 1. CSO uniforms are to conform to the requirements as defined in this Manual.
- 2. Unauthorized uniforms, unauthorized wearing of uniforms, or unauthorized wearing of equipment are grounds for disciplinary action by the CSO Program Coordinator and/or the Police Department.
- 3. SOs shall not carry unauthorized weapons or tools.