

WOLFEBORO POLICE DEPARTMENT

SOP 2.1

Date Issued: 12/27/2019

Review: 02/24/2021

[Note: This written directive is for the internal governance of the Wolfeboro Police Department and, as provided by RSA 516:36, is not intended and should not be interpreted to establish a higher standard of care in any civil or criminal action than would otherwise be applicable under existing law.]

By Order of:
Dean J. Rondeau, Chief of Police

GENERAL CONDUCT

Policy Employees will conduct themselves professionally and courteously when answering the telephone or greeting visitors at departmental facilities. This procedure includes interactions with fellow employees and with members of the public. Employees will make every effort to provide needed assistance without rudeness or undue delay.

Purpose This written directive establishes the guidelines and operating procedures for all departmental employees while interacting with each other and the public at large.

Responsibilities

Supervisors will monitor their subordinates' interaction with other employees and with the public to ensure that this procedure is followed.

Supervisors will enforce this procedure with their subordinates. They will set the standard for courtesy and provide a model for their subordinates to emulate.

Employees will conduct themselves professionally and courteously, to promote good public relations and to project a positive image.

Action

Officer Courtesy

Supervisors will ensure that work sites are staffed, and telephones are answered during the working hours of the work site, unless approved otherwise by the Chief of Police.

General Considerations

SOP 2.1
General Conduct

Employees will make every effort to answer each call and greet each visitor in a courteous and efficient manner. The employee greeting the visitor or caller will attempt to handle the request personally, but if the employee is unable to supply the requested information or service, he or she will make sure that the office or person to whom he or she refers the call is the appropriate one.

Answer all calls and greet all visitors immediately.

Do not use slang or profanity.

Telephone calls

Greet callers courteously with a statement identifying the work place and the title and name of the person answering.

If the person asked for is unavailable, offer to either take a message or transfer to the employee's voicemail. If it is necessary, that the caller must wait place the caller on hold. If the call has not been picked up after a reasonable time, ask if the caller wants to continue holding or to leave a message.

If it is necessary to transfer the call, inform the caller that he or she is being transferred. Stay on the line to be sure that the call goes through correctly. Personal information about an employee will not be given out over the phone. Home or personal phone numbers or addresses are not be release outside the chain of command unless approved by a supervisor.

Responding to Telephone calls and Mail

When possible, requests for information or action by telephone will be responded to immediately. When the person receiving the call must take a message for the intended recipient, the message must be thorough and include a callback number and the date and time it was taken. The message must be delivered and responded to within 2 business days of the original call, unless employee is on off days.

Visitors

Greet visitors courteously and call the appropriate staff member to notify them of the visitor. If the staff member is unavailable, offer to take a message or find someone else who can help him or her. If there will be a wait, estimate how long it will be and offer the visitor a seat.

Urgent Communications

SOP 2.1
General Conduct

Be responsive to the urgency of visitors and callers; If the matter is urgent, ask them if they need to interrupt a meeting or page the person they need. It is generally appropriate to interrupt a meeting for the person's supervisor but ask the person's supervisor first. If a call or visit is urgent, make extra effort to find the appropriate person.

E-mail

Department e-mail accounts will be checked by all employees at least once within each 24-hour period, during the course of his or her shift or as frequently as the employees' assignment dictates. Employees will immediately check his or her e-mail account upon return from approved leave, vacation, sick leave etc.

Audio, Video or Photographic Recording Devices

All employees shall be prohibited from interfering with a citizen's right to record police activity by photographic, video, or audio means. This prohibition is in effect only as long as the recording by the citizen does not physically interfere with the performance of an officer's duties.

All employees shall be prohibited from intentionally deleting or destroying the original or sole copy of any photograph, audio, or video recording of police activity created by a member of the public.

All employees shall be prohibited from intentionally deleting or destroying the original or sole copy of any photograph, audio, or video recording relating to any use of force described under the Use of Force.

Conduct unbecoming an officer – Shall include that which brings the department into disrepute or reflects discredit upon the member or employee, or that which impairs the operation or efficiency of the department, member or employee. Conduct unbecoming an officer is deemed to include, but not limited to the following:

1. Criminal behavior
2. Immoral behavior
3. Willful destruction of town property
4. Subversive actions against the Town, State or Nation
5. Drunkenness
6. Drinking on the job (except in the performance of a police duty, and then only with the specific consent of a supervisor)
7. Insubordination
8. Imprisonment

SOP 2.1
General Conduct

Insubordination – Failure or deliberate refusal of a police personal to obey a lawful order issued by a superior officer.

Department Letterhead – No police personal shall use the department letterhead for private correspondence or sending official correspondence out of the department without the general permission of the Chief of Police.