

City of Garden Grove  
**Police Department**

**General Orders  
Manual**



Todd D. Elgin  
Chief of Police

Courage λ Courtesy λ Commitment

# **GARDEN GROVE POLICE DEPARTMENT**

## **GENERAL ORDERS MANUAL**

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## STATEMENT BY THE CHIEF OF POLICE

Welcome to the Garden Grove Police Department, a nationally accredited law enforcement agency. The men and women of the Garden Grove Police Department are committed to professional standards and to providing the very best police services to our community.

This manual contains our Mission and Values statements as well as our General Orders. Familiarize yourself with the contents of this book as this will help guide you in your successful career with one of the finest law enforcement agencies in the United States.

By the authority vested in the Chief of Police by the Laws of the State of California and the Ordinances of the City of Garden Grove, I, Todd D. Elgin, adopt these General Orders for the administration of the Garden Grove Police Department. I reserve the right to alter, amend, revoke, or make additions to any of these General Orders. ALL PREVIOUSLY ISSUED GENERAL ORDERS ARE RESCINDED.

These General Orders are designed to guide employees of the Garden Grove Police Department in carrying out the duties and responsibilities imposed upon by them by law or necessarily assumed in carrying out the department's objectives.

It is important to remember that these General Orders are "guidelines." No rules or procedures can be established which embrace all situations; some things must be left to the discretion of the individual employee. Our style of policing encourages officers and employees to initiate problem-solving strategies and address community concerns. Employees must "balance" this high level of responsibility with the expectation that they adhere to the Department's written policies. Deviation from the policy requires demonstration that the action was necessary.

Any violations of these General Orders may be made the subject of discipline against employees responsible for such violations. When there is doubt as to the meaning or intent of a General Order, the employee should seek an interpretation.

The Garden Grove Police Department has adopted Community Policing - Garden Grove Style. Community Policing encourages a partnership between the community, the Police Department and private and public agencies. In support of Community Policing, our Mission Statement, our Values Statement, and these General Orders serve as your "guiding lights" and are to be considered aids in accomplishing your important tasks. Your willingness to adopt our Mission, Values and General Orders as your personal and professional code of behavior will be critical components of your success as an employee.

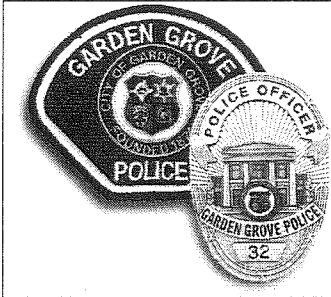
Sincerely,

A handwritten signature in black ink that reads "Todd D. Elgin". The signature is written in a cursive style with a large, sweeping initial "T".

Todd D. Elgin  
Chief of Police  
January 1<sup>st</sup>, 2015

## **CHAPTER 1 - THE GARDEN GROVE POLICE MANUAL**

- 1.1 - Department Rules of Conduct
- 1.2 - Disciplinary Procedures
- 1.3 - Grievance Procedures



**General Order: 1.1**  
**DEPARTMENT RULES OF CONDUCT**

Effective: December 18, 1973  
Last Revised: September 29, 2016

**PURPOSE**

The Department Rules of Conduct are published for the benefit of all employees and are intended to ensure conformance to departmental, local, state, and federal laws, statutes, ordinances, policies, and rules and regulations.

**POLICY**

It is the policy of the Garden Grove Police Department to provide all employees with a password that allows access to the network and in turn the General Orders. It shall be the responsibility of the employee to familiarize him/herself and comply with all such policies, orders, directives, rules and regulations of this department.

**VIOLATION OF RULES**

Employees shall not commit or omit any acts which constitute a violation of any rules, regulations, directives, orders, or policies of this department, whether stated in this General Order or elsewhere. Employees shall be responsible for their own acts, and they shall not shift to others the burden or responsibility for executing or failing to execute a lawful order or duty.

**TRANSITION FROM THE GARDEN GROVE POLICE MANUAL**

This General Order replaces Section II of the Garden Grove Police Manual. The section numbers for each of the Rules of Conduct will be placed in parentheses after the rule title. A violation of the Rules of Conduct will be described as, "Violation of General Order 1.1 - Rules of Conduct: Performance of Duty (2.1.9)."

**PROFESSIONAL CONDUCT AND RESPONSIBILITIES**

**Standard of Conduct (2.1.1)**

Employees' conduct shall, at all times, whether on or off duty, be governed by ordinary and reasonable standards of conduct and behavior.



Loyalty (2.1.2)

Loyalty to the department and to associates is an important factor in departmental morale and efficiency. Employees shall maintain a loyalty to the department and their associates that is consistent with the law and personal ethics.

Cooperation (2.1.3)

Cooperation between the ranks and units of the department is essential to effective law enforcement; therefore, all employees shall establish and maintain a high spirit of cooperation within the department.

Assistance (2.1.4)

Employees are required to take appropriate police action toward aiding fellow peace officers exposed to danger or in a situation where danger might be impending.

General Responsibilities (2.1.5)

Within the City of Garden Grove, employees shall at all times take appropriate action to:

1. Enforce in a reasonable and prudent manner all federal and state laws and local ordinances relating to the control of crime and regulation of conduct.
2. Take such action as may be necessary and operate in such a manner as to assure the citizens of the city that orderly activities of the community may proceed without disruption from criminal and irresponsible elements.
3. Be responsible for the protection of life and property from criminal attack and in emergency situations when the welfare of the community is threatened.
4. Cooperate with and assist citizens of the community and units of the city, county, state, and federal government with such problems and in such situations as customs and traditions dictate in matters both criminal and non-criminal.
5. Treat all persons equally and with fairness, regardless of race, ethnic group, creed, or social status; avoiding disrespectful or discourteous conduct.

Duty Responsibilities (2.1.6)

Employees of the department are always subject to duty although periodically relieved of its routine performance. Employees shall, at all times, respond to the lawful orders of superior officers and other proper authorities. Appropriate police action must be taken whenever required. The administrative delegation of the enforcement of certain laws and ordinances to particular units of the department does not relieve employees of other units from the responsibility of taking prompt, effective police action within the scope of those laws and ordinances when the occasion so requires. Employees assigned to special duties are not relieved from taking proper action outside the scope of their specialized assignment when necessary.

Insubordination (2.1.7)

Failure or deliberate refusal of any employee to obey a lawful order given by a superior officer shall be considered insubordination. Ridiculing a superior officer or his orders, whether in or out of his presence, is also insubordination.

Chain of Command (2.1.8)

Employees in doubt as to the nature or detail of their assignment shall seek such information from their supervisors by going through the chain of command. The chain of command shall be used in handling all departmental business.

Performance of Duty (2.1.9)

Employees shall perform their duties as required or directed by law, departmental rule, policy or order, or by order of a superior officer. All lawful duties required by competent authority shall be performed promptly as directed, notwithstanding the general assignment of duties and responsibilities.

Knowledge of Laws and Regulations (2.1.10)

Employees are required to establish and maintain a working knowledge of all laws and ordinances in force in the City of Garden Grove; the rules, regulations, and policies of the department; and the general and special orders of the department and divisions thereof. In the event of improper action, it will be presumed that the employee was familiar with the law, rule or policy violated.

Obedience to Laws and Regulations (2.1.11)

Employees shall observe and obey all laws and ordinances, all rules and regulations of the department, and all general, special and personnel orders of the department and divisions thereof.

Establishing Elements of Violation (2.1.12)

Existence of facts establishing a violation of the law, ordinance or rule, is all that is necessary to support any allegation of such as a basis for a charge upon which discipline may be imposed. It is not necessary that a formal criminal complaint be filed or sustained.

Courtesy/Sexual Harassment/Discrimination (2.1.13)

Courtesy (2.1.13(a))

Employees shall be courteous to the public and fellow employees. Employees shall be tactful in the performance of their duties, shall control their tempers, exercise patience and discretion and shall not engage in argumentative discussions even in the face of extreme provocation. In the performance of their duties, employees are discouraged from using coarse, violent, profane or insolent language or gestures. Gossiping about an employee of the department concerning issues of personal character or conduct to the detriment of the employee is prohibited.

Discrimination (2.1.13(b))

In the performance of their duties employees shall not express any prejudice or harassment concerning race, religion, politics, national origin, gender, life style or other personal characteristics.

Sexual Harassment (2.1.13(c))

Sexual harassment is prohibited. Unwelcome sexual advances, requests for sexual favors and other verbal, written, or physical conduct of a sexual nature, constitutes sexual harassment when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individuals.
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Official Business - Confidential (2.1.14)

Employees of the police department shall treat as confidential the official business of the department.

Communication - Unauthorized (2.1.15)

Employees shall not willfully communicate or give out any information, which may aid a person to escape arrest or delay the apprehension of a criminal or secure the removal of stolen or embezzled goods or other valuables.

Departmental Equipment, Use of (2.1.16)

Employees shall not use departmental stationery, forms, or other supplies and equipment for personal use except as authorized by a commanding officer/manager. Employees shall not drive, operate, or otherwise use any departmental equipment unless authorized to do so.

Record Information Use (2.1.17)

Employees shall not obtain or attempt to obtain any information from the department files or reports other than that to which they are entitled in the performance of their official duties.

Departmental Equipment, Control (2.1.18)

Employees shall maintain strict control of departmental equipment at all times to prevent loss, damage, or other misuse or abuse. Employees shall not allow anyone to drive, operate, ride in or on, or otherwise use any departmental equipment except as authorized or in the performance of official business.

Department Equipment - Radio Equipped (2.1.19)

Employees assigned radios or using radio equipped units during their official duties shall maintain radio contact with the station and keep the radio dispatcher advised of their radio status whenever possible.

Departmental Equipment - Report of Damage (2.1.20)

Any employee damaging (regardless of how slight) or losing departmental equipment shall report the circumstances immediately to his/her immediate supervisor.

Department for Mailing Address, Use of (2.1.21)

Employees shall not use the department as a personal mailing address, or for delivery of goods or merchandise purchased by them.

Endorsements and Referrals (2.1.22)

Employees shall not recommend or suggest in any manner, when acting in their official capacity, the employment or procurement of a particular product, professional or commercial service (such as an attorney, ambulance service, towing service, bondsman, mortician, etc.). When any such service is necessary in the performance of official duties, employees shall proceed in accordance with established departmental procedures.

Tickets, Fixing (2.1.23)

No employee of this department shall tamper with or attempt to fix any ticket or ask for any suspended sentence in any case in any court.

Internal Operation - Information (2.1.24)

All written information supplied to any city employee not employed at the Department, or any official or any civilian person or group pertaining to or affecting the internal operation of the police department shall be submitted to the Chief of Police for approval before it is issued. All official correspondence shall include the typed signature of the Chief of Police.

Firearms, Carrying of (2.1.25)

Sworn employees of this department who are on duty shall carry a firearm as prescribed in the General Orders.

Firearms, Firing of (2.1.26)

An employee who fires a weapon accidentally (on or off duty), intentionally on duty or in the performance of a police service, except on an approved range, shall immediately report the incident to a field supervisor or a Watch commander, who will then make notifications in writing via a memorandum through the chain of command to the Chief of Police. Employees shall not fire a weapon intentionally, on or off duty, except as authorized by law, General Order, or department policy, rules and regulations.

Firearms, Display of (2.1.27)

No employee shall display or draw a firearm except for inspection or use in connection with official duties. Employees shall exercise the utmost care and caution in the use of firearms at all times.

Employees are specifically prohibited from engaging in any form of "dry" shooting in any police building or public place, except as a part of a training course or inspection under supervision. This term is meant to include any form of aiming or trigger-pull practice, or the dropping of the hammer under any circumstances.

An employee carrying or wearing a weapon in civilian clothes (on or off duty) shall insure the weapon is not conspicuously exposed to view.

Firearms, Unloading (2.1.28)

An employee seizing or otherwise receiving a loaded firearm in the course of his/her official duties shall immediately unload the weapon unless it must remain loaded as evidence. If left loaded, it must be clearly marked and placed in the appropriate evidence storage area.

Firearms, Cleaning or Loading of - Restrictions (2.1.29)

The cleaning, repair, display, and loading or unloading of firearms is restricted to the locker rooms, briefing room, property and evidence, the SWAT Connix container, the department armory, and the department sally port weapon cleaning area. The muzzle of the weapon shall be placed in the provided accidental discharge containment system when loading, unloading or checking that the weapon is loaded or unloaded. All weapons shall be handled with the utmost safety at all times.

Evidence (2.1.30)

Employees taking any personal property or object into their possession in connection with their official duties either as personal property of a suspect, arrestee, or prisoner, or as evidence, or found property, or any other reason whatsoever shall as soon as reasonably practicable, "book" such property or object in the appropriate property storage area.

Supervisors, Conduct (2.1.31)

No supervisor or superior officer shall discipline, correct, or otherwise treat any subordinate in any manner that may humiliate or degrade that subordinate. No supervisor or superior officer shall intentionally discriminate against any subordinate personnel. No superior officer or supervisor shall order any subordinate to arrest or cite any person suspected of a misdemeanor violation of law witnessed by the superior officer or supervisor but not witnessed by the subordinate.

Visiting Prohibited Establishments (2.1.32)

Employees shall not knowingly enter or frequent any establishment (house of prostitution, gambling house, etc.) wherein the laws of the United States, the state, or the local jurisdiction are regularly violated except in the performance of duty or while acting under proper and specific orders from a supervisor.

Associations with Felons (2.1.33)

Employees shall avoid regular or continuous associations or dealings with persons whom they know, or should know, or have reason to believe are racketeers, sexual offenders, suspected felons, or who have a reputation in the community for present or past involvement in felonious criminal behavior, except as necessary to the performance of official duties, or where unavoidable because of other personal relationships.

Public Appearances and Statements (2.1.34)

Employees shall not publicly criticize or ridicule this department, its policies, or employees, verbally or in writing or other manner of expression, where such expression is defamatory, obscene, unlawful, undermines the effectiveness of this department, interferes with the maintenance of discipline, or is made with reckless disregard for truth or falseness.

Abuse of Position (2.1.35)

1. Use of Official Position or Identification

Employees are prohibited from using their official position, badges, official identification cards, or business cards:

- a. For personal or financial gain
- b. For obtaining privileges not otherwise available to them except in the performance of duty
- c. For avoiding consequences of illegal acts (such as traffic citations, driving under the influence, etc.)

Employees may not lend their identification cards or badges to another person, or permit them to be photographed or reproduced.

2. Use of Name, Photograph or Title

Employees shall not permit or authorize the use of their name, photographs, or official titles which identify them as members of the department, in connection with testimonials or advertisements of any commodity or commercial enterprise.

Failure to Meet Standards (2.1.36)

Employees shall properly perform their duties and assume the responsibilities of their positions. Employees shall perform their duties in a manner which will tend to establish and maintain the highest standards of efficiency in carrying out the functions and objectives of this department. Failure to meet standards may be demonstrated by a lack of knowledge of the application of laws required to be enforced; an unwillingness or inability to perform assigned tasks; the failure to conform to work standards established for the employee's rank, grade, or position; the failure to take appropriate action on the occasion of a crime, disorder, or other condition deserving police attention; absence without leave; unauthorized absence from the assignment during a tour of duty; the failure to submit complete and accurate reports on a timely basis when required or when directed by a superior.

Use of Force (2.1.37)

Employees will use reasonable force to accomplish lawful objectives. Employees shall use force in accordance with law and established departmental procedures. All department employees authorized to carry weapons are required to receive annual in-service training on the department's Use-Of-Force policies.

Use of Lethal/Less lethal Weapons (2.1.38)

Employees shall not use or handle lethal or less lethal weapons (such as chemical agents, batons, tasers or any other weapon that has been approved for department use) in a careless or imprudent manner. Employees shall use these weapons in accordance with law and established departmental procedures.

Arrest, Search, and Seizure (2.1.39)

Employees shall not make any arrest, search, or seizure which they know, or ought to know, is not in accordance with current law and established department policies and procedures.

Reporting Off-Duty Incident (2.1.40)

Employees shall report all law enforcement contacts (other than traffic infractions) when they are the suspect in or target of another agency's investigation, anytime they take official law

enforcement action in a situation, and when they witness the off-duty criminal conduct of another employee which results or may result in a law enforcement response.

## ORDERS

### Manner of Issuing Orders (2.2.1)

Orders from superior to subordinate shall be in clear and understandable language, civil in tone and issued pursuant to departmental business. Employees are required to obey any lawful order of a superior regardless of the method of conveyance.

### Unlawful Orders (2.2.2)

No commander or supervisory officer shall issue an order which is known to be in violation of a law or ordinance.

### Obedience to Unlawful Orders (2.2.3)

Obedience to an unlawful order is not considered a defense for an unlawful action; therefore, no employee is required to obey an order which is contrary to federal or state law or city ordinance. Responsibility for refusal to obey rests with the employee. The employee shall be strictly required to justify their action.

### Obedience to Unjust or Improper Orders (2.2.4)

Employees who are given orders they feel to be unjust or contrary to rules and regulations as differentiated from "Unlawful Orders" described in section 2.2.3, must first obey to the best of their ability (except when ordinary and prudent knowledge would indicate that the order would be detrimental to the department or city), and then may proceed to appeal the order by submitting a memorandum to the Chief of Police for his review and/or action.

### Conflicting Orders (2.2.5)

Upon receipt of an order conflicting with any previous order or instruction, the employee affected will advise the person issuing the second order or instruction of this fact.

Responsibility for countermanding this original command then rests with the individual issuing the second command. If so directed, the latter command shall be obeyed first. Orders or instructions will be countermanded or conflicting orders or instructions will be issued only when reasonably necessary for the good of the department. The person issuing the original command shall be notified in writing by the person issuing the second command of the action taken and the reason thereof.

### Reports and Appeals (2.2.6)

An employee receiving an unlawful, unjust or improper order shall at first opportunity file a memorandum to the Chief of Police. The report shall contain the facts of the incident and the action taken. Appeals for relief from such orders may be made at the same time. Extra departmental action regarding such an appeal shall be conducted through the office of the Chief of Police.

## **GENERAL CONDUCT ON DUTY**

### **Prohibited Activity (2.3.1)**

Employees are prohibited from engaging in the following activities while on duty, with the exceptions noted:

1. Sleeping, loafing, idling;
2. Recreation reading (except during breaks and meals);
3. Conducting personal business without supervisory approval (except during breaks and meals);
4. Gambling (except in the line of duty);
5. Excessive socializing with officers, city employees or citizens during the performance of official duty.

### **Loitering (2.3.2)**

Employees on duty or in uniform shall not enter taverns, theaters or other public places except to perform a police task. Loitering and unnecessary conversation in such locations is forbidden. Employees off duty and not on official standby status shall not loiter in department areas, other than those normally designated for use as recreation areas.

### **Relief from Assignment (2.3.3)**

Employees are to remain at their assignment and on duty until properly relieved by another employee or until dismissed by proper authority. No employee may relieve another employee who is on duty without the approval of his supervisor.

### **Meals and Breaks (2.3.4)**

Employees may suspend their police duty for a lunch or break period to be taken within their beats or assigned areas, subject to modification by their commanding officer. Meals, if eaten in a restaurant, shall be eaten in public view. Eating in a licensed liquor establishment, although not forbidden, is discouraged.

### **Reporting On-Duty Incidents (2.3.5)**

Employees shall promptly submit such reports as are required by the performance of their duties or by proper authority. Whenever an employee believes that misconduct has occurred, the employee shall submit a written memorandum to his/her immediate supervisor.

### **Reports, Falsification of (2.3.6)**

Employees shall not make or cause to be made false official reports, written or oral, nor shall they make false reports, written or oral, for the purpose of obtaining time off.

### **Honesty (2.3.7)**

Except as necessary in furtherance of their official duties, employees shall be honest and truthful in the performance of their duties on behalf of the department.



Absence without Leave, Tardiness (2.3.8)

An employee who fails to appear for duty on the date and at the time and place specified for so doing without the consent of proper authority is absent without leave. Absence without leave includes being late or totally absent for an assignment.

Inspections (2.3.9)

From time to time the Chief of Police, or delegated supervisors, may call for inspections of the department or any part thereof. Employees directed to attend such inspections shall report in the uniform prescribed carrying the equipment specified. Unauthorized absence from such inspection is chargeable as "absence without leave."

Meetings, Court Cases, Etc. (2.3.10)

Employees required to attend meetings, court cases, or other assignments by schedule, order of the department, or order of the court shall do so on the date and time specified and at the place designated. Failing to do so is chargeable as "absence without leave."

Absence, Notification (2.3.11)

Employees shall notify the on-duty Watch Commander at least one (1) hour prior to the assigned reporting time if they do not intend to report for assigned duty. The Watch Commander shall notify the employee's commander and/or immediate supervisor.

Smoking on Duty (2.3.12)

Employees shall not smoke or use tobacco products on duty while in direct contact with the public. The police facility has been designated as a no-smoking area. Employees shall not smoke or use tobacco products in City owned and leased vehicles.

Address and Telephone Numbers (2.3.13)

When hired by or assigned to the police department, employees shall immediately record their current address and telephone number with the department. Employees are required to have a telephone in the place where they reside. Changes in address or telephone number shall be reported to the police department within twenty-four (24) hours of the change. The appropriate form provided for the purpose of notification of these changes shall be used. Employees' home phone numbers and addresses shall only be disclosed to police department and City personnel on a need-to-know basis and according to law.

Marital Status (2.3.14)

Employees shall report all changes in their marital status, such as marriages, divorce, and deaths of dependents within twenty-four (24) hours thereafter, except when such employees are absent from the department for approved reasons in which case the report shall be made upon their return.

Prisoners, Mistreatment of (2.3.15)

An employee shall not willfully mistreat a prisoner or any person, but shall only use the amount of force necessary to affect an arrest or maintain control of a situation.

Uniforms, Wearing of (2.3.16)

All employees are required to wear proper uniform or civilian dress while on duty. In addition, employees are required to appear neat and clean at all times in public while on duty.

Identification (2.3.17)

All employees are issued a photographic identification card and if applicable a badge. Employees shall carry their badges, if applicable, and identification cards on their persons at all times, except when impractical or dangerous to their safety or to an investigation. They shall furnish their name and badge number to any person requesting that information, except when the withholding of such information is necessary for the performance of police duties, or is authorized by proper authority. Personnel, whenever possible and practical, should present their identification and badge when a request to view the identification has been made. This is to ensure the public can be certain the person they are dealing with is an employee of the Police Department. Additionally, all employees will verbally identify themselves as being a member of the Garden Grove Police Department when talking to citizens over the telephone, except in cases the verbal identification would jeopardize an ongoing police investigation.

Bulletin Boards (2.3.18)

Employees reporting for duty are required to check the main bulletin board, outside the downstairs locker rooms, respective divisional bulletin boards, schedules, department e-mail accounts and personal boxes and acquaint themselves with the events that have taken place since their last tour of duty.

Citizen Complaints (2.3.19)

Employees shall courteously and promptly accept and record in writing any complaint made by a citizen against any employee of any department policy or procedure. Employees may attempt to resolve the complaint, but shall never attempt to dissuade any citizen from lodging a complaint against any employee or any department policy or procedure. Employees shall immediately notify their superior officer of a complaint as required by department procedures. (Refer to General Order 4.8 - Internal Affairs Unit.)

**ALCOHOL AND DRUGS**

Departmental Premises (2.4.1)

Employees shall not bring into or keep any intoxicating liquor on departmental premises except when necessary in the performance of a police task. Liquor brought into the departmental premises in the furtherance of a police task shall be properly identified and stored according to established policy.

Consumption (2.4.2)

Employees shall not consume alcoholic beverages while off duty to the extent that evidence of such consumption is apparent when reporting for duty, and/or their ability to perform their duty is impaired. Employees shall not consume alcoholic beverages while on duty unless necessary in the performance of a police task and then only with the specified permission of

a commanding officer and never in uniform. Employees shall be responsible for their conduct at all times.

Intoxication (2.4.3)

Employees shall not at any time be under the influence of alcohol while on duty. They shall not, at any time off duty, be intoxicated in public.

Use of Drugs (2.4.4)

Employees shall not use any controlled substances, narcotics, hallucinogens, or marijuana except when prescribed in the treatment of employees by one legally authorized to prescribe such medication. When controlled substances, narcotics, or hallucinogens are prescribed, and the employee is taking these substances while on duty or in such close proximity to going on duty that it would create an effect, employees shall notify their superior officer. (NOTE: Controlled substances are defined under Section 11007 and Sections 11054 through 11058 of the Health and Safety Code.)

Supervisory Responsibilities (2.4.5)

Supervisors shall take appropriate action if they suspect any employee has consumed alcohol, drugs, or prescribed medication. The following behaviors may evidence such use:

1. Impaired speaking ability
2. Inability to perform work properly
3. Behavior is creating a safety hazard
4. Problems walking or other physical activity impairment
5. Presence of an odor of an alcoholic beverage on the breath

**GIFTS AND GRATUITIES**

Soliciting/Accepting (2.5.1)

Employees shall neither solicit nor accept free or discounted meals, drinks or other gratuities; the offering of which may be linked to their employment with the Garden Grove Police Department or the acceptance of which may cast an adverse reflection on the department. This does not preclude the Chief of Police from accepting donations on behalf of the Police Department.

Definition of Donation and Gratuity:

Donation: A gift or consideration to the Police Department which primarily benefits the community or the Police Department as a whole. Example: Command Post, Officer Elk, Vests, K-9's.

Gratuity: A gift or consideration given to the Police Department or an individual which does not benefit the community as a whole. Example: Free Coffee, Half-Price Meals.

Disposition (2.5.2)

Any unauthorized gift, gratuity, loan, fee, reward or other thing of value falling into any of these categories coming into the possession of any employee shall be forwarded to the office of the Chief of Police together with a written report explaining the circumstances of the receipt.

Free Admissions and Passes (2.5.3)

Employees shall not accept or solicit free admission to theaters or other places of amusement for themselves or others except in the line of duty.

Other Transactions (2.5.4)

Employees are prohibited from buying or selling anything of value from or to any complainant, suspect, witness, defendant, prisoner, or other person involved in any case which has come to the employee's attention or which arose out of the employee's departmental employment when such transaction might tend to cause adverse reflection on the department or any employee.

**REWARDS**

General (2.6.1)

Unless authorized by the Chief of Police, employees shall not accept any gift, gratuity or reward in money or other consideration for services rendered in the line of duty to the community or to any person, business or agency except lawful salary and any additional legal amounts set forth in the Salary Ordinance, or other city authorized programs.

**MISCELLANEOUS**

Personal Financial Obligations (2.7.1)

No public safety officer shall be required or requested for purposes of job assignment or other personnel action to disclose any item of his property, income, assets, source of income, debts or personal or domestic expenditures (including those of any member of his family or household) unless such information is obtained or required under state law or proper legal procedure, tends to indicate a conflict of interest with respect to the performance of his official duties, or is necessary for the employing agency to ascertain the desirability of assigning the public safety officer to a specialized unit in which there is a strong possibility that bribes or other improper inducements may be offered.

Political Activity (2.7.2)

Employees are prohibited from:

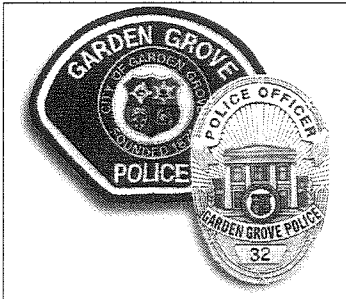
1. Using their official capacity to influence, interfere with or affect the results of an election. When on duty employees are to remain neutral in all situations, never rendering an opinion as to the qualifications of any candidate, potential candidate or issue.
2. Directly or indirectly, use, promise, threaten or attempt to use an official influence in aid of any partisan political activity, or to affect the result of any election to partisan or political office, or upon any other corrupt condition or consideration.
3. Engaging in any political activity while in the uniform prescribed for any officer or employee of the City of Garden Grove or during any hours in which he has been directed to perform his assigned duties.

Labor Activity (2.7.3)

Employees of the department shall have the exclusive right to form, join, and participate in the activities of employee organizations of their own choosing for the purpose of representation on all matters of employer/employee relations including, but not limited to, wages, hours, and other terms and conditions of employment. No employee shall be interfered with, intimidated, restrained, coerced, or discriminated against because of the exercise of these rights. Employee organizations may represent their individual employee members in individual employment relations with respect to all matters within the scope of representation.

Civil Litigation (2.7.4)

The employee shall have the right to bring civil suit against any person or group of persons, including heads or members of business, social, or educational organizations for damages suffered, either pecuniary or otherwise, or for abridgment of their performance of official duties. In addition to any administrative procedures available to the employee regarding the filing of complaint and grievances, any employee may institute an action in a civil court to obtain redress or grievances.



**General Order: 1.2  
DISCIPLINARY PROCEDURES**

Effective: December 18, 1987  
Last Revised: May 15, 2013

**PURPOSE**

The purpose of this General Order is to establish policies and procedures for the establishment of an effective and fair system of discipline for all department personnel.

All disciplinary action shall be administered for the purpose of insuring that the offense will not recur, and that the best interests of the city and the police department will be paramount. Discipline may be imposed as a counseling and educational process to assist an employee in meeting the minimum standards set by the department.

**GROUNDS FOR DISCIPLINARY ACTIONS**

The tenure of every employee shall be based on reasonable standards of personal conduct and job performance. Failure to meet such standards shall be grounds for appropriate disciplinary action, which shall be commensurate with the seriousness of the offense and with due consideration of the employee's prior performance and disciplinary record. All disciplinary action against any employee shall be based on and controlled by the provisions herein.

Causes for disciplinary action include, but are not limited to, violations of the Garden Grove Police Department General Orders Manual, Chapter 1 - Rules of Conduct.

**AUTHORIZED FORMS OF DISCIPLINE:  
INFORMAL OR POSITIVE DISCIPLINE**

The forms of discipline outlined below are considered informal or positive forms of discipline. These forms of discipline may be considered when evaluating a subsequent similar violation provided that such informal disciplinary action was recorded in writing at the time of the offense and the employee was afforded an opportunity to submit a written response thereto. Positive discipline may be reported to the Chief of Police at the option of the supervisor issuing the discipline or the employee receiving the discipline.

**Certification for Retraining**

Certification for retraining is when a violation was caused primarily by the employee being incompetent or inadequately prepared for his/her responsibilities, and it is in the best interest of the department that the employee undergoes additional training. The specific nature and procedure for a given retraining shall be determined by the Chief of Police and/or the employee's division commander/manager.

### Counseling

Counseling is when an employee is verbally made aware of his or her violation by a supervisor, but there are circumstances that impair the employee's ability to comply with the provisions contained herein; and action is taken by the supervisor to work with the employee in an attempt to correct the problem rather than take other disciplinary measures against the employee. The counseling may be documented on an "Employee Performance Log" form.

When a performance log is used to document the counseling, the supervisor shall not make reference to any potential future disciplinary action based upon the actions(s) or behavior of the employee discussed in the counseling session. For example, the concluding statement in a documented counseling on a performance log should simply read something like, "this performance log shall serve as documentation of this counseling session." Note: A counseling performance log does not entitle the employee to any type of appeal process, however, as with any Divisional performance issue, the employee may discuss the counseling performance log with the next highest level in the chain of command. The performance log is placed in the employees Division File for a one-year performance evaluation period.

### Division Discipline

Division discipline is any corrective action approved by the division commander not amounting to formal disciplinary action. The corrective action shall not be of a nature that would embarrass or degrade the employee. An employee receiving division discipline may request and may receive formal discipline in its place.

### Oral Reprimand

An Oral reprimand is when an employee is made aware of his or her violation verbally by a supervisor and is informed that he or she is in violation of a specific section contained herein and is instructed to comply in the future. The supervisor may make reference or comments on how similar action(s), behavior or policy violations may result in future potential punitive discipline.

The oral reprimand will be documented on a Garden Grove Police Department Intra-departmental Memorandum; however, a City of Garden Grove Personnel Action Form (PAF) is not completed. The Oral Reprimand is retained in the employee's Division File for one year from the date received.

In the event an Oral Reprimand is used to document a specific section contained herein, the employee may make an appeal to the next higher-level supervisor in the employee's chain-of-command.

The employee receiving the Oral Reprimand has four days in which to write a memorandum to the next highest level of supervision in the employee's chain of command, requesting a meeting on the matter. The finding by the supervisor is binding, and no further appeal process is allowed.

**AUTHORIZED FORMS OF DISCIPLINE: FORMAL OR NEGATIVE DISCIPLINE**

The forms of discipline outlined below are considered formal or negative forms of discipline and shall be considered as previous offenses when considering subsequent violations. A record of all negative discipline by an employee shall be maintained in the employee's permanent personnel file.

Written Reprimand

A written reprimand is a formal intra-departmental memorandum reprimand by a supervisor and approved by the Chief of Police, or his designee, finding a subordinate in violation of a specific section(s) contained in the Rules of Conduct and stating that the violator has been formally or officially reprimanded. The disciplined employee shall be advised of the finding in writing by use of the City of Garden Grove Personnel Action Form. In any disciplinary action resulting in a written reprimand, the Chief of Police need not require the employee to appear before him although the employee may demand and receive the reprimand from the Chief of Police personally.

In the event of a written reprimand, if an employee wishes to appeal the disciplinary action to a higher level, he or she may request a meeting with the Chief of Police via memorandum. The finding by the Chief of Police is binding, and no further appeal process is allowed.

Suspension

Suspension is the temporary removal of an employee's name from the city payroll and from his/her position and the seizing of his/her badge, identification card and department issued firearm, if applicable. The Chief of Police, or his/her designee, may suspend an employee for the good of the city or police service and for violating reasonable standards of personal conduct and job performance. Unless extended by approval of the City Manager, the maximum period of suspension shall be 30 working days. All suspension days shall run consecutively and shall not include any scheduled days off.

The department may choose to offer an employee who is subject to a suspension the alternatives of a salary step reduction or loss of accumulated vacation time of an equal monetary value, and has the right to utilize a mandatory step reduction as a form of discipline.

Demotion

Demotion is the reduction of an employee from a position in one class to a position in another class having a lower maximum salary rate. The Chief of Police shall advise the Personnel Officer in writing of his/her intention to demote an employee prior to taking such action.

Dismissal

Dismissal is the involuntary separation of an employee from the city service upon a sustained violation of General Order 1.1. The Chief of Police shall advise the Personnel Officer in writing of his/her intention to dismiss an employee prior to taking such action unless there are reasonable circumstances which prohibit such notification. In dismissing an employee, the Chief of Police shall make an order in writing, stating specifically the



cause for dismissal and the effective date of the dismissal. The Chief of Police shall give a copy of said order to the employee and forward a copy to the Personnel Director. The Chief of Police may allow the employee to resign in lieu of dismissal if he believes a resignation may be in the best interests of the city or police department and/or the employee.

### **DISCIPLINARY PROCEDURES**

Whenever a supervisor discovers that a subordinate may have violated the Rules of Conduct or engaged in other misconduct, he/she shall investigate the matter thoroughly and take immediate action. Investigations into alleged employee misconduct can be initiated at any level in the chain of command. Whenever an employee believes that a violation of General Order 1.1, Rules of Conduct, has occurred, the employee shall submit a written memorandum to his/her immediate supervisor. The supervisor has the responsibility to take appropriate action to ensure that the matter is investigated promptly and thoroughly.

Whenever an employee feels that his/her supervisor or any other supervisor in the department is in violation of the Rules of Conduct, General Order 1.1, he shall submit a memorandum to the Chief of Police detailing the circumstances. The Chief of Police or his/her designee will cause an investigation to be conducted.

If an investigation into alleged misconduct results in a conclusion that violation of General Order 1.1, Rules of Conduct, has occurred, then a recommendation for disciplinary action shall be initiated from within the bureau where the employee is assigned.

In all disciplinary actions other than positive or informal discipline, the supervisor shall prepare all memoranda and reports pertinent to the investigation for the Chief of Police, or his/her designee. The supervisor will include a recommendation of the disciplinary action to be taken. All pertinent reports and memoranda will be reviewed through the employee's chain of command.

All forms of positive or informal discipline may be carried out by a supervisor without the approval of his/her immediate supervisor or the Bureau Commander.

### **DISCIPLINARY INTERVIEWS**

If at any time during an investigation into misconduct it becomes necessary to interview a sworn employee of the department, the person conducting the interview shall adhere to all of the procedural rights afforded the employee under the Public Safety Officers Procedural Bill of Rights Act. (Government Code Sections 3300-3311 - this legislation is also referred to as "AB 301 Rights.")

There is no legal requirement to advise non-sworn employees of the procedural rights specified in the Public Safety Officers Procedural Bill of Rights; however, all interviews must be conducted under the following conditions:

GARDEN GROVE POLICE DEPARTMENT

General Order: 1.2

Disciplinary Procedures

1. The interview shall be conducted at a reasonable hour, preferably at a time when the employee is on duty, unless the investigation is such that an immediate interview is required. If an employee is interviewed during off-duty time, the employee shall be compensated for such off-duty time in accordance with regular department procedures.
2. The interview shall take place at either an office within the police facility or any other place agreeable to both parties.
3. The employee under investigation shall be informed prior to such interview of the nature of the investigation; the rank, name, and command of the officer in charge of the investigation; the interviewing officers; and all persons present during the interview. All questions directed to the employee being interviewed shall be asked by and through no more than two interviewers.
4. Interview sessions shall be for reasonable periods of time and shall allow for such personal necessities and rest periods as are reasonably necessary.
5. An employee being interviewed shall not be subjected to offensive language. No promise of reward or threat of disciplinary action shall be made as an inducement to answer or to elicit a specific answer to any question. An employee shall not be ordered to submit to visits or interviews by the press or news media. The employee's home address, photographs, or phone number shall not be given by the department to the press or news media without the employee's express written consent.
6. The complete interview of the employee including the identification by time of all recess periods shall be tape recorded, and there shall be no unrecorded questions or statements. At the request of the employee under investigation, a copy of the tape of the interview shall be made available to the employee if any further proceedings are contemplated by the department or any other agency known to the department. The employee may tape record the interview for his/her own use.
7. If the employee about to be interviewed is under arrest or is likely to be placed under arrest as a result of the interview, the employee shall be completely informed of the employee's constitutional rights under the Miranda decision prior to the commencement of any interview.
8. If the employee being interviewed is a peace officer and it appears that the officer may be charged with a criminal offense as a result of his/her misconduct, or the officer refuses to answer a question on the grounds that it may be self-incriminating, the officer shall be given a "Lybarger" warning. Such warning shall include advising the officer that although he/she has the right to remain silent and not incriminate him/herself, his/her refusal to answer a question may be deemed insubordination for which he/she may be disciplined, and that any statement made under the threat of disciplinary action could not be used against him/her in any subsequent criminal proceeding.
9. An employee about to be interviewed shall have the right to be represented by counsel, an employee association member, or anyone else not connected with the investigation. The representative may be present at all times during the interview(s), but may not participate or interfere with the investigation.
10. An employee shall have the right to name witnesses to be interviewed by the investigating officer.

### **DISCIPLINARY PROCEDURES FOR SPECIAL CIRCUMSTANCES**

When conducting Internal Affairs investigations into allegations of misconduct, it may become necessary to require an employee to:

1. Undergo a medical or laboratory examination, at the department's expense, when the examination is specifically directed and narrowly related to a particular Internal Affairs investigation being conducted by the department;
2. Be photographed, if no current photo is available in the department files;
3. Participate in a lineup; and
4. Submit financial disclosure statements.

All of the procedures outlined above will be completed in accordance with current state law, the Public Safety Officers Procedural Bill of Rights Act (California Government Code Sections 3300 - 3311), and any other applicable laws or current Memorandum of Understanding.

### **EMERGENCY ADMINISTRATIVE LEAVE**

Any Bureau or Division Commander/Manager has the authority to place an employee on immediate, paid administrative leave when it appears that such action is necessary and in the best interest of the department. The person issuing the suspension will notify his/her immediate superior and the Chief of Police of the action taken and prepare a written memorandum to the Chief of Police. The badge, identification, and department-issued weapon will be taken from the suspended employee. The employee may be placed on administrative leave with pay pending an investigation into the matter or notification by the employee's Bureau Commander.

An employee placed on emergency administrative leave by his/her Division Commander/Manager shall be required to report to his/her Bureau Commander the following working day at a specified time. The division commander/manager imposing the administrative leave shall also report to the Bureau Commander the following day and advise him/her of the action taken.

### **REPORTS OF DISCIPLINARY ACTION**

Whenever formal disciplinary action is taken or recommended, the format attached to this General Order is to be used. The report is to be directed to the Chief of Police via the chain of command.

At the conclusion of the formal disciplinary action, the supervisor initiating the discipline will complete a department Disciplinary Action Report. The report summarizes the discipline and is maintained in a file established by the Administrative Services Bureau Commander as a means of reviewing the number and types of disciplinary actions completed. The report also allows for consistency in the imposition of discipline for specific violations. A copy of the Disciplinary Action Report is attached to this General Order.

### **DISCIPLINARY RECORDS**

Counseling or positive disciplinary actions as authorized in this General Order may be documented at the discretion of the supervisor or manager on an Employee Performance Log or Intra-Departmental Memorandum. Any written documentation will be reviewed by the employee and placed in his/her personnel file at the division level. The employee shall have the opportunity to submit a written response thereto.

The file can be purged after all entries have been appropriately documented in the employee's annual evaluation or up to one year from the date of occurrence, whichever occurs first.

Formal or negative disciplinary actions shall be documented on a Personnel Action Form (attached) and a copy given to the employee and the Personnel Officer.

All documentation supporting the imposition of formal or negative discipline shall be reviewed by the employee, and placed in his/her permanent personnel file.

The employee may submit a written request that a disciplinary action be purged from his/her permanent employee file. The Chief of Police or his/her designee will make a final decision on the request.

### **NOTICE OF DISCIPLINARY PROCEEDINGS (SKELLY NOTICE)**

It is the policy of this department to adhere to the requirements of the Skelly decision and notify the employee of any pending disciplinary action that involves a loss of compensation. This includes discipline in the form of dismissal, suspension without pay, demotion, or punitive transfer if a pay decrease is involved. The employee is formally notified of the pending disciplinary action in the form of a standardized written memorandum. A copy of the investigation package, including copies of any tape recordings, and any other materials upon which the proposed disciplinary action is based, are given to the employee.

A sample of the Notice of Disciplinary Proceedings memorandum (Skelly Notice) is attached to this General Order.

### **DISCIPLINARY (SKELLY) MEETING**

The employee shall have the opportunity to respond orally or in writing to the proposed discipline. If the employee chooses to respond orally and in person, he/she has the right to be accompanied or represented by an individual of the employee's choice as long as that person is not associated with the investigation or the disciplinary action.

If the recommended discipline is a suspension of 80 hours or less, the Skelly meeting shall be held before a Bureau Commander (Captain). For any discipline more severe than an 80-hour suspension, the Skelly meeting shall be held before the Chief of Police.

At the conclusion of the Skelly meeting, the Bureau Commander or Chief of Police shall prepare a memorandum setting forth his/her decision as to the discipline to be imposed.

### **APPEAL PROCEDURES**

All authorized appeals of disciplinary actions shall be governed by Section 2.44.390 of the City of Garden Grove Municipal Code as follows:

1. The appeal procedure described herein shall apply to cases of disciplinary action resulting in suspension, reduction in pay, demotion, or dismissal. It shall not be applicable to written reprimands unless otherwise required by law. It shall not be applicable to at-will employees, probationary employees, temporary employees, part-time unbenefited employees, or members of appointive boards, commissions and committees.
2. Following a Skelly meeting, if requested by the employee, and/or a review of any documents or statements provided by the employee, the Human Resources Director shall cause to be served on the employee affected, by registered mail or personal delivery, a statement signed by the Appointing Authority of the final discipline, if any, imposed. This statement shall clearly inform the employee that he has the right, within seven (7) working days after receipt of this notice, to appeal the decision by filing a notice of appeal with the Human Resources Director.
3. If within the seven (7) day appeal period the employee involved does not file said notice of appeal, unless good cause for the failure is shown, the action of the Appointing Authority shall be conclusive with no further right of appeal.
4. If within the seven (7) day appeal period, the employee involved files such notice of appeal, a Hearing Officer shall be selected by mutual consent of the Human Resources Director and the Appellant from a panel submitted by the American Arbitration Association or such other source as is mutually agreeable.
5. The cost of the Hearing Officer shall be shared equally by the City and the Appellant, unless otherwise required by law.
6. At least ten (10) working days prior to the hearing, the Appellant shall have the right to submit to the Human Resources Director the names of City employee witnesses to testify on his behalf. These witnesses shall be made reasonably available by the City for their presence at the hearing.
7. The Appellant shall have the right to be represented at the hearing, which shall not be bound by technical rules of evidence.
8. After the conclusion of the hearing, the Hearing Officer shall notify the Appellant and the Human Resources Director of his decision. This decision shall be subject to review by the City Manager and City Council, with the review limited to the record regarding hearing procedures.

**NOTE:** Under the current Memorandum of Understanding between the City of Garden Grove and the Garden Grove Police Association, the above appeals procedures shall not be available for either a "Warning/Reprimand" or "Suspension" of less than one (1) work day.

GARDEN GROVE POLICE DEPARTMENT  
INTRA-DEPARTMENTAL MEMORANDUM

DATE: \_\_\_\_\_

FROM: \_\_\_\_\_ TO: Kevin J. Raney, Chief

SUBJECT: \_\_\_\_\_ DISCIPLINARY ACTION

Employee Involved:  
Date of Hire:  
Current Assignment:  
Shift - Days Off:  
Date of Violation:  
Prior Similar Discipline:  
(include dates)

**ALLEGATION(S):**

This section is to explain what the officer is accused of and the appropriate violation.

**FACTS:**

This section contains a factual statement of what transpired.

**INVESTIGATION:**

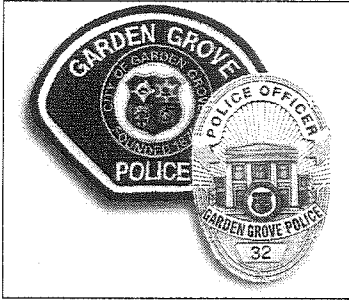
This section contains the details of the investigation.

**MITIGATING CIRCUMSTANCES:**

This section documents and gives consideration to any mitigating circumstances. Mitigating circumstances are those facts or other information that may affect the final recommendation.

**RECOMMENDATIONS:**

This section is a simple statement of the investigating employee's recommendation for the type of discipline to be imposed.



**General Order: 1.3  
GRIEVANCE PROCEDURES**

Effective: January 1, 1988  
Last Revised: May 25, 1993

**PURPOSE**

The purpose of this General Order is to establish grievance procedures for employees of the police department that are consistent with the conditions established in the Garden Grove City Council Resolution Number 4066-71 - Employee Relations.

**POLICY**

It is the philosophy of the City of Garden Grove Police Department that there should be free verbal communication between employee and supervisor. It is the intent of this General Order to establish a normal chain of command grievance procedure which will preserve the integrity of the organizational structure and at the same time provide employees a known means of voicing a grievance. A grievance may be presented by an individual employee or by a representative of a group of employees. It is the spirit and intent of these procedures that all grievances be settled quickly and fairly without any subsequent discrimination against employees who may seek to adjust a grievance, real or imagined.

**GRIEVANCE DEFINED**

A grievance is any difference of opinion concerning the interpretation of the Employee Relations Resolution, documents adopted pursuant to the resolution (such as Memorandums of Understanding), rules and regulations governing personnel practices, or working conditions. The grievance process as established is not applicable to matters covered by Garden Grove Municipal Code Section 2.44.390 - Appeal Procedure.

**PROCEDURES**

When an employee feels that he has a grievance as defined above, he may initiate formal action to secure a review of the grievance by top management. Such action should be used, however, only after informal appeal through discussion with the employee's immediate supervisor has not been successful.

**Step 1:**

If the problem cannot be resolved between the employee and the supervisor, the employee may, within seven calendar days from the date of receiving an answer from the supervisor, request and be granted an interview with the Bureau Commander (Captain) to discuss the grievance.

Step 2:

If the Bureau Commander and employee cannot reach a solution to the grievance, the employee may, within seven calendar days from the date of receiving an answer from the Bureau Commander, request and be granted an interview with the Chief of Police.

Step 3:

If the Chief of Police and the employee are unable to arrive at a satisfactory solution, the employee may, within 14 calendar days from the date of the decision by the Chief of Police, submit two copies of the grievance in writing, one copy to the Chief of Police and one copy to the employee's immediate supervisor. The written statement will include the following information:

1. The facts upon which the grievance is based
2. Allegation of the specific wrongful act and the harm done
3. The remedy or adjustment that the employee seeks

The supervisor will acknowledge receipt of the grievance by indicating the date, time and his name on the grievance and will forward it through his chain of command. The employee will be given a copy of the grievance after it has been received and acknowledged.

If the Chief of Police receives a grievance in writing, he and the City Manager will jointly analyze the facts or allegations and respond to the employee within 14 calendar days. The response shall be in writing, will affirm or deny the allegations, and will identify the remedy or adjustment, if any, to be made. The response will be considered an expression of city management's viewpoint, and will be final.

If the time limits at any step in the process elapse, the grievance shall be considered withdrawn. Time limits may be extended by mutual consent.

**EMPLOYEE REPRESENTATION**

A sworn employee of the department may be represented in the grievance process by a member of the Garden Grove Police Association or a person hired by the association to represent its membership. Civilian employees may be represented by a member of the Garden Grove Chapter of the Orange County Employees' Association or a person hired by the association to represent its membership.



**MAINTENANCE AND CONTROL OF GRIEVANCE RECORDS**

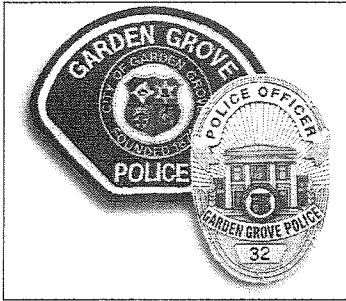
The Administrative Services Bureau Commander is responsible for the coordination of the grievance process and will establish a secure file for maintenance of records relating to all written grievances. Upon resolution of the grievance, or when procedural steps have been exhausted, all grievance documents will be forwarded to the Administrative Services Bureau Commander for storage. A second copy of the grievance and all applicable reports will be maintained by the city's Personnel Director.

**ANNUAL REVIEW OF GRIEVANCES**

An annual review of all grievances will be conducted at the direction of the Administrative Services Bureau Commander to determine the need to modify any department policies and procedures, and to identify areas of potential personnel problems.

## CHAPTER 2 - ADMINISTRATION

- 2.1 - General Orders Manual
- 2.2 - Oath of Office and Law Enforcement Code of Ethics
- 2.3 - Department Goals and Objectives
- 2.4 - Limits of Authority
- 2.5 - Use of Discretion
- 2.6 - Use of Physical Force
- 2.7 - Use of Firearms/Deadly Force
- 2.8 - Discharge of Deadly Force
- 2.9 - Use of Deadly Force Review Board
- 2.10 - District Attorney Procedures for Officer Involved Incidents
- 2.11 - Special Event Security
- 2.12 - Crime Prevention Program
- 2.13 - Field Training Program
- 2.14 - Notification of Deceased or Seriously Ill/Injured Persons
- 2.15 - Public Information
- 2.16 - Ride-Along Policy
- 2.17 - Purchasing Procedures
- 2.18 - Petty Cash Purchases
- 2.19 - Community Relations
- 2.20 - Diversion Programs and Social Services Referrals
- 2.21 - Administrative Fees
- 2.22 - Community Donations
- 2.23 - Trauma Support Team
- 2.24 - M-26 Advanced TASER (Repealed 7-1-12 and incorporated into GO 2.6)
- 2.25 - Biased Based Policing
- 2.26 - Budget Development and Implementation
- 2.27 - Limited English Proficiency Guidelines
- 2.28 - Building Safety/Security



**General Order: 2.1  
GENERAL ORDERS MANUAL**

Effective: January 11, 1988  
Last Revised: August 12, 2015

**PURPOSE**

The purpose of this General Order is to create and authorize the maintenance of the Department's computerized General Orders Manual for department policies, directives, orders, rules and regulations, and related procedures. These General Orders will form guidelines and delineate conduct that will enhance the effective and efficient operation of the department.

**POLICY**

The General Orders Manual will govern the operations within the Garden Grove Police Department. This resource will contain department-related policies intended for general dissemination and knowledge, and also include the procedural and instructional information necessary for department personnel to comply with the policy, order, directive, etc.

**DEFINITION OF TERMS**

**Policy**

A policy is a statement or description of a department attitude toward a given area. Such a statement or description shall be construed to be a framework within which personnel shall operate and also serve as a guide for decision-making.

**Procedure**

A procedure shall contain an established order of logical steps to be followed for the expressed purpose of complying with a departmental policy. Such steps shall be detailed enough to eliminate confusion, yet concise enough to be easily followed.

**General Order**

A General Order is a written directive that establishes a policy and procedures for carrying out the activities of the Garden Grove Police Department. General Orders apply to all department bureaus.

**Special Orders**

Special Orders shall be utilized for announcements, which concern specific personnel, such as transfers, promotions, etc. The Chief of Police or his/her designee is responsible for issuing all Special Orders.

### **Intra-Departmental Memorandum**

Inter-departmental memorandums (GGPD Form 317) are used for formal, written communication within the Department. Any employee can author an inter-departmental memorandum to document or convey administrative information.

Inter-departmental memorandums that address operational policy and procedural issues are to be authored by a Division Commander and approved by the respective Bureau Commander.

### **Training Bulletins**

Training bulletins are a means of informing personnel of new programs, laws, court decisions, products, equipment, and concerns applicable to law enforcement. The Professional Standards Division Commander is responsible for issuing and maintaining the training bulletins, then for ensuring they are distributed to all Department personnel via the Department's *PowerDMS* document management system for receipt and electronic signature.

## **ANNUAL REVIEW OF THE GENERAL ORDERS MANUAL**

The Planning and Research Division of the Administrative Services Bureau will initiate an annual review of all department General Orders in order to revise any outdated policies or directives.

## **AUTHORITY OF THE GENERAL ORDERS MANUAL**

All members of the department will read, will adhere to, and will be held accountable for the policies and procedures set forth in the General Orders Manual. Directives found in any other bureau or unit manual, i.e., Special Investigations Unit Operations Manual, Communications Manual, etc. are subordinate to and should correspond to departmental General Orders.

## **DISTRIBUTION OF THE GENERAL ORDERS MANUAL**

All sworn and non-sworn employees, through the Department's computerized data systems, have access to the current version of the General Orders Manual. These Orders can be accessed through any desktop computer located in the Public Safety Building. In case the Department's computerized data system is not accessible, a hard copy of the General Orders shall be kept in the office of the Chief of Police, the Watch Commander's Office, the Sergeant's Office, and the Special Services Building, which is sufficient for 24-hour accessibility by all personnel.

## **MANUAL ACCEPTANCE**

As a condition of employment, all employees are required to read and obtain necessary clarification of this Department's General Orders Manual. All employees are required to

electronically sign a statement of receipt acknowledging that they have read and understand each order.

All newly hired employees, as part of their orientation training, will receive instruction on accessing, reviewing and electronically signing for General Orders, Training Bulletins, and other documents distributed through the *PowerDMS* document management system. The department training officer will ensure every new employee receives this training and the appropriate electronic signatures are obtained.

All department employees will be responsible to check *PowerDMS* at least once each workweek. Important General Orders, training bulletins, manuals, as well as updates to these documents will be sent department-wide through this system.

### **RECEIPT OF NEW OR REVISED GENERAL ORDERS**

All Department employees are responsible for keeping abreast of all General Order revisions. The Accreditation Manager will forward the revised General Orders to all Department personnel via the Department's *PowerDMS* document management system. The Accreditation Manager will receive an electronic return showing that each employee received and electronically signed the revised General Orders.

### **REVISION AND ISSUANCE OF GENERAL ORDERS**

All suggested revisions of existing General Orders and proposals to add or delete General Orders must be submitted on the General Order Revision Request Form addressed to the department's Accreditation Manager to the employee's supervisor, division commander or manager. The General Order Revision Form is addressed to the department's Accreditation Manager to ensure that the revision is in compliance with the standards set forth by the Commission on Accreditation for Law Enforcement Agencies, Inc. The General Order Revision Form and attached documentation are reviewed by the Accreditation Manager and forwarded to the Administrative Bureau with a Staff Review of General Order Revision Form for review by the Chief of Police and Staff who will have the final approval on any revision of the current General Orders Manual. The Chief of Police may empower a manager of any unit or function of the department to develop and implement operating procedures.

All members of the department are encouraged to submit revisions or propose new sections for the General Orders included in this manual.

The Planning and Research Division of the Administrative Services Bureau is responsible for the numbering, dating, indexing, and computer distribution of all new or revised General Orders.

### **GENERAL ORDER FORMAT**

The individual General Orders will conform to the format that is shown on the following page.

1. The General Order will be selected by determining the appropriate chapter and subsequent order number in that chapter.
2. The effective date and last date that the order was amended will be shown.
3. The order will be indexed by all major subject areas that are included in the order.
4. A purpose statement will be included at the beginning of each order.
5. A policy statement (if applicable) and major procedures, sections, or areas will be identified by a centered, capitalized, and underlined heading that precedes the text.
6. Significant subheadings may be placed at the left-hand margin utilizing lower case letters. Important aspects of a policy or procedure or significant statements may be identified by the use of capitalization.
7. The use of masculine gender pronouns includes both male and female employees.
8. The original General Order documents will be stored within the Department's *PowerDMS* document management system.
9. All updated General Orders will be maintained in the General Order Master File maintained by the Accreditation Manager. The General Order Master File will provide a historical documentation indicating why a General Order was changed and a copy of each earlier edition should it be needed for reference.

### **APPENDIX: DEPARTMENTAL MANUAL SYSTEM**

The department maintains a number of manuals that provide operational and procedural guidelines for a specific bureau, unit, or function within the organization.

These manuals are considered a part of the written directive system of the department and are subject to the written policies covering the General Orders Manual.

This system of manuals includes, but is not limited to, the following:


Administrative Services Bureau Manual  
Communications Manual  
Digital Camera Training Guide  
Explorer Program Manual  
Felony Crime and Evidence Guide  
Field Command and Control Manual  
Field Report Writer Training Plan & Instruction Guide  
Field Training Instruction Guide  
Front Desk Handbook  
Front Desk Manual  
G.G. Emergency Operations Plan  
G.G. Hazardous Materials Area Plan  
G.G. Manual of Administrative Regulations

GARDEN GROVE POLICE DEPARTMENT

General Order: 2.1

General Orders Manual

G.G. Purchasing and Central Stores Manual  
Guidelines for Supervisors – Internal Affairs – Discipline/Performance  
Hard Times Gang Injunction Training Manual  
Homeland Security Advisory System (HSAS) Threat Condition Standard Operation Procedures  
Homicide Resource Guide  
ICS Forms Manual  
Jail Manual  
Job Classification Manual  
Master Reserve Officer Guide  
Mobile Field Force Manual  
Motor Officer Manual  
Motor Officer Training Manual  
Mounted Enforcement Unit Operations Manual  
Officer Involved Shooting (OIS) Protocol  
Police Cadet and Police Office Aide Manual  
Police Service Canine Program Operations Manual  
Probationary Public Safety Dispatcher Training Guide  
Records Manual  
Records Specialist Training Manual  
Report Writing Manual  
Sobriety Checkpoint Manual  
Supervisor's Leadership Manual  
Special Investigations Unit Operations Manual  
Special Weapons and Tactics (SWAT) Standard Operation Procedure Manual  
Training Needs Assessment Manual  
Volunteers In Policing (VIP) Manual  
Workforce Diversity Plan

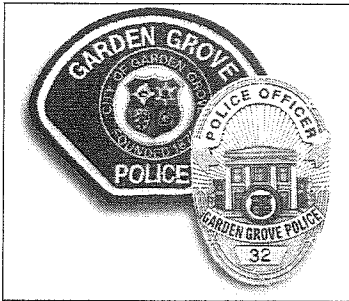
	<p style="text-align: right;"><b>General Order: Number</b> <b>TITLE OF THE GENERAL ORDER</b></p> <p style="text-align: right;">Effective: Last Revised:</p>
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**PURPOSE STATEMENT**

**POLICY (IF APPLICABLE)**

**MAJOR PROCEDURES, SECTIONS OR HEADINGS WITHIN THE GENERAL ORDER**





**General Order: 2.2**  
**OATH OF OFFICE AND LAW ENFORCEMENT CODE OF ETHICS**

Effective: January 1, 1988  
Last Revised: December 22, 2008

**OATH OF OFFICE**

All police personnel, prior to assuming sworn status, must take an oath of office to enforce the laws of the State of California and to uphold the Constitution of the United States.

The Oath of Office must be administered by the City Clerk or a deputy clerk for the City of Garden Grove, or the Chief of Police. The Oath of Office consists of the following statement:

I, \_\_\_\_\_, do solemnly swear (or affirm) that I will support and defend the Constitution of the United States and the Constitution of the State of California against all enemies, foreign and domestic; that I will bear true faith and allegiance to the Constitution of the United States and the Constitution of the State of California; that I take this obligation freely, without any mental reservation or purpose of evasion; and that I will well and faithfully discharge the duties upon which I am about to enter.

\_\_\_\_\_  
(Name of Officer)

City of Garden Grove

Subscribed and sworn before me this (date i.e. 6th day of October, 1999)

\_\_\_\_\_, Chief of Police

\_\_\_\_\_, Employee

\_\_\_\_\_, Witness

**CODE OF ETHICS**

All sworn members of the department will abide by the Law Enforcement Code of Ethics that has been adopted by the law enforcement profession as a standard for an officer's professional and personal conduct. All City employees are required to abide by the City Code of Ethics, refer to Garden Grove Municipal Code: Title 2: Administration and Personnel. Ethics training will be conducted, at a minimum, biennially.

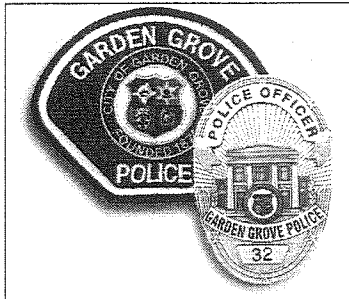
### **Law Enforcement Code of Ethics**

**As a Law Enforcement Officer**, my fundamental duty is to serve mankind; to safeguard lives and property; to protect the innocent against deception, the weak against oppression or intimidation, and the peaceful against violence or disorder; and to respect the Constitutional rights of all men to liberty, equality, and justice.

**I will** keep my private life unsullied as an example to all; maintain courageous calm in the face of danger, scorn, or ridicule; develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed in both my personal and official life, I will be exemplary in obeying the laws of the land and the regulations of my department. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept ever secret unless revelation is necessary in the performance of my duty.

**I will** never act officiously or permit personal feelings, prejudices, animosities or friendships to influence my decisions. With no compromise for crime and with relentless prosecution of criminals, I will enforce the law courteously and appropriately without fear or favor, malice or ill will, never employing unnecessary force or violence and never accepting gratuities.

**I recognize** the badge of my office as a symbol of public faith, and I accept it as a public trust to be held so long as I am true to the ethics of the police service. I will constantly strive to achieve these objectives and ideals, dedicating myself before God to my chosen profession . . . law enforcement.



**General Order: 2.3  
DEPARTMENT GOALS AND OBJECTIVES**

Effective: January 1, 1988  
Last Revised: September 1, 2000

**PURPOSE**

The purpose of this General Order is to establish the formulation, annual updating, and distribution of written goals and objectives for the Garden Grove Police Department and each bureau within the department.

**POLICY**

An annual written statement of the goals and objectives of the police will be developed at the beginning of each calendar year. A year-end review of these goals will be made and an annual report will be submitted to the Chief of Police by the end of March of the following year. The goals and objectives will also be included in the City's annual, fiscal year document.

**COMMUNITY POLICING GOALS AND OBJECTIVES**

Yearly objectives for the community policing goals will be developed by the personnel assigned to each one of the Community Policing Bureau divisions. Each Division Commander will hold a division meeting solely for the purpose of developing specific, measurable, and quantifiable objectives for each goal. These objectives shall be developed in conjunction with community policing philosophy and within the budgetary limitations of the department. Each member of the division is encouraged to submit input through his chain of command for the formulation of the year's objectives.

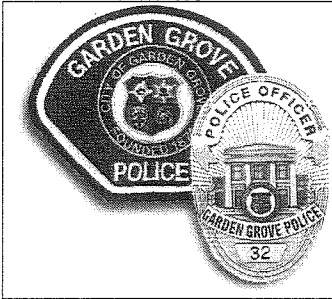
The Community Policing Bureau Commander and the Division Commanders will incorporate their accomplishments, guided by the annual goals and objectives, into the Department's Annual Report that is submitted to the City Council by the Chief of Police.

**BUREAU GOALS AND OBJECTIVES**

Each Bureau Commander (Captain) is responsible for the development of goals and objectives for the bureau and departmental divisions under his command. Managers and supervisors in each bureau will finalize the goals and objectives at the beginning of each calendar year. An annual report will be submitted to the Chief of Police by each Bureau Commander, documenting the accomplishments based upon bureau and division goals. Each employee assigned to a specific division is encouraged to submit input through his chain of command for the formulation of the year's objectives.

**DISTRIBUTION OF DEPARTMENT AND BUREAU GOALS AND OBJECTIVES**

The Department's Annual Report, containing accomplishments for the year will be made available to each employee.



**General Order: 2.4  
LIMITS OF AUTHORITY**

Effective: January 1, 1988  
Last Revised: March 19, 2015

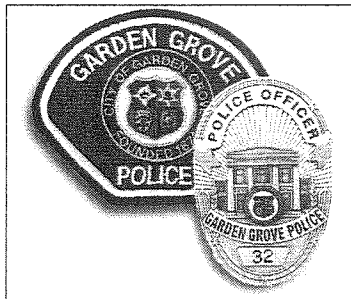
**PURPOSE**

The purpose of this General Order is to establish the legal authority that is vested in the sworn police officers employed by the City of Garden Grove.

**AUTHORITY**

California Penal Code Chapter 4.5, Section 830.1 establishes "any police officer of a city" as a peace officer. The authority of any such peace officer extends to any place in the State of California:

1. "As to any public offense committed or which there is probable cause to believe has been committed within the political subdivision that employs the peace officer or in which the peace officer serves; or
2. Where the peace officer has the prior consent of the chief of police, director, or chief executive officer of a consolidated municipal public safety agency, or person authorized by him or her to give such consent, if the place is within a city or of the sheriff, or person authorized by him or her to give such consent, if the place is within a county; or
3. As to any public offense committed or which there is probable cause to believe has been committed in the peace officer's presence, and with respect to which there is immediate danger to person or property, or of the escape of the perpetrator of the offense."



**General Order: 2.5  
USE OF DISCRETION**

Effective: January 1, 1988  
Last Revised: January 4, 1994

**PURPOSE**

The purpose of this General Order is to define discretion and to establish a policy for its use by the sworn personnel of the police department.

**DISCRETION DEFINED**

Discretion is defined as the freedom or authority to make decisions and choices.

**POLICY**

It is the policy of this department that when sworn members are faced with a situation where discretion can be exercised, they must carefully evaluate the circumstances and consider the following areas:

- Federal, state, and local statutes
- Case law
- Training
- Department policies and procedures
- The Mission and Values statement adopted by the Department
- Contemporary public opinion

The use of discretion is sharply limited in felony crime situations. A greater latitude of discretionary judgment is permitted in the investigation of misdemeanor and infraction offenses. Each officer will be held strictly accountable for his actions in these circumstances.



**General Order: 2.6**  
**USE OF PHYSICAL AND LESS-LETHAL FORCE**

Effective: January 1, 1988  
Last Revised: February 16, 2016

**PURPOSE**

The purpose of this General Order is to establish department policy and procedures for the use of physical force and to govern the use of less-lethal department-authorized weapons.

**PHYSICAL FORCE DEFINED**

*PHYSICAL FORCE IS THAT FORCE NECESSARY TO OVERCOME RESISTANCE, ACHIEVE COMPLIANCE, OR ANY USE OF DEPARTMENT ISSUED AND/OR APPROVED LETHAL OR LESS-LETHAL WEAPONS.*

**AUTHORITY FOR THE USE OF FORCE**

Section 835a of the California Penal Code states:

"Any peace officer who has reasonable cause to believe that the person to be arrested has committed a public offense may use reasonable force to effect the arrest, to prevent escape, or to overcome resistance.

A peace officer who makes or attempts to make, an arrest need not retreat or desist from his efforts by reason of the resistance or threatened resistance of the person being arrested; nor shall such officer be deemed an aggressor or lose his right to self-defense by the use of reasonable force to effect the arrest, prevent escape, or to overcome resistance."

**POLICY**

It is the policy of this department that each incident involving the application of any degree of physical or less-lethal force upon the person of another must be evaluated upon the facts of the particular incident.

Whenever any officer of this department, while in the performance of his official law enforcement duties, deems it necessary to utilize any degree of physical or less lethal force upon the person of another, the degree of physical force shall only be that which the officer believes reasonable and necessary to effect the arrest, prevent escape or overcome resistance.

An officer of this department will use only the force necessary to accomplish lawful objectives.

A punch is not a recommended substitute for a control hold or a pain compliance technique, when dealing with non-combative resistance. Non-combative resistance is defined as:

1. An individual does not respond to an officer's requests or commands and may be argumentative, or
2. An individual's verbal or non-verbal actions indicate he is not complying with the officer's requests or demands, or
3. An individual is actively resisting handcuffing techniques, but is reasonably under control by the officer(s).

### **USE OF LESS-LETHAL WEAPONS**

Officers are authorized to carry only the following less-lethal weapons:

1. Approved baton/ASP
2. Approved Chemical Agent
3. Approved "Less Lethal" Shotgun
4. Conducted Electrical Weapon (CEW)
5. PepperBall Delivery System
6. Approved 40mm "Less Lethal" single and multi-launchers and munitions
7. Approved 12 gauge "gas rounds" (SWAT Team only)
8. Approved 40 mm "gas rounds" (SWAT Team only)

Community Service Officers assigned as Field Report Writers are authorized to carry only the following less-lethal weapon:

1. Approved Chemical Agent

Officers will be trained in and will demonstrate proficiency in the use of these weapons at a POST certified recruit academy, upon employment and through an in-house retraining program. A certified Department instructor will train the Community Service Officers in the use of the approved chemical agent who must demonstrate proficiency in its use.

Any employee who doesn't demonstrate proficiency will be provided remedial training until they are able to do so. In-service training in the use of less-lethal weapons will occur at least biennially, except for the conducted electrical weapon (CEW) and carotid control hold, which will be done annually.

As with any use of force, the force must be reasonable to the situation applied. Taking into consideration the facts confronting the officer, approved less-lethal weapons may be used in a variety of situations, including but not limited to the following:

1. To de-escalate a dangerous or potentially dangerous situation.



2. When there is a potential threat of public or officer safety, including situations in which self-inflicted injury by a suspect may occur.
3. When immediate control is needed due to tactical considerations, such as safety and/or the potential for harm.

Less-lethal weapons are not intended to replace firearms or self-defense techniques. They may be used to control a dangerous or violent subject when deadly physical force does not appear to be justified and/or necessary; or attempts to subdue the subject by other conventional tactics have been, or will likely be, ineffective in the situation. Less-lethal weapons may also be used in situations where there is a reasonable expectation that it will be unsafe for officers to approach a person and take him or her into custody without the probability of injury to the officers or suspect.

Officers should be aware of the suspect's location and surroundings prior to discharging a conducted electrical weapon (CEW) to reduce the chance of collateral injury to the suspect from falling. The CEW should not be used in situations where the suspect is in proximity to, known to be in possession of or is contaminated with flammable liquids, gases, blasting or explosive materials, or any other highly combustible material that may be ignited by the device. The CEW shall only be used in accordance with the proper guidelines and instructions identified in the Department's training program. Nothing in this policy shall prohibit or discourage the use of other less-lethal weapons in conjunction with or prior to the deployment of the CEW.

There are several factors to consider prior to the deployment of less-lethal weapons. The following should be considered if the subject/suspect is:

1. at risk for arrest-related death (i.e. *known* long-term drug use, mental illness, drug influence.).
2. in a "high-risk" population such as pregnant, infirm, elderly, small child, or low body mass.
3. known to have seizure disorders.
4. less able to catch or protect him/herself (i.e. restrained, handcuffed, incapacitated, immobilized)
5. is running, in motion, or moving under momentum.
6. is operating or riding in a mode of transportation (i.e. vehicle, bus, skateboard, bike, escalator).
7. positioned so the optimum target area is not available or there is a high likelihood the intended target area will be missed.
8. not in a location where he/she can be immediately taken into custody by the officers available, or there are insufficient backup officers present to effect the arrest.

These factors should be considered; however, they are not necessarily an all-inclusive list.

**CARE SHOULD ALWAYS BE EXERCISED DURING THEIR USE. THE USE OF A LESS-LETHAL WEAPON(S) MUST BE DOCUMENTED IN THE FORMAT DESCRIBED BELOW.**

## **ORIENTATION AND QUALIFICATION FOR NEW EMPLOYEES**

All new sworn employees will complete an orientation and qualification with their authorized less-lethal weapons during their orientation program. The orientation program will include the issuance and instruction in all general orders related to the use of force. Should there develop an exception, the employee(s) can continue with their field training program, provided the employee(s) successfully passed an Academy's Firearms Training course (California POST approved). The minimum passing qualification score will be 80% of the highest possible score.

## **REPORTING THE USE OF FORCE**

Whenever an officer applies any degree of physical or less-lethal force upon a person while in the performance of his official duties, the officer will articulate the use of force in his arrest report.

The report will detail:

1. Justification for the use of physical force
2. The type of force applied (specify less-lethal weapon, if applicable)
3. The effect of the force upon the person
4. The subsequent actions taken by the officer

**NOTE:** If the District Attorney's Office is requested to investigate the matter, the involved officer(s) interview with the District Attorney's Investigator will suffice for the official report. Any necessary arrest and crime incident face page reports will be completed by the officer(s) involved. If the officer(s) elects not to give a voluntary statement to the District Attorney's Investigator, and the suspects remain outstanding or are subject to prosecution for related offenses, the Department shall retain the authority to require involved officers to provide sufficient information in related criminal reports to facilitate the apprehension and prosecution of those individuals.

The officer will notify a field supervisor as soon as possible if the application of physical or less-lethal force results in one of the following injuries:

1. Unconsciousness
2. Temporary vision impairment caused by a chemical agent
3. Any other injury requiring medical treatment

In the case where a baton, less-lethal shotgun, Pepper Ball, CEW, 40mm impact round or other instrument/object is used, a field supervisor will be notified as soon as possible. The field supervisor should also respond to the scene.

In the case of a dog bite, the canine handler will complete a Garden Grove Police Department K-9 Incident Report in addition to the above notification.

The on duty division sergeant will review arrest reports that involve the use of physical force.

### **DEADLY FORCE OR SERIOUS INJURY**

When an incident involving the discharge of deadly force occurs, the reporting and investigative procedures established in General Order 2.8 - Discharge of Deadly Force will be followed.

Any other use of force that results in a death or serious injury shall also follow the reporting and investigative procedures established in General Order 2.8 - Discharge of Deadly Force.

### **MEDICAL TREATMENT**

When an arrestee requires medical treatment as a result of physical force being applied, the procedures established in General Order 10.9 - Arrestee Transportation are to be followed.

Once the subject is in custody, the arresting officer shall notify an on-duty supervisor as soon as possible of the CEW deployment and summon paramedics to the scene and advise paramedics and the Emergency Room staff that the person has been subjected to the CEW. If the probes penetrate the skin, the puncture sites shall be brought to the attention of the on-duty supervisor, Paramedics and Emergency Room Staff. Only Emergency Room Staff should remove CEW probes that are embedded in the skin of the suspect. All subjects exposed to a CEW deployment must be cleared by emergency room personnel as soon as possible and prior to release from police custody. After examining the affected person, the Paramedics shall arrange for transportation of the suspect to the hospital via an ambulance.

Photographs shall be taken of CEW and less-lethal weapon related injuries. CEW probes that came into contact with only the suspect's clothing and did not yield a puncture to the skin below shall be booked as evidence. Photographs shall be taken of the clothing and uninjured skin underneath the clothing. CEW probes that have penetrated the body should be treated as Biohazard "Sharps" and photographs of all injuries caused by the probes shall be taken as evidence. Proper handling of the CEW probes is essential to avoid exposure to injury or the transmission of blood borne pathogens. The expended CEW probes shall be booked as evidence unless circumstances dictate that booking of such probes is not feasible.

In the event a subject is exposed to a "direct impact" of a Pepper Ball projectile, the arresting officer shall examine the effected person to determine if they are in need of medical attention. The exception would be if an individual flees and he or she cannot be located. Photographs of the impact sight shall be taken to document any impact related injuries. As soon as practical, the subject should be taken into fresh air and the officer should flush the suspect(s) eyes with water if needed.

In instances where a person is struck by 12 gauge or 40mm less lethal munitions, the subject shall be taken to a medical facility for examination as soon as practical. The exception would be if an individual flees and he or she cannot be located. Photographs of the impact site shall be taken to document any impact related injuries. The 12 gauge and/or 40 mm munitions casing, as well as the impact munitions shall be booked into property and evidence. An exception to this procedure would be in the event of a riot type situation where officer safety prohibits the collection of evidence and/or if the evidence cannot be located.

### **REVIEW OF THE USE OF FORCE**

A field supervisor must submit a Use of Force Review memorandum, directed to the Chief of Police, when the use of force is applied by use of a baton, less-lethal shotgun, conducted electrical weapon (CEW), a direct impact from a Pepper Ball projectile, or other less-lethal instrument/object; or any other use of force that results in death or serious injury. A field supervisor shall also prepare a Use of Force Review memorandum for any application, or attempted application, of the carotid restraint control hold, regardless of whether the use of the carotid restraint control hold resulted in loss of consciousness. Also, a field supervisor may submit a Use of Force memorandum after any use of physical force incident in which the supervisor feels it is necessary to report the incident in writing up the chain of command.

The memorandum will accompany all relevant reports and documents that pertain to the incident. The employee's Division Commander and Bureau Commander will review the package. The Bureau Commander may request that the Use of Deadly Force Review Board convene to review the circumstances of the incident. If a Use of Force incident is referred to the Use of Force Review Board, the employee(s), involved in the incident will be interviewed by the Internal Affairs Sergeant prior to the Board's review of the incident if the available reports or prior interviews are insufficient. The completed internal investigation, along with all reports, and any other necessary information requested by the board, will be provided to them. Refer to General Order 2.9 - Use of Deadly Force Review Board.

If a formal investigation is initiated, it will be conducted in compliance with the procedures established in General Order 1.2 - Disciplinary Procedures.

If the use of force and/or any other actions by the employee involves death or traumatic/serious injury to a person, the involved employee(s) will be placed on administrative leave with pay pending a mandatory interview with a department-recognized psychologist. If the psychologist is not called out or is unavailable at the time of the incident, the involved employee(s) Unit or Division Commander will request that the Training Manager arrange an appointment with the psychologist. The employee(s) Unit or Division Commander will insure that a City of Garden Grove Personnel Action Form is completed to document the administrative leave with pay. After consultation with the department psychologist, and a preliminary review of the incident, the employee(s) may be returned to full duty or modified duty based on what is in the best interest of the employee(s) and the department.

**CRIMINAL AND CIVIL LIABILITY**

The following state and federal code sections are relevant to the use of force and treatment of arrestees. All employees should be familiar with them.

147 PC - Inhumanity to Prisoners

148 PC - Resisting Public or Peace Officers

149 PC - Assault by Officers Under the Color of Authority

673 PC - Cruel and Unusual Punishments

692 PC - Lawful Resistance

694 PC - Lawful Resistance

835 PC - Method of Effecting Arrests/Resistance

843 PC - Force that May Be Used to Arrest Under a Warrant

43 Civil Code - Personal Rights

820a Government Code - Peace Officer Liability Same As a Citizen

Title 18, Section 241, 245 of the U.S. Code - Civil Rights Act

**GARDEN GROVE POLICE DEPARTMENT  
INTRA-DEPARTMENT MEMORANDUM**

**To:**

**From:**

**Date:**

**Subject: USE OF FORCE REVIEW**

This review is to be completed by an on-duty or on-scene supervisor when the use of force is applied by use of a baton, less-lethal shotgun, M-26 Advanced Taser, or other less-lethal instrument/object; or any other use of force that results in death or serious injury. Or when an employee discharges a firearm, on or off duty, intentionally or accidentally.

DR # \_\_\_\_\_

DATE OF INCIDENT \_\_\_\_\_

TIME OF INCIDENT \_\_\_\_\_

LOCATION OF THE INCIDENT \_\_\_\_\_

OFFICER(S) INVOLVED \_\_\_\_\_

NATURE OF THE CALL OR INCIDENT \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

TYPE OF FORCE USED  PHYSICAL  LESS-LETHAL WEAPON  FIREARM

NATURE OF THE INJURIES AND MEDICAL TREATMENT REQUIRED \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

SUMMARY OF THE ACTIONS OF THE OFFICER(S) INVOLVED \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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WAS AN OFFICER, POLICE EMPLOYEE, OR CITIZEN INJURED?  YES  NO

USE OF FORCE REVIEW/*Page 2*

IF YES, NATURE OF THE INJURIES AND MEDICAL TREATMENT REQUIRED

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WAS AN ACCIDENT REPORTING FORM COMPLETED?  YES  NO

IF YES, ATTACH A COPY

INVESTIGATOR(S) AND IDENTIFICATION TECHNICIAN(S) WHO RESPONDED, IF CALLED

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SUPERVISOR'S COMMENTS

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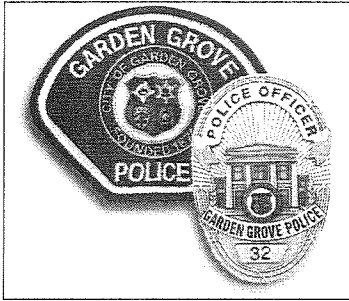
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SUPERVISOR'S SIGNATURE

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**General Order: 2.7  
USE OF FIREARMS/DEADLY FORCE**

Effective: August 1, 1972  
Last Revised: July 1, 2012

**PURPOSE**

The purpose of this General Order is to establish department policy on the use of firearms/deadly force. The department considers firearms to be defensive weapons to be used only when it appears reasonably necessary to protect human life or to prevent serious bodily injury.

**POLICY**

All sworn employees authorized to carry firearms will complete an instruction and qualification program as specified in General Order 3.17 - Firearms Training and Qualification. The employees will also receive and be instructed in the policies and procedures established in this General Order as well as General Orders 2.6 - Use of Physical Force and 2.8 - Discharge of Deadly Force.

IT IS THE POLICY OF THE GARDEN GROVE POLICE DEPARTMENT THAT OFFICERS MAY USE DEADLY FORCE ONLY AFTER THE OFFICER REASONABLY BELIEVES THAT THE FORCE USED IS NECESSARY TO ACCOMPLISH LAWFUL OBJECTIVES:

1. IN DEFENSE OF HUMAN LIFE, INCLUDING THE OFFICER'S OWN;
2. IN DEFENSE OF ANY PERSON IN IMMINENT DANGER OF DEATH, OR THE IMMINENT THREAT OF SERIOUS PHYSICAL INJURY;
3. THE USE OF DEADLY FORCE AGAINST A SUSPECTED FLEEING FELON MAY ONLY BE USED IN DEFENSE OF HUMAN LIFE, INCLUDING THE OFFICER'S OWN; OR IN DEFENSE OF ANY PERSON IN IMMINENT DANGER OF DEATH OR THE IMMINENT THREAT OF SERIOUS PHYSICAL INJURY.

**DEFINITIONS**

1. "Fleeing Felon" - A suspect who is attempting to avoid apprehension, reasonably believed to have committed or attempted to commit a forcible violent act, may or may not be armed, and would pose a threat of death or serious physical injury to others. No fleeing felony suspect should be presumed to pose an imminent threat to life in the absence of actions, which would lead one to reasonably believe otherwise. The officer's reasonable belief must be based on the subject's actions, which previously demonstrated a threat to, or the wanton disregard for human life.



2. Reasonable Belief - an objective belief determined by the facts and circumstances reasonably available to the officer at the time and viewed from the perspective of an ordinary reasonable peace officer in the same situation.
3. Serious physical injury - Grave harm or injury which causes or gives rise to the apprehension of danger to life, health, or limb.

### **WARNING SHOTS**

Officers should not discharge their weapons as a warning.

### **DISPOSAL OF ANIMALS**

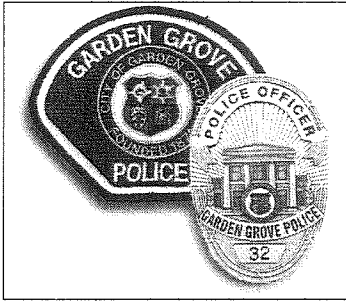
The use of firearms to kill an animal which is seriously injured, poses a real threat to the safety of humans, or to defend a police animal against an unanticipated or unexpected animal attack is approved WHEN NO OTHER DISPOSITION APPEARS REASONABLY AVAILABLE AND PRACTICAL. The safety of people must be given prime consideration. If practical, supervisory approval should be obtained prior to using firearms to kill an animal.

### **DISPLAY OF WEAPONS**

Unnecessarily or prematurely drawing and displaying a firearm limits an officer's alternatives in controlling a situation, creates unnecessary anxiety on the part of citizens, and may result in an unwarranted or accidental discharge of the firearm. Officers should not draw or display a firearm unless the circumstances surrounding the incident create a reasonable belief that it may be necessary to use the firearm in conformance with this policy.

### **SURRENDERING OF WEAPONS**

Officers should not surrender their firearms except as a last resort and only in the most extreme situations.



**General Order: 2.8  
DISCHARGE OF DEADLY FORCE**

Effective: August 1, 1972  
Last Revised: March 4, 2015

**PURPOSE**

The purpose of this General Order is to establish department policies and procedures in the event that an employee discharges a firearm.

**POLICY**

It is the policy of this department that whenever an employee intentionally or accidentally discharges a firearm, he will report the incident to his/her immediate supervisor or the on-duty sergeant, who will report the incident, via chain of command, to the Chief of Police. Exceptions to this policy are the discharge of a firearm for training and qualification purposes on the pistol range or in the course of a recreational event.

All arrest, crime, and supplemental reports that pertain to the incident will be completed prior to the end of shift by all employees involved in, witnessing, or having information regarding the incident. When the discharge of deadly force results in injury or death, and the Orange County District Attorney's Office is called in, the involved officers will complete a narrative report of the incident as directed by a supervisor.

If the discharge of a firearm by a Garden Grove Police Officer results in death or injury, the Orange County District Attorney's Office, as an independent body, will be requested to conduct an investigation into the incident. If the incident involves a Garden Grove Police Officer and occurs outside of the City of Garden Grove, the investigating agency will be urged to request the Orange County District Attorney's Office, or the district attorney's office that serves the jurisdiction, to conduct an independent investigation.

If an outside-agency officer is involved in a shooting in Garden Grove that results in injury or death, the District Attorney's Office will be requested to conduct an independent investigation into the incident.

Refer to General Order 2.10 - District Attorney Procedures for Officer-Involved Incidents.

All intentional or accidental discharges by a Garden Grove Police Officer, whether or not they involve death or injury, will be administratively investigated by the Garden Grove Police Department, Internal Affairs Unit. All discharge of deadly force administrative investigations will ultimately be forwarded to the Use of Force Review Board.

### **NOTIFICATIONS**

If the discharge of a firearm involves death or injury, the on-duty Watch Commander will notify the Internal Affairs Sergeant, the Crimes Against Persons Sergeant, the officer's unit or Division Commander, the Bureau Commander, the Chief of Police, and the assigned Duty Chief (if applicable). If the discharge does not involve injury, the Internal Affairs Sergeant and the Unit or Division Commander will be notified and other notifications will be made at the Unit or Division Commander's direction.

If an officer is injured, the Watch Commander will make arrangements for the notification of the officer's family and their transportation to the hospital. The notification should be made in person, and if possible, by a supervisor.

### **PROCEDURES FOR OFFICER-INVOLVED SHOOTINGS**

1. A field supervisor will assume command of the crime scene and insure that appropriate action is being taken to: provide first aid to the injured; detain suspects; identify witnesses; and secure evidence. The field supervisor should attempt to obtain a brief overview of the situation from any non-shooter officer(s).
2. The field supervisor will "freeze" the crime scene pending the arrival of Garden Grove Police Department Investigators and Orange County District Attorney's Office Investigators. It will be the responsibility of the Garden Grove Police Department to investigate any crime or incident (such as robbery) related to the officer-involved shooting.
3. The field supervisor or a ranking member of the department must assess the physical and emotional condition of the officers involved, if they are uninjured. Post-incident shock may occur. If the discharge of a weapon results in the death of a person, the officer(s) involved should be removed from the scene as soon as possible. If the incident results in injury, the officer may remain at the scene to assist investigators in "reenacting" the incident. In either case, the officer(s) should not be left alone. If the mental or emotional state of the officers suggests the need for medical attention, the on duty Watch Commander shall make such arrangements.

**NOTE:** In the event that there are no non-shooter officers, the supervisor should attempt to obtain a brief voluntary overview from one shooter officer. If necessary, the supervisor may administratively order any officer from this department to immediately provide public safety information necessary to secure the scene and pursue suspects. Public safety information shall be limited to such things as outstanding suspect information, number and direction of shots fired, parameters of the incident scene, identity of known suspects, and similar information. Absent a voluntary statement from any officer(s), the initial on-scene supervisor should not attempt to order any officer to provide other than public safety information.

GARDEN GROVE POLICE DEPARTMENT

General Order: 2.8

Discharge of Deadly Force

4. All collection of evidence from the involved officer(s) shall be completed in a timely and professional manner. The ranking member of the department must insure that the officer is treated with dignity by outside-agency investigators.
5. Once at the police department, the involved officers should be instructed not to discuss the specific incident with anyone other than authorized representatives. The following should be considered for the involved officer:
  - Any request for legal representation will be accommodated.
  - Although the department guaranties each officers individual right to representation, it expressly prohibits two or more involved officers/employees from meeting collectively or in groups with a representative prior to being interviewed by investigating officers.
  - Discussion with licensed attorneys will be considered privileged as attorney-client communications.
  - Discussion with departmental (e.g. Police Association) representatives will be privileged only as to the discussion on non- criminal information.
  - Discussion with the department psychologist will be considered privileged and will not be disclosed except to the extent that the officer is or is not fit for return to duty.
  - Discussion with Trauma Support Team personnel will be considered confidential. Refer to General Order 2.23.
6. Members of the Crimes Against Persons Unit (CAP) will be assigned to handle the department's investigation of related crimes. CAP investigators will be assigned to work with investigators from the District Attorney's Office, and may also be assigned to separately handle the investigation of any related crimes not being investigated by the District Attorney's Office. All related departmental reports, except administrative or privileged reports, will be forwarded to the CAP supervisor for approval.
7. Once public safety issues have been addressed, criminal investigators from the District Attorney's Office and the Crimes Against Persons Unit will be given the next opportunity to interview involved officers, in order to provide the officer with an opportunity to give a voluntary statement. The following shall be considered for the involved officers.
  - Supervisors and Professional Standards Division personnel should not participate directly in any voluntary interview of officers.
  - If requested, any involved officer will be afforded the opportunity to consult with a representative of his/her choosing or an attorney, prior to speaking with criminal investigators.
  - Any voluntary statement provided by the officer(s) will be made available for inclusion in the administrative investigation.
  - Absent consent from the involved officer or as required by law, no administratively coerced statement will be provided to any criminal investigators.
8. In the event that suspects remain outstanding or subject to prosecution for related offenses, the department shall retain the authority to require involved officers to provide sufficient information for related criminal reports to facilitate the apprehension and prosecution of those individuals. While the involved officer may write the report, it is generally recommended that such reports be completed by assigned investigators, who should interview involved officers as victims or witnesses. Since the purpose of

these reports will be to facilitate criminal prosecution, statements of involved officers should focus on evidence to establish the elements of criminal activities by involved suspects. Care should be taken not to duplicate information provided by involved officers in other reports. Nothing in this section shall be construed to deprive an involved officer of the right to consult with legal counsel prior to completing any such criminal report. Reports related to the prosecution of criminal suspects will be processed according to normal procedures, but should also be included for reference in the investigation of the officer-involved shooting.

9. If the shooting involves injury or death to a person, the involved officer(s) will be placed on ADMINISTRATIVE LEAVE WITH PAY pending a mandatory interview with a department-recognized psychologist. If the psychologist is not called out or is unavailable at the time of the incident, the involved officer's Unit or Division Commander will request that the Training Manager arrange an appointment with the psychologist. The officer's Unit or Division Commander will insure that a City of Garden Grove Personnel Action Form is completed to document the administrative leave with pay.
10. All officers who may have fired their weapons during the incident under investigation WILL BE REQUIRED TO SUBMIT THEIR WEAPONS FOR EXAMINATION AND TESTING BY RANGE AND/OR CRIME LABORATORY PERSONNEL. Officers will also turn in ALL expended ammunition and ALL ammunition carried by the officer for use in the weapon in question.

The department armorer will maintain at least one of each department-authorized handguns as replacement weapons in the event that an officer's weapon is retained as evidence. The on-duty Watch Commander will ensure that the replacement weapon and appropriate ammunition are issued to the officer in a timely manner.

11. The on-scene supervisor will complete a Use of Force Review memorandum ANYTIME an employee discharges a firearm, on or off duty, intentionally or accidentally. Exceptions to the above are range training and recreational events. Once reviewed by the Chief of Police, the Use of Force Review memorandum will be forwarded to the Professional Standards Division to initiate an administrative investigation.

### **ADMINISTRATIVE INVESTIGATION**

In addition to all other investigations associated with an officer involved shooting, the department will conduct an internal administrative investigation to determine conformance with department policy. This investigation will be conducted by the Internal Affairs Sergeant under the supervision of the Professional Standards Division and will be considered a confidential peace officer personnel file.

If any officer has voluntarily elected to provide a statement to criminal investigators, the Internal Affairs Sergeant should review that statement before proceeding with any further interview of that involved officer.

If a further interview of the officer is deemed necessary to determine policy compliance, care should be taken to limit the inquiry to new areas with minimal, if any, duplication of questions addressed in the voluntary statement. The involved officer shall be provided with a copy of his or her prior statement before proceeding with any subsequent interview.

In the event that an involved officer has elected to not provide criminal investigators with a voluntary statement, the assigned administrative investigator shall conduct an administrative interview to determine all relevant information. Although this interview should not be unreasonably delayed, care should be taken to ensure that the officer's physical and psychological needs have been addressed before commencing the interview.

If requested, the officer shall have the opportunity to select an uninvolved representative to be present during the interview. The Administrative interviews should be tape recorded by the department (the officer may also record the interview).

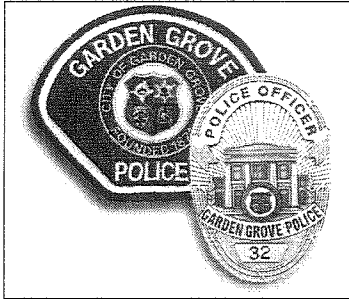
The officer shall be informed of all constitutional "Miranda" rights and, assuming no voluntary waiver, will then be given an administrative order to provide full and truthful answers to all questions. The officer shall be informed, however, that the interview will be for administrative purposes only and that the statement cannot be used criminally (Lybarger or Garrity admonishment). The administrative interview shall be considered part of the officer's confidential personnel file.

The Internal Affairs Sergeant shall compile all relevant information and reports necessary for the department to determine compliance with applicable policies. The completed administrative investigation shall be submitted to the Use of Deadly Force Review Board, which will determine compliance with the department's Use of Deadly Force Policy. Refer to General Order 2.9.

### **CIVIL LIABILITY RESPONSE TEAM**

The Internal Affairs Sergeant will also notify the department's legal counsel at the time of the shooting. The Internal Affairs Sergeant will be assigned to work exclusively under the direction of the department's legal counsel to assist in the preparation of materials deemed necessary in anticipation of potential civil litigation.

All materials generated in this capacity shall be considered attorney work product and may not be used for any other purpose. The Civil Liability Response Team is not intended to interfere with any other investigation, but shall be given reasonable access to all other investigations.



**General Order: 2.9  
USE OF DEADLY FORCE REVIEW BOARD**

Effective: January 1, 1988  
Last Revised: March 31, 2011

**PURPOSE**

The purpose of this General Order is to establish a process to review the use of deadly force by employees of this department.

**POLICY**

The Garden Grove Police Department is charged with the important responsibility of objectively evaluating the use of deadly force. It is the policy of this department to convene a Use of Deadly Force Review Board when the use of deadly force by any employee results in INJURY OR DEATH TO A PERSON.

The Use of Deadly Force Review Board will also investigate and review the circumstances surrounding every accidental or intentional discharge of a firearm, whether the employee is on or off duty, excluding range training or recreational use.

The Chief of Police may convene the Use of Deadly Force Review Board to investigate the circumstances surrounding any use of force incident.

**COMPOSITION OF THE BOARD**

The Use of Deadly Force Review Board shall be comprised of five persons: an Administrative Services Bureau Commander, a Patrol or Investigative Division Commander, the Training Manager and two non Administrative Sergeants. The Administrative Bureau Commander will serve as chairman. In the event that one of the members of the board is in the chain of command of the involved employee(s), another Bureau Commander or Division Commander may substitute for the members of the board.

The Administrative Services Bureau Commander will convene the board as necessary. It will be the responsibility of the Division or Unit of the involved employee(s) to notify the appropriate Bureau Commander of any incidents requiring board review. The Division or Unit Commander will also ensure that all relevant reports, documents, and materials are available for consideration and review by the board. **The involved Division or Unit Commander will also notify the involved employee that the Board will review the Use of Force Incident prior to the Board convening.**

### **RESPONSIBILITIES OF THE BOARD**

The Use of Deadly Force Review Board is empowered to conduct an administrative review regarding the circumstances of an incident. The officer or officers involved in the incident under review, will be interviewed by the Internal Affairs Sergeant prior to the meeting of the Board in conjunction with the procedures established in General Order 1.2 - Disciplinary Procedures. The board membership may request further investigation into the incident if necessary.

The board does not have the authority to recommend discipline. The board shall make a finding and a finding will be limited to one of the following:

1. The employee's actions were within department policy and procedures.
2. The employee's actions were in violation of department policy and procedures.

A finding will be the consensus of the board. After the board has concluded, the board chairman will submit a written report of the board's finding to the Chief of Police. A copy of the report format is attached to this General Order.

After review by the Chief of Police, a copy of the entire report will be forwarded to the involved employee's Division Commander for review and appropriate action.

At the conclusion of the review process, a copy of all relevant reports and information will be filed with the Internal Affairs Sergeant.

Once the board has reached its specific finding, the Training Manager may convene the separate Training Committee to address training needs and recommendations for the department without specific reference to the facts of the incident considered by the Board.



**GARDEN GROVE POLICE DEPARTMENT**  
**USE OF DEADLY FORCE REVIEW BOARD**  
**REPORT OF FINDINGS**

On \_\_\_\_\_, \_\_\_\_\_ were involved in an incident that warrants an objective evaluation by the Police Department. This report will summarize the incident, document the actions and findings of the Use of Deadly Force Review Board, and serve as a permanent record of the Department's effort to protect its employees and the community from unwarranted allegations of the misuse of physical, non-lethal or deadly force.

The Board met on \_\_\_\_\_ in the \_\_\_\_\_ Room of the Police Department.

Employee Involved:  
Date of Hire:  
Current Assignment:  
Shift/Days Off:  
Working Status:  
(Administrative Leave, IOD, Etc.)

Employees Interviewed:           None

Observers Present During the Meeting:           None

Weapon Involved: / Yes /       If yes, describe the weapon:

Synopsis of the Incident:

Findings of the Board:

Within Policy \_\_\_\_\_ Not Within Policy \_\_\_\_\_

Areas/Issues Discussed by the Board:

_____	_____	_____
Bureau Commander Chairman	Division Commander	Training Manager
_____	_____	
Sergeant	Sergeant	

Date: \_\_\_\_\_

Approval by the Chief of Police: \_\_\_\_\_

GARDEN GROVE POLICE DEPARTMENT  
General Order: 2.9  
Use of Deadly Force Review Board

Date: \_\_\_\_\_

Statement of the employee involved (to be completed prior to placing this report in the Use of Deadly Force file maintained by the Internal Affairs Investigator)

"I have read and received a copy of this report"

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_



**General Order: 2.10**  
**DISTRICT ATTORNEY PROCEDURES FOR OFFICER INVOLVED**  
**INCIDENTS**

Effective: January 1, 1988  
Last Revised: March 19, 2015

**PURPOSE**

The purpose of this General Order is to establish procedures for the use of Orange County District Attorney Investigators for officer-involved incidents.

**POLICY**

It is the policy of the Garden Grove Police Department to request that the Orange County District Attorney's Office conduct an independent investigation into any of the following incidents:

1. Officer-involved shooting resulting in injury or death
2. Custodial (holding cell) death or serious injury
3. Unusual death or serious injury case

An independent investigation requires that the District Attorney's investigative staff is in complete charge of the investigation. They originate all reports and coordinate all personnel. The police department will assign investigators to assist the District Attorney's Office, as necessary.

**SCENE SECURITY AND SUPERVISORY RESPONSIBILITIES**

Upon notification of an officer-involved incident that results in serious injury or death, a field supervisor will take command of the crime scene. The supervisor will insure that routine crime scene precautions are taken (separation of witnesses, preservation of evidence, assignment of police personnel). The supervisor will "freeze" the scene pending the arrival of the Orange County District Attorney's Office Investigators. If an officer is injured, the supervisor will assign a police officer to accompany the officer to the hospital.

Involved officers may remain at the scene; however, the field supervisor or ranking member of the department must assess the physical and emotional condition of the officers involved, if they are uninjured. Post-incident shock may occur. If the mental or emotional state of the officers suggests the need for medical attention, the supervisor or ranking officer at the scene shall make such arrangements.

THE INVOLVED OFFICER(S) SHOULD BE INSTRUCTED NOT TO DISCUSS THE SPECIFIC INCIDENT WITH ANYONE OTHER THAN AN ASSIGNED INVESTIGATOR OR A LEGAL REPRESENTATIVE.

If the death or injury is the result of the use of physical, non-lethal, or deadly force by an officer, the on-scene supervisor will complete a Use of Force Review memorandum and submit it to his Division or Unit Commander along with all applicable police reports.

### **NOTIFICATION**

The Crime Against Persons (CAP) Sergeant will notify the District Attorney's Investigators utilizing the call-out roster provided by them. If the Crimes Against Property Sergeant is handling the incident in lieu of the CAP Sergeant, then he or she will notify the District Attorney's Investigators utilizing the call-out roster provided by them. The notifying investigative Sergeant will provide the following information:

1. Type of incident
2. Time of incident
3. Location
4. Extent of injuries or deaths
5. Number of witnesses or officers involved
6. Agencies involved
7. Official in charge of the scene

### **FORENSICS**

The District Attorney's Investigators will notify and utilize the Orange County Sheriff's Department Forensic Science Team to conduct the collection, preservation, and examination of all evidence obtained during the course of the investigation.

The Crimes Against Persons (CAP) Sergeant or the Crimes Against Property Sergeant may notify the Orange County Sheriff's Department Forensic Science Team as part of his or her supervisory and/or investigative duties, providing the investigative Sergeant informs the District Attorney's Investigators that such a notification has been made.

The District Attorney's Investigators will notify the Coroner's Office, if applicable, and may consult with any pathologist, forensic scientist, medical expert or any other expert as deemed necessary to conclude the investigation.

The Crimes Against Persons (CAP) Sergeant or the Crimes Against Property Sergeant may notify the Coroner's Office as part of his or her supervisory and/or investigative duties, providing the investigative Sergeant informs the District Attorney's Investigators that such a notification has been made.

### **REPORTING**

The District Attorney's Investigators will collect and package all reports from all investigation sources and be responsible for maintaining the master case file on the incident. The investigators will be responsible for initiating the official written report of all interviews. The police department's joint investigation will be documented in police reports and memorandums, as necessary.

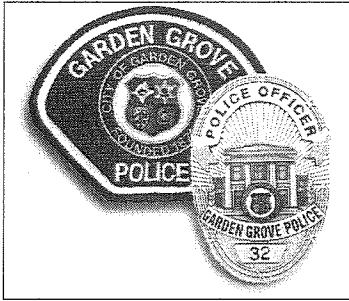
A copy of the completed investigative package will be delivered to the Chief of Police or his designee. These reports will ultimately be filed by the Internal Affairs Unit Sergeant.

### **PUBLIC INFORMATION**

The District Attorney's Office will request that the police department limit the content of any media release to the following information:

1. Information that is contained in public record
2. That an investigation is in progress
3. The general scope of the investigation, including a description of the offense
4. A request for public assistance in apprehending a suspect or in any other matters relating to the incident

Employees must adhere to the guidelines and procedures established in General Order 2.15 - Public Information.



**General Order: 2.11  
SPECIAL EVENT SECURITY**

Effective: January 1, 1988  
Last Revised: July 1, 2009

**PURPOSE**

The purpose of this General Order is to establish the supervisory responsibility and the basic procedures for planning and handling the security for very important persons (V.I.P.). **Very Important People** are generally defined as high-ranking governmental officials and/or dignitaries who will require security from the Department to ensure their safety.

**SUPERVISION**

A lieutenant shall be assigned the responsibility for coordinating police services for V.I.P. protection and other special events. The lieutenant may delegate certain functional authority to a selected sergeant; however, the lieutenant retains the ultimate responsibility for insuring the overall success of the operation. This assignment generally falls under the responsibility of the SWAT Commander.

**V.I.P. SECURITY**

The following procedures must be considered as a minimum for the planning of any V.I.P. security assignment. A written plan for the event will include:

1. Personnel and equipment necessary for the successful completion of the assignment must be made available. Equipment may include, but is not limited to, special vehicles, body armor for both V.I.P. and security officers, and special weapons.
2. Travel routes must be carefully planned and reconnoitered prior to the assignment date. Alternate routes must be available.
3. All plans must include the identification of medical aid support such as the identification of emergency first aid, ambulance services, and nearest medical facilities.
4. All sites and facilities to be used or visited by the V.I.P. must receive an advance inspection(s).
5. Arrangements for gathering intelligence information must be made. It is extremely important that information be shared with outside agencies involved in the operation.
6. The cooperation and coordination between operational units within the department and with outside agencies is critical to the success of the assignment.
7. The plan must include provisions to insure that personnel are equipped with radios and clear radio frequency to provide adequate communications capability.
8. When multi-agencies are involved, an identification system must be utilized for involved personnel to identify one another.

### **OTHER SPECIAL EVENTS**

Planning is vital to the successful handling of any special event. A special event can be described as any meeting, activity, parade, gathering, or group of persons, animals, or vehicles, or a combination thereof, having a common purpose, design, or goal, upon any public street, sidewalk, alley, park, or other public place or building which special event substantially inhibits the usual flow of pedestrian or vehicular travel or which occupies any public area or building which results in preemptive use by general public or which deviates from the established use. A written operational plan should include (Refer to G.O. 15.6 Critical Incident Response Plan – Operations):

- Coordination of both inside and outside agency resources including the consideration of a mutual aid request
- Traffic direction and control including the following:
  - Ingress and egress of vehicles and pedestrians
  - Parking and parking prohibitions
  - Alternate traffic routes
  - Emergency vehicle access
  - Emergency routes shall be designated for emergency vehicles
  - Temporary traffic controls
  - Potential traffic problems
  - Contingency plans for traffic direction and control.
- A plan for allocation of personnel and equipment that takes the following into consideration:
  - Provisions for access to and from the event by pedestrians and vehicles, including emergency vehicles
  - Availability of parking areas
  - Parking for the event shall be clearly designated and easily accessible
  - Spectator control
  - Effect on public transportation;
  - Provisions for access by news media

Provisions for alternate traffic routes and temporary traffic control devices;

All required road closure documents and a site plan

- Crowd Control including the following:
  - An estimate of attendance
  - An estimate of participants
  - Potential problems if alcohol will be served
  - Contingency plan for mass arrests
- The decision to use a single specialty unit such as S.W.A.T

#### **FINAL REPORT**

After each Special Event, an after action report will be completed. The purpose is to give a general critique of the planning and execution of all V.I.P./Special Event activities.





**General Order: 2.12  
CRIME PREVENTION PROGRAM**

Effective: September 1, 1987  
Last Revised: March 19, 2015

**PURPOSE**

The purpose of this General Order is to establish the Garden Grove Police Department's philosophy regarding crime prevention.

**POLICY**

The Garden Grove Police Department is committed to the development and perpetuation of community crime prevention programs. It is the responsibility of every member of the police department to work towards achieving the department's crime prevention objectives. Personnel who are fluent in foreign languages will be utilized to assist in the presentation of crime prevention programs as needed. The department recognizes the need to establish close ties with the community and to respond to changing needs by preserving liaisons with interested community groups, neighborhood organizations, and business leaders.

**COMMUNITY LIAISON DIVISION**

The Community Liaison Division of the Community Policing Bureau is responsible for the community relations, crime prevention, and community outreach efforts of the Police Department. The Division is managed by a civilian and is comprised of civilian Community Service Officers (CSO's). The CSO's will work closely with patrol personnel, detectives, and civilian personnel to ensure that the prevention of crime remains a high priority within the organization.

**CRIME PREVENTION OBJECTIVES**

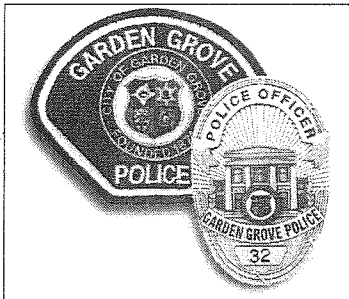
The police department's crime prevention program objectives are as follows:

1. To develop effective methods for teaching preventive techniques to potential victims of crimes.
2. To reduce the opportunities within the community for the commission of criminal acts, through the development of a program of public education on matters of home and business security, property identification, and personal protection for adults and children.
3. To coordinate the development of Neighborhood Watch programs.
4. To participate in community problem solving efforts and help identify solutions to specific neighborhood and business crime problems.

5. To target programs which address and are based upon the perceptions or misperceptions of the community concerning crime.
6. To convey information transmitted from citizens' organizations through the proper channels of the police department.
7. To conduct the crime prevention programs necessary for the successful completion of the Department's Goals and Objectives.
8. Evaluate the effectiveness of crime prevention programs.

**CRIME PREVENTION INPUT INTO THE DEVELOPMENT PROCESS**

Members of the Garden Grove Police Department will provide information about community crime issues and crime prevention suggestions to City officials responsible for development and/or revision of zoning policies, building codes, fire codes, and residential and commercial construction permits. Police personnel will participate as members of the City's Planning Coordinating Committee (PCC), the Economic Development and Improvement Committee (EDIC), and the Neighborhood Improvement Committee (NIC).



**General Order: 2.13  
FIELD TRAINING PROGRAM**

Effective: February 9, 1976  
Last Revised: March 3, 2014

**PURPOSE**

The purpose of this order is to establish the Field Training process.

**POLICY**

New officers and reserves that have graduated from a police academy must be trained as specified in the manual titled "Field Training Plan of Instruction." A manual, titled "Field Training Instruction Guide," is given to the new officer, who shares the manual with his/her assigned Field Training Officer. The Field Training Officer must comply with the requirements of the program, obtaining the necessary forms from the Field Training Coordinator. When the training is complete, the training manual is returned to the Field Training Coordinator.

Master Officers and Corporals should generally be used as Field Training Officers, but experienced patrol officers may be utilized. In either case, Field Training Officers must have two years of patrol experience and have attended a POST certified Field Training Officers course.

**SUPERVISION**

The Field Training Coordinator is the sergeant assigned to the Professional Standards Unit - Personnel. The Field Training Officers are supervised by the sergeant to whom they are assigned.



**General Order: 2.14**  
**NOTIFICATION OF DECEASED OR SERIOUSLY ILL/INJURED**  
**PERSONS**

Effective: January 1, 1988  
Last Revised: September 1, 2000

**PURPOSE**

The purpose of this General Order is to establish a consistent method for notification of next of kin in cases involving seriously injured, ill or deceased persons.

**POLICY**

As a general course, members of this department will not make notifications to next of kin in situations where a person is deceased, seriously injured or seriously ill. Notifications will generally be made by other parties as set forth below, however if circumstances dictate we will make the notifications.

**PROCEDURE**

***Deceased Persons***

Notification of the next-of-kin in situations of death should be handled by a representative of the Orange County Coroner's Office.

The Coroner's Office has, over the years, established a system of notification, which encompasses all of the necessary requirements of the law, as well as, being able to provide other necessary information that might be requested.

***Seriously Injured or Ill Persons***

Notification or contact with next of kin in situations involving hospitalized persons should be handled by a representative of the hospital administering aid to the injured or ill person.

Most hospitals within the county currently have staff positions (social worker or chaplain) who handle notifications to next of kin.

***Special Requests***

Should any outside agency specifically request assistance from this department to "deliver an emergency message," sufficient information should be obtained to answer those obvious questions, which might be asked by the next of kin.

In cases of death where notification is requested from an outside agency, it is recommended, that if possible, the request be referred to the Coroner.

**EMPLOYEE DEATH AND INJURY NOTIFICATION**

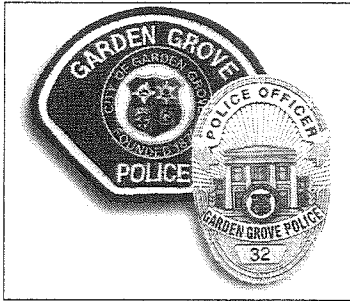
An on-duty Division Commander shall be immediately notified in the event of any incident involving the serious injury or death of an employee of the department. Any employee receiving information of the death or serious injury of an employee shall immediately notify an on-duty field sergeant, who in turn will notify the Chief of Police.

In the event of an "in the line of duty" death or serious injury of an employee, the family of the employee shall be notified as soon as possible by the Chief of Police or his designee. If the Chief of Police is unavailable, notification will be made by the employee's Bureau Commander, an on-duty Division commander or their designee.

The police department will provide victim services through a recognized employee assistance program, i.e. Life Link, or the department psychologist. Services provided may include:

- Counseling the family at the hospital;
- Supporting the family at the funeral and burial;
- Helping the family with legal and benefits matters;
- Maintaining long term contact with the family.

The family of an employee not seriously injured, but requiring hospitalization, shall be immediately notified by the department, and appropriate assistance rendered to the family.



**General Order: 2.15  
PUBLIC INFORMATION**

Effective: January 1, 1988  
Last Revised: January 29, 2007

**PURPOSE**

The purpose of this General Order is to establish the department's public information policies and to describe procedures and responsibilities for the release of information to the news media.

**POLICY**

It is the policy of the Garden Grove Police Department that members of the department shall provide accurate and timely information to the community and all news media on a fair and equal basis without jeopardizing the rights of crime victims or suspects; compromising the security of any investigation; breaching any confidential relationship; and in compliance with all applicable laws and regulations.

**RELEASE OF INFORMATION**

The breakdown of the media team and terminology is as follows: There will be a "Primary" Spokesperson or PIO for the department. This sworn Lieutenant will be responsible to coordinate information releases from the Office of the Chief of Police. The four Watch Commanders will be the designated spokesperson unless they designate otherwise. On days that the Primary PIO or designated spokesperson (Watch Commander) is unavailable, the duty of releasing information to the media will be the responsibility of a field sergeant. The field sergeant can designate an employee to disseminate information to the media.

It shall be the responsibility of the designated or assigned spokesperson to prepare and release factual information to the news media regarding all major departmental incidents, major crimes, or other newsworthy events. The responsibility for preparation of a news release may be delegated to a supervisor, officer or member of the department that has firsthand knowledge of the event or topic. In situations involving a major incident, the on-duty Watch Commander will coordinate with the primary PIO to determine who will represent the department.

In the case of feature stories, "in-depth" articles or series that require significant department time and effort, it will be the responsibility of the primary spokesperson to coordinate and release this information to the media. Realizing that these stories may involve information from a variety of sources, the primary spokesperson will gather information through coordination with Bureau, Division and/or Unit Commander or their designees.

The assigned spokesperson may act as a liaison between the media and the department in arranging for or coordinating news conferences. News releases will be completed on the

Garden Grove Police Department computer network and made available to the media as warranted. The primary spokesperson will be responsible for maintaining and upgrading the list of "Media Contacts".

### **CATEGORIES OF INFORMATION RELEASE**

#### ***Routine***

These are reports of incidents of human interest, which would not affect the normal police operations.

#### ***Major***

These are reports of incidents that create a large volume of news inquiries, which impact normal police operations. The Watch Commander or designee will coordinate with the primary spokesperson and decide when to initiate a major news release.

#### ***Policy News Release***

These are reports about the internal operations of the police department. News releases about policy originate from the Chief's office. In most cases, the primary spokesperson or designee will make such a release directly to the media, at the direction of the Chief of Police.

#### ***Publicity Releases***

These involve incidents and programs designed to arouse public interest, understanding, or involvement. These reports are coordinated by the Watch Commander or designee or by the primary spokesperson.

#### ***Newsworthy Events***

These are reports of major crimes, arrests, disasters, or traffic accidents, which would be of interest to the media.

- The supervisor at any scene or his designee may release appropriate factual information or conduct any news briefing whenever the media is present at a police scene. This individual is responsible to provide timely information to the Watch Commander or designee, so that a news release can be formulated or updated promptly.
- All media releases must be saved to the "P" drive under the "Press Release" file. To remain consistent and to ensure that multi-users can access this information, press releases will be saved by Dr # followed by a brief description of the content. An example would be 06-12345 (Fatal TC-Brookhurst-Chapman). Any updated press release information will be denoted in the following manner 06-12345(1)(Fatal TC-Brookhurst-Chapman).
- Detective unit supervisors are responsible to prepare follow up information to be released, through the primary spokesperson or Watch Commander. This will pertain to matters under investigation by these investigative units. Except as otherwise provided in this policy, no other member of the department shall release any information

pertaining to cases which are under investigation by any investigative unit of the department, without prior authorization. A designated department member may reiterate disseminated news releases by the department.

- Any information necessary to obtain public assistance in the apprehension of a criminal suspect.
- Any information warning the public of danger or of the nature and frequency of crime in the community.
- Any information, which might result in public assistance of any investigation.

### **RELEASE OF ARRESTEE AND INCIDENT INFORMATION**

Most department information, which is not confidential, or which would not hamper an investigation or jeopardize anyone's rights, can and should be released to the news media. The information that should be released within the law (Government Code Section 6254f) and this policy can be generally described as:

#### ***Arrestee Information***

1. The full name, city of residence, and occupation.
2. The arrestee's physical description including date of birth, sex, weight, height,
3. and color of hair and eyes.
4. Date and time of arrest.
5. Location of arrest.
6. A synopsis of the factual circumstances surrounding the arrest.
7. Amount of bail.
8. Time and manner of release or location where the arrestee is being held.
9. All charges the subject is being held on including warrants and probation/parole holds.

#### ***Incident Information***

1. Time, substance, and location of all complaints or requests for assistance.
2. Time and nature of response, thereto, including to the extent that such information is recorded:
  - Time, date, and location of occurrence
  - Time and date of report
  - Sex, race, age, and city of residence of victim
  - The factual circumstances surrounding the crime or incident
  - General description of any injuries or weapons involved
3. In specific situations, the media may have the right to the name and address of the victim. The exception to this involves sexual assault, domestic violence and any case that the release would jeopardize an on-going investigation. In these cases, the name and address will be withheld.



### **ACCESS TO DEPARTMENT REPORTS**

To fulfill the requirements of statutory law and to keep the public informed on law enforcement-related topics, the on-duty Watch Commander or designee will release basic information to the media in a timely manner as set forth in this policy.

1. The following items from agency files are subject to public examination:
  - Daily activity logs
  - Daily arrest logs
  - Crime Blotter (Internet)

An ADULT DAILY ARREST LOG, which provides adult arrestee names, DOB, descriptions, date, time and location of arrest, charges and status, is made available at the Front Desk for public viewing. There may be individuals or groups who request the addresses of the arrestees. By law, if the requestor meets specific qualifications, they may have access to that information.

Should such a request be made, a Request for Arrestee Information form must be completed and signed by the person making the request. Request for Arrestee Information forms are available at the Front Desk.

The following items are exempt from public disclosure:

Anything contained in the items listed under Number 1 that would endanger any person involved in an investigation or adversely impact the outcome of an investigation, if made public.

The primary spokesperson or designee or the supervisor of the investigative unit, who is responsible for follow-up investigation, is accountable for the decision to withhold any specific report or information from the media or general public. No member of the department will give assurance to any person, involved in an incident, that an incident will not receive publicity.

### **INFORMATION, WHICH MAY NOT BE RELEASED**

1. Criminal Suspects or Arrested Persons - Prejudicial information regarding: Statements or opinions of a suspect's character, except to aid in apprehension of the suspect.
  - Any refusal by a suspect to make a statement.
  - Any statement or opinion on the possibility of a guilty plea of the suspect or arrestee.
  - Any statement or opinion of the guilt or innocence of a suspect or arrestee.
  - The names or identities of any juvenile arrested, or listed as suspect in a crime report.
  - Any information known to be inadmissible as evidence in a trial.
2. No copies of "rapsheets" or any information obtained from "rapsheets", except felony convictions, may be released (Section 11142 PC).
3. The names of deceased persons shall not be released to the news media until the next of kin of the deceased is notified.

4. No information, which would tend to hamper an investigation or disclose a confidential source, may be released to the news media.
5. Information, which would endanger the safety of a person involved in an investigation, may not be released.
6. Residence addresses of department members may not be released to the news media.
7. The intentional providing of false information to the news media by any member of the department is prohibited. No member of the department may deliberately misinform any representative of the news media.
8. Department members shall use discretion in providing information to the news media with a request to "hold back" or not to publish information, as the news media is under no legal obligation to honor such requests. Department personnel are accountable for "off the record" statements to the media.
9. The name of a victim of any crime defined by Section 243(e), 261, 264, 264.1, 273a, 273d, 286, 288a, or 289 of the Penal Code shall be withheld.

#### **MEDIA ACCESS TO CRIME SCENES OR DISASTERS**

The ranking department member present at a disaster or crime scene or his designee is responsible for providing relevant, timely, and accurate information to the news media.

1. Disaster and accident scenes may be closed to the public pursuant to 409.5 PC; however, news media representatives are exempt from this restriction. As soon as a disaster or accident has been identified and secured, authorized media shall be permitted free access to the affected area after being advised of any existing danger. Department members shall not decline the rescue of news media personnel who are in danger, but they will not provide an escort into or out of dangerous areas. In general, authorized members of the news media are to be permitted free movement in the area as long as they do not hamper, deter, or interfere with law enforcement or public safety functions.
2. Crime scenes may be closed to all unauthorized persons including the news media. Crime scenes, which are located in the areas of public access, may be opened for media inspection after any search, preservation, and processing of evidence has been completed, and the scene is secured. Reporters and/or photographers shall be kept sufficiently distant from a crime scene being searched or preserved to protect it from being disturbed, or evidence from being destroyed or contaminated. News media representatives have no right of access to private property greater than the general public and therefore are subject to any public access restrictions of the owner or person in charge of the property when a crime scene is located on private property.
3. The scene of a department's Special Weapons and Tactical Team operation is the same as a crime scene except that authorized news media shall be permitted within the outer perimeter of the scene subject to any restrictions as set forth by the S.W.A.T. Commander. The S.W.A.T. Commander or his designee shall keep the news media briefed. Department members shall not jeopardize a tactical mission in order to accommodate the news media, but every effort shall be made to keep them well informed of the progress of the operation.
4. "Authorized News Media" representatives are those persons possessing valid press passes issued by any bona fide law enforcement agency or other suitable identification

establishing regular news media affiliation or employment. THE GARDEN GROVE POLICE DEPARTMENT DOES NOT ISSUE PRESS PASSES TO NEWS MEDIA REPRESENTATIVES; HOWEVER PRESS PASSES ISSUED BY ALLIED AGENCIES SHALL BE HONORED. "Free lance" reporters or photographers will not be considered as authorized news media representatives for the purpose of this policy.

### **MEDIA ACCESS TO PRIVATE RESIDENCES**

Representatives of the media participating in a ride-along will not be permitted to accompany an officer into any residence.

### **INFORMATION RELEASE AT MULTI-AGENCY INCIDENTS**

For incidents involving the mutual efforts of the Garden Grove Police Department and any other department or agency, the ranking department supervisor present at the scene shall confer with the ranking personnel from all other departments or agencies involved, to determine who shall be responsible for the release of information to the news media. Generally, the agency having primary jurisdiction shall bear responsibility for the dissemination of information.

### **RELEASE OF POLICY AND PERSONNEL INFORMATION**

Statements of department policy; official positions of the department; official responses to criticism of the department; comments critical in content of another department, agency, institution, or public official; or statements pertaining to pending or ongoing litigation involving the department shall be made only by the Chief of Police or designee.

1. Supervisory personnel may release verbatim excerpts from the General Orders Manual of the department, or verbatim excerpts from written policies of their particular command, and may quote statutory law, which affects the department.
2. Supervisory personnel may respond to criticism of their particular command or of the activities of members of their command, except when the criticism has resulted in an Internal Affairs investigation as a result of alleged misconduct.
3. The release of any information regarding an internal investigation of alleged misconduct by members of the department or disciplinary action taken as a result of any such investigation shall be made only by the Chief of Police or his designee. Pursuant to 832.7 PC, the names of department members subject to disciplinary action as a result of an ongoing or completed internal investigation and other details of the investigation may not be released. However, where previous publicity has resulted from the allegations, limited information, including the findings of an internal investigation and the degree of discipline imposed, if any, may be released without identifying specific department members.
4. The release of any information regarding the employment history or performance of department members, except verification of current assignment shall be made only the

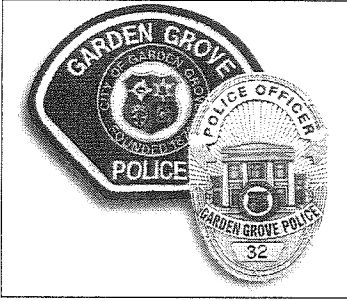
Chief of Police or his designee. Guidelines for release of personnel information are contained in 832.7 PC

### **SUGGESTED CHANGES IN PUBLIC INFORMATION POLICY**

Whenever any department member is approached by a news media representative who makes a suggestion for significant change in departmental policy and procedure concerning media liaison, the employee shall document the suggestion and forward it via the chain of command to the primary spokesperson. The suggested modification shall be evaluated and if appropriate, implemented. The primary spokesperson or their designee shall then notify the Media representative/s of the change or action taken.

### **CONDUCT OF MEDIA REPRESENTATIVES**

Any department member having a complaint regarding the conduct of any news media representative should write a memorandum to the primary spokesperson, who will receive and record the complaint and then make such investigation as may be deemed appropriate. The primary spokesperson will then forward the results of the investigation to the Chief of Police, via chain of command, with a recommendation for appropriate department action. A second substantiated complaint against the same representative MAY be brought to the attention of appropriate management personnel of the news media organization. However, if the first substantiated complaint had such significant impact on the department or community, the Chief may elect not to wait for a second incident to contact management personnel of that news media organization.



**General Order: 2.16  
RIDE-ALONG POLICY**

Effective: June 28, 1974  
Last Revised: November 1, 2015

**PURPOSE**

The Garden Grove Police Department does not offer ride-alongs or have an official Citizen Observer Program. Because patrol officers have the responsibility of training new officers, reserve officers, and frequently have Cadet and Police Explorer ride-alongs, Citizen Observers should be discouraged. This policy does not prevent department employees from making special requests for ride-alongs. All ride-alongs and/or Citizen Observers shall be approved by a Division Commander or designee.

**WAIVER OF LIABILITY**

Everyone except permanent city employees who ride in a police vehicle must first sign a Waiver of Liability. This will include emergency notification information, name, address, and phone number. This waiver must be signed and in cases where the ride along is under eighteen years of age, a parent or legal guardian must sign it. Completed waivers will be forwarded to the Sergeant's Office for review and filing.

**OBSERVER REGULATIONS**

Observers must be neat, clean and properly attired. The ride along should be canceled if the individual's appearance is not appropriate. Men's shirts shall have collars and sleeves. Pants shall be neat and clean full length without holes or tears. Ladies' shirts or blouses shall not have low necks or backs, expose the midriff or appear see-through. Ladies may not wear shirts or dresses with spaghetti straps or tank top style unless covered by a professional looking sweater, blouse or jacket. Pants (including capri-style pants) shall be neat and clean without holes or tears. Skirts or dresses that are knee-length while standing may be worn. Clothing shall not be excessively tight or overly baggy. Sandals, shorts, gym wear and T-shirts are unacceptable attire for a ride-along. Levis or denim jeans are not acceptable. A spouse, relative, or significant other shall not ride with the officer with whom they have a relationship unless specifically authorized by the employee's Division Commander.

**OFFICER'S RESPONSIBILITIES**

The officer shall advise the dispatcher that a ride-along is present in the vehicle before going into service. Officers shall consider the safety of the ride-along at all times.

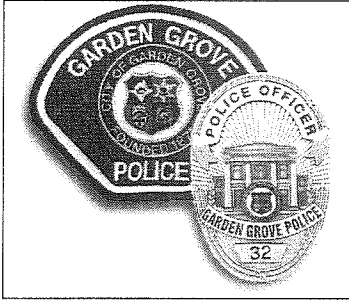
Officers should use sound discretion when encountering a potentially dangerous situation, such as a high-speed pursuit.

Conduct by a ride-along (observer) that results in termination of the ride, or conduct that is otherwise inappropriate, should be immediately reported to the Watch Commander or Field Supervisor. Upon completion of the ride-along, a copy of the ride-along waiver form shall be returned to the Sergeants' Office with any comments that may be offered by the officer.

### **CONTROL OF RIDE-ALONG**

The assigned employee shall maintain control over the ride-along (observer) at all times and instruct him/her in the conditions that necessarily limit participation. These instructions should include:

- i. The ride-along will follow the directions of the officer.
- ii. The ride-along will not become involved in any investigation, handling of evidence, discussions with victims or suspects or handling any police equipment.
- iii. The ride-along can be terminated at any time and the officer may return the observer to his/her home, the place of the ride origin or to the station if the observer interferes with the performance of the officer's duties.
- iv. Ride-alongs may be allowed to continue riding during the transportation and booking process, provided this does not jeopardize their safety.
- v. Officers will not allow any ride-alongs to be present in any residence or situation that would jeopardize their safety or cause undue stress or embarrassment to a victim or any other person.
- vi. Under no circumstance shall a civilian ride-along be permitted to enter a private residence with an officer without the express consent of the resident or other authorized person.
- vii. Ride-alongs shall be returned to his/her home, the place of the ride origin or to the station when the ride-along is terminated.



**General Order: 2.17  
PURCHASING PROCEDURES**

Effective: April 15, 1964  
Last Revised: October 21, 2014

**PURPOSE**

The purpose of this General Order is to establish and maintain procedures for the purchase of all Police Department supplies, equipment and services that require a City requisition/purchase order. The Purchasing Division of the Finance Department has prepared a Purchasing and Central Stores Manual ("Purchasing Manual") to increase the effectiveness and efficiency of purchasing. The Police Department complies with City policy and procedure outlined in the Purchasing Manual regarding the requisitioning and purchasing of agency supplies, equipment, services, and emergency purchasing or rental agreements for equipment. City purchasing limits and requirements are outlined in the Purchasing Manual, as well as the Garden Grove Police Department Purchase Request Routing Form ("PD Routing Form").

**POLICY**

Ongoing and/or budgeted purchases which require a City requisition shall be entered into the City of Garden Grove online requisition system by the Administrative Services Bureau designee, currently the Police Fiscal Analyst. Purchase requests for new, unbudgeted items are to be submitted by the sworn or civilian manager of the requesting unit via the PD Routing Form. The completed form and required documents shall be sent for budget review to the Administrative Services Bureau/Police Fiscal Analyst, who will then forward the request to the appropriate bureau commander for review/approval. If approved, the Fiscal Analyst will prepare the purchase requisition via the City of Garden Grove online requisition system.

**PROCEDURE**

A complete and accurate description of the item requested is necessary to avoid delay and assure delivery of satisfactory supplies and materials. If the item is to be purchased to a specification, reference the specification and attach a copy to the request. For difficult to describe items, forward a sample, photograph and/or manufacturer's specifications, product data sheets or brochures.

The city Purchasing Agent determines the purchasing method to be used. If under \$2,000.00 the buyer will use discretion as to number and type of quotations to be solicited.

If the item required is over \$2,000.00, the buyer will follow a procedure, as appropriate by the City's purchasing manual or as required by law. Once purchasing evaluates a bid or quote, it issues a purchase order. City Council must approve formal bids and capital purchases over \$50,000.00.

It is encouraged that requisitions are also accompanied with the names of any known vendors if the items are not normally purchased. If a repeat purchase, the name of the vendor from whom the item was last obtained including purchase order number, (if known) should be included. However, the ultimate choice of the vendor to be used will be made by the City's Purchasing Division who will use the vendor selection criteria outlined in the City's Purchasing and Central Stores Manual.

While the Chief of Police or any Bureau Commander may approve a requisition request, it is the responsibility of the Administrative Services Bureau Commander to verify and approve the budgetary account from which payment will be made. Additionally, the Administrative Services Bureau Commander may recommend that a different course of action be taken regarding the purchase.

Most shipments are delivered to the city Central Receiving where the storekeeper will receive and inspect delivered material. Central Receiving delivers the purchased items to the Property and Evidence office when upon signing each copy of the "Receiving Report", items are to be delivered directly to the ordering requester. Property and Evidence is to forward all copies of paperwork including the signed "Receiving Report" received from Central Stores, to the Administrative Services Bureau for processing and vendor payment.

A Report of Unsatisfactory Material or Service may be filed within five days to report:

1. Overages
2. Shortages
3. Damages
4. Defects
5. Nonconformance

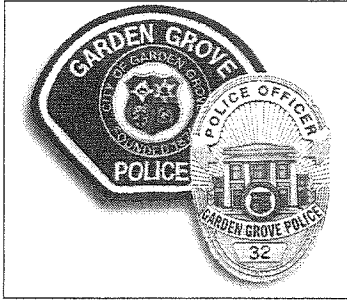
### **EMERGENCY PURCHASES**

Specific procedures for emergency purchase are outlined in The City's Purchasing and Central Stores Manual. An "Emergency" is defined as:

*"A hazardous or life threatening situation requiring immediate action"*

In an emergency situation, the Watch Commander shall first notify the Duty Chief before contacting the Purchasing Division or the Finance Department. The Purchasing Division will assist the Police Department by placing an order with the nearest available source of supply, as needed to rectify the situation. If the Purchasing Division or the Finance Department cannot be reached, the Police Chief or his designee may authorize placing an order with the nearest available source of supply. In this circumstance, a requisition, together with a written justification explaining the emergency conditions necessitating the placement of the order must be submitted to the Purchasing Division within 48 hours (Section 2.50.070, Municipal Code).





**General Order: 2.18  
PETTY CASH PURCHASES**

Effective: January 1, 1988  
Last Revised: September 20, 2016

**PURPOSE**

The purpose of this General Order is to assist employees in preparing and processing petty cash requests. The Purchasing Division of the Controller's office has prepared a procedural manual for collecting, safeguarding, disbursing, and auditing petty cash funds.

**POLICY**

A petty cash fund has been established in the Chief's office for purchases not exceeding \$100.00. With management approval, the petty cash fund may be used for purchases that meet the following requirements:

1. The item is required immediately and is not available from Central Stores.
2. The item cannot be purchased through a vendor where the city has an open purchase order.
3. The maximum expenditure will be \$100.00. Purchases shall not be split to avoid limitations on expenditures.

When a manager authorizes a petty cash purchase, the employee shall:

1. Pay cash for the item to the vendor and receive a receipted invoice or sales slip made out to the City of Garden Grove that describes the item(s) purchased and the total cost.
2. Management staff must initial the invoice or sales slip for the petty cash purchase.
3. Present the invoice or sales slip to the Chief's office for reimbursement.
4. The employee shall sign the reimbursement request form acknowledging receipt of purchased items.
5. Cash may be requested in advance for intended purchases.

The Chief's office will present to the controller's office the receipted invoices or sales slips for reimbursement to the department cash fund on a quarterly basis.

Periodically the Controller's office will conduct a formal audit of the petty cash fund.

**CREDIT CARD POLICY**

A credit card has been issued to the Chief of Police for department use. Card use is restricted to the purchase of items from local vendors or retail establishments that will be taken at the time of the transaction. Items not available shall not be charged on the account. The credit card may be used for purchases that meet the following requirements:

1. The item is required immediately. Employees are expected to anticipate their needs, especially concerning office supplies, in order to minimize the necessity of purchases with the credit card. Office supplies are available in the Central Stores Warehouse or are purchased from Boise Cascade.
2. The item cannot be purchased through a vendor where the city has an open purchase order.
3. The item has a value of less than \$200. The maximum single transaction will be \$500. The card will have a credit limit of \$3,000.

When a manager authorizes a credit card purchase, the following procedure will be followed:

1. The employee will sign the credit card log, which indicates the date and time the card was released to the employee, as well as the vendor where the card will be used.
2. The employee shall proceed to the vendor, complete the transaction, and sign the receipt with his/her own name and employee number. The employee will return the credit card and approved receipt immediately to the Chief's office.
3. A manager must initial the invoice or sales slip for the credit card purchase.
4. The credit card log will be updated to indicate the amount of purchase and the date and time the card was returned.

Within two working days of receipt of the monthly statement, the Chief's secretary shall verify all transactions, attach the original receipts for all items on the statement, complete a check request form and submit all paperwork to the Controller's Office.

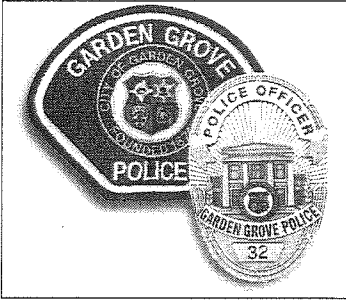
### **COSTCO CREDIT CARD POLICY**

Costco credit cards have been issued to the City of Garden Grove. Card use is restricted to purchases under \$500. The credit card may be used for purchases that meet the following requirement:

The item is required immediately. Employees are expected to anticipate their needs, especially concerning office supplies, in order to minimize the necessity of purchases with the credit card. Office supplies are available in the Central Stores Warehouse or are purchased from Boise Cascade.

When a manager authorizes a credit card purchase, the following procedure will be followed:

1. The employee will call the Purchasing Office in City Hall to verify the availability of the credit card and will pick up the card from Purchasing, where it will be logged out.
2. The employee shall immediately proceed to Costco, complete the transaction, and sign the receipt with his/her own name and employee number. The credit card will immediately be returned to the Purchasing Office.
3. The receipt must be initialed by a manager and then taken to the Administrative Services Bureau for coding and approval by the Bureau commander. The original receipt will then be forwarded to Purchasing.



**General Order: 2.19  
COMMUNITY RELATIONS**

Effective: January 1, 1988  
Last Revised: March 19, 2015

**PURPOSE**

The purpose of this General Order is to establish the Garden Grove Police Department's philosophy regarding community relations.

**POLICY**

It is the policy of the Garden Grove Police Department that every member of the department share in maintaining the department's community relations objectives. The department recognizes the need to establish close ties with the community and to respond to changing needs by preserving liaison with all segments of the community. To develop and enhance a good working relationship with the community, it shall be every employee's responsibility to abide by the philosophy of the Garden Grove Police Department Mission Statement. It shall be the goal of the Community Relations Program to achieve community support and understanding by developing and maintaining proactive programs in the areas of crime prevention, community affairs, and public information.

Garden Grove Police Department's Community Policing Philosophy is the foundation of the department's Community Relations Program. The Community Policing Philosophy is based on:

1. Community input;
2. The use of creative problem solving strategies which encourages "officer and community" generated solutions;
3. A value system where all persons contacted are treated with dignity and respect;
4. Problem solving orientation in which the actual problem is addressed, not merely the symptoms.

**COMMUNITY LIAISON DIVISION**

The Community Liaison Division of the Community Policing Bureau is responsible for the community relations, crime prevention, and community outreach efforts of the Police Department. The Division is managed by a civilian and is comprised of civilian Community Service Officers.

### **COMMUNITY RELATIONS OBJECTIVES**

The police department's community relations objectives are as follows:

1. The Garden Grove Police Department encourages all members to maintain an affiliation with civic organizations within the community.
2. The Community Liaison Division Manager will include in his/her monthly Community Policing Accomplishment Report any specific accomplishments or issues related to community relations. Specific achievements or special efforts will be documented and reported to the Chief of Police.
3. In conjunction with our Community Policing and problem-solving philosophy, any information received on concerns and possible problems experienced by any community organization shall be directed to the appropriate Division Commander. The Division Commander will then take the appropriate action. Any corrective/preventative action, which can be initiated by the individual receiving such information, shall be done so immediately, with follow-up notification to the appropriate Community Policing Bureau Division Commander as soon thereafter as possible. A complaint on the conduct of any member of the department shall be documented by the individual receiving the complaint. Refer to General Order 4.8 - Internal Affairs Unit.
4. The Garden Grove Police Department is committed to maintaining and improving its police-community relations through the use of crime prevention; special tactical units; Youth Services Unit; traffic safety program; education programs to all segments of the community; meetings with concerned citizens; and acting as a liaison between the police department and community groups.
5. Training needs, identified through the use of interviews with civic organization leaders, community representatives, department supervisors, or citizens will be submitted in written form to the appropriate Division Commander.
6. When a community need is determined for which there is no current resource available, the Community Liaison Division will make every available effort to devise a program to address the need. If the need is such that the Community Liaison Division is incapable of addressing the need, every effort will be made to locate an external resource, which will satisfy the need.

### **RESPONSIBILITY FOR COMMUNITY RELATIONS**

The responsibility for achieving good community relations is placed on every employee of the Police Department. Employees shall be guided by the policy statement in this General Order. Specific duties shall be performed by the Community Service Officers assigned to the Community Liaison Division Unit. The CSO's act as the liaison between the Department and community organizations, groups, and residents.

### **COMMUNITY RELATIONS REPORT**

Each month, the Department publishes a Community Policing Accomplishments Report. The report summarizes the Department's activity, on-going community concerns and problem solving efforts, and the partnerships that have been formed to address local problems.

With respect to the Department's Community Relations efforts, the monthly report contains:

1. Descriptions of current concerns voiced by members of the community;
2. Descriptions of potential problems that have a bearing on law enforcement activities with the community; and,
3. Recommended actions or realized solutions that address previously identified concerns and problems;
4. a statement of progress made toward addressing previously identified concerns and problems.

### **EVALUATION OF COMMUNITY RELATIONS PROGRAMS**

The Community Liaison Division Manager will be responsible for evaluating community relations programs and recommending to the appropriate Bureau Commander and Chief of Police any changes in the community relations program

### **CORRECTIVE ACTIONS TO REDUCE COMMUNITY GRIEVANCES**

To encourage positive police-citizen relationships, it is necessary to develop new and innovative programs that address the ever changing needs of the community. To convey this department's philosophy to improve the relationship with the community, the following actions will be taken:

1. Community Service Officers will maintain current and open new channels of communication with local community leaders, groups, schools, churches, and all other persons or organizations who mold public opinion.
2. A Police Department representative will conduct follow-up contact with the community during and after incidents in which police action is required.

### **ANNUAL SURVEY**

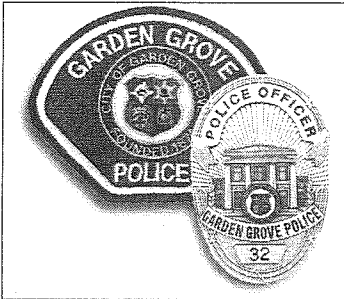
Every three years, the Police Department will conduct a survey of citizen attitudes and opinions regarding the Department and its community policing efforts. The survey may be conducted by telephone or by mail. The survey will address the following areas.

1. Overall agency performance
2. Overall competence of agency employees
3. Officer attitude and behavior toward citizens
4. Concern over safety and security with the area where the respondent lives
5. Recommendations and suggestions for improvements

**COMMUNITY INPUT OF AGENCY POLICIES**

Whenever any department member is approached by a member of a community organization, community group, school, church, or citizen who makes a suggestion for significant change in department policy and procedure concerning community relations, the employee shall document the suggestion and forward it to the respective Division Commander. The suggested modification shall be evaluated and if appropriate, implemented. Responses from the annual survey of citizen attitudes and opinions will provide another source of obtaining community input to further enhance the police-community relationship.

The Chief's Forum, a group of residents who serve as an advisory group to the Chief of Police, is also available to provide responsible community input. The Forum is also a means whereby departmental policy and procedures can be shared with members of the public. The Forum meets monthly and will foster an open exchange of philosophy and information between the Department and representatives of each patrol beat and community interest groups.



**General Order: 2.20**  
**DIVERSION PROGRAMS AND SOCIAL SERVICES REFERRALS**

Effective: January 1, 1988  
Last Revised: March 19, 2015

**PURPOSE**

The purpose of this General Order is to establish the department's policy and role in the development and utilization of diversion and social services programs.

**POLICY**

Through its Community policing concept, the Garden Grove Police Department is committed to identifying and utilizing public and private community and social service agencies to assist in carrying out the objectives of the department. The department will maintain an updated Resource Directory for Orange County in the Sergeant's office and Communications Center. In addition, employees are provided with a variety of Resource Information Cards that can be used to provide immediate referral services and assistance to the public. Victim/Witness rights are specified in Penal Code 679-680.

IT IS EACH EMPLOYEE'S RESPONSIBILITY TO UNDERSTAND, BE SENSITIVE TO, AND UNDERSTAND THE SPECIAL NEEDS OF VICTIMS, ESPECIALLY THE VICTIMS OF VIOLENT CRIME, AND TO UNDERSTAND THEIR RIGHTS.

**PRELIMINARY CONTACT WITH VICTIMS/WITNESSES**

During the preliminary investigation the responding Officer(s) or Community Service Officer should, at a minimum, render the following:

- Provide information to the victim/witness about applicable services, e.g., counseling, medical attention, compensation programs or emergency financial assistance, and victim advocacy;
- Advise the victim/witness about what to do if the suspect or the suspect's companions or family threatens or otherwise intimidates him or her;
- Provide the victims/witnesses the case (DR) number, and explain the subsequent steps in the processing and investigation of their case;
- Provide a telephone number that the victim/witness may call to report additional information about the case or to receive information about the status of the case. The general information line for Investigations is 741-5800.

Additional information on specific available programs is contained in GGPD Training Bulletin 2007-06.

### **FOLLOW UP CONTACTS WITH VICTIMS/WITNESSES**

Additional information that will assist the victim/witness cope with and/or understand services available to them should be completed by the handling officer or CSO, an investigator, or by a designee from the Community Liaison Unit.

The following are examples of follow up assistance:

- Re-contacting the victim/witness periodically to determine whether their needs are being met. Some instances may require above average need for services due to the severity of the incident.
- Explaining to the victims/witnesses the procedures involved in the prosecution of their case and their role in the process.
- Conducting line-ups, additional interviews or other appearances should be performed at their convenience.
- Investigators should attempt to release any property taken from the victim/witness, as evidence, which is not needed for court, is not an evidentiary item, or an item in dispute.
- If available, assigning a victim advocate to the victim/witness during follow up investigation.

### **COUNSELING AND EDUCATIONAL PROGRAMS**

The department contracts with the Boys and Girls Club of Garden Grove to provide services and/or referrals in the following areas:

1. Juvenile diversion and juvenile offender education programs
2. A shelter for runaway and incorrigible youth
3. Drug and alcohol education and counseling
4. Child abuse counseling
5. Family counseling services
6. Gang intervention

A Boys and Girls Club of Garden Grove counselor is available to accept referrals for any of the above listed services. The counselor will attend patrol briefings occasionally to inform employees of the most current information about the services available.



### **ADULT DIVERSION SERVICES**

Diversion services for adult offenders are provided through the West Orange County Municipal Court. Adults who meet specific criteria established in the California Penal and Vehicle Codes may be eligible to participate in restitution, drug education, drunk driving education, and other appropriate court-sanctioned diversion programs.

### **VICTIM/WITNESS PROGRAMS**

The Orange County Victim/Witness Assistance Program provides 24-hour services to crime victims, particularly victims of sexual assault, incidents of domestic violence, and other serious crimes. The Victim/Witness Assistance Program aids police employees who need the assistance of trained intervention counselors when interviewing such victims. The program also assists members of the criminal justice system by contacting the victims/witnesses and helping them prepare for court appearances and to assist them during the follow up stages of the investigation.

Victims/Witnesses who have been threatened or who, in the judgment of the officer, express specific, credible reasons for fearing intimidation or further victimization should provide appropriate services or referrals to the person. Appropriate assistance may range from contacting Investigations to determine if placing a victim in protective custody is in order, referring them to appropriate prosecutor's office, or referring them to C.S.P.

### **VICTIM SERVICES COORDINATOR**

The Crimes Against Persons supervisor will serve as the liaison between the Police Department and community services programs. He will also act as liaison between other victim groups, criminal justice agencies and other governmental and non-governmental agencies and organizations concerned with victim/witness needs and rights.

The victim/witness coordinator will complete an analysis of victim witness assistance needs and services at least every two years. Which will be routed through the chain of command to ensure the needs of the Community and Police Department are being adequately met.

### **NOTIFICATION OF VICTIM/WITNESS ASSISTANCE**

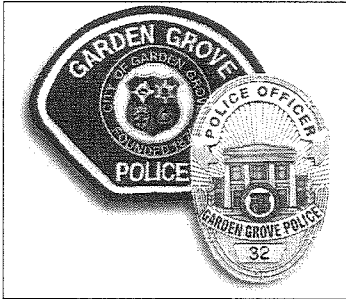
Telephone lists and referral information are available through Communications.

An on-duty Patrol Sergeant or Watch Commander should authorize the notification of Community Service Programs (C.S.P. will only respond to #3, all others will be phone referrals) under the following circumstances:

1. Death notifications of any type.
2. Any death investigation, including homicides and auto accident investigations where there is a need to care for survivors, or other persons affected by the death (s).

*GARDEN GROVE POLICE DEPARTMENT  
General Order: 2.20  
Diversion Programs and Social Services Referrals*

3. Sexual assaults or attempted sexual assaults, with the victim's approval.
4. Cases or incidents where there has been a serious injury and there are relatives, or other persons, affected by the injury.
5. Domestic violence cases where injury has occurred or assistance in locating shelter has been requested.
6. Criminal acts involving violence, or threats such as aggravated robberies, where there is a possibility that the victim may require assistance to deal with any traumatic after effects.
7. Situations where victims are dispatched from their homes, such as earthquakes, fires, or floods.
8. During situations where the City's Emergency Operations Center (E.O.C.) is activated, and there is a need to care for, or otherwise assist citizens.
9. Any other situation where C.S.P. or the Boys and Girls Club may be able to provide assistance, either to a victim or to an officer, i.e., juvenile programs, chronic runaways, etc.



**General Order: 2.21  
ADMINISTRATIVE FEES**

Effective: March 1, 1989  
Last Revised: March 19, 2015

**PURPOSE**

The purpose of this General Order is to establish procedures for the collection, payment and appeal of administrative fees.

**POLICY**

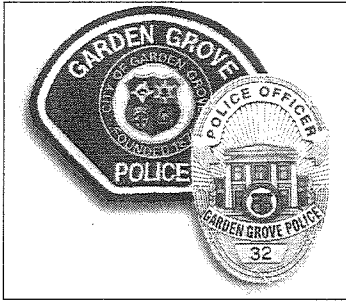
Fees for service will be established by Resolution of the City Council of the City of Garden Grove and will be charged when appropriate. A master copy of all fees charged by the city, including the police department, will be maintained by the records manager.

**ADMINISTRATIVE FEES**

The fees will normally be paid at the police department records counter during normal working hours. The transaction may be made after working hours only in the instances not requiring an investigator's release. Recovered stolen vehicles where CSI has been completed may be released at any time, providing the recovered stolen vehicle has not been placed on an "Evidence Hold" by the Garden Grove Police Department or any outside police agency. If an "Evidence Hold" exists on the Stolen Vehicle System (SVS) paperwork or SVS computer response, then the appropriate Garden Grove Police Investigator or the appropriate outside police agency representative will have to authorize the release of the recovered stolen vehicle

**APPEALS**

A police department employee will be designated by the Chief of Police to have the responsibility of hearing an appeal to the payment of an administrative fee. A copy of the appeal procedure will be made available without charge to any person who wishes to appeal payment of a fee.



**General Order: 2.22  
COMMUNITY DONATIONS**

Effective: January 9, 1996  
Last Revised: August 7, 2002

**PURPOSE**

The purpose of this General Order is to establish department policy for the solicitation and/or acceptance of community donations.

**POLICY**

It shall be the policy of this department that all personnel, sworn and civilian, full or part-time, shall obtain prior approval from the Chief of Police before soliciting businesses, organizations, service clubs, or individuals to donate money, food, products, clothing or services to the Garden Grove Police Department. Personnel receiving donations shall ensure that a **Donation Receipt/Tracking Slip** is completed. Employees **shall** not accept cash donations in the field. Cash donations may be made at the report desk in the Police Department lobby where a receipt will be issued. Special Holiday toy drives, etc. approved by the police department do not require Donation Receipt/Tracking Slips.

Donations as defined in **General Order 1.1, Department Rules of Conduct, Section 2.5.1: Gifts and Gratuities**, are gifts or consideration given to the Police Department that primarily benefits the community or the Police Department as a whole.

**PROCEDURE**

Employees shall obtain prior approval from the Chief of Police, by submitting a memo through the chain of command, before soliciting donations from the community. The memo should clearly state the purpose and intended use of the donation and list potential businesses, organizations, or individuals that will be solicited. Upon receiving written authorization from the Chief of Police, employees should clearly state the purpose and intended use of the donation to the business, organization, or individual at the time of the solicitation. Once a donation is received, a **Donation Receipt/Tracking Slip** must be completed. Donations from the community shall be used only for their intended purpose as noted on the Donation Receipt.

**DONATION RECEIPT/TRACKING SLIP**

The Donation/Receipt Tracking Slip and routing procedure is intended to ensure that proper acknowledgment and appreciation is provided to the community for donations. It is also designed to account for donations accepted and the appropriate distribution of those

donations. The following procedures should be observed when accepting donations and completing the Donations Receipt/Tracking Slip.

### **FOOD OR CONSUMABLE GOODS**

Food intended for employees' consumption should be taken to the employees' lounge. Small items (stuffed animals, etc.) shall be taken to the Division Commanders for appropriate distribution.

1. Give NCR receipt to the donor(s).
2. Card stock copy routed to the Division Commander for disposition.
3. Card stock copy routed to Chief's Office for acknowledgment letter.
4. Card stock copy routed to the Administrative Services Bureau Commander for filing.

### **CASH DONATIONS**

The Front Desk personnel may only accept cash donations. Employees shall not accept cash donations in the field without prior Division Commander Approval.

1. Give NCR receipt to the donor(s).
2. Cash donation and card stock copy will be routed to Budget Analyst for Trust Fund coding and deposit.
3. Card stock copy routed to Chief's Office for acknowledgment letter.
4. Card stock copy routed to East/West Division Commander.
5. Card stock copy routed to Community Policing Commander.
6. Card stock copy routed to the Administrative Services Bureau Commander for filing.

### **EQUIPMENT AND PROPERTY**

1. Donations shall be taken to the appropriate Division Commander.
2. Give NCR receipt to the donor(s).
3. Cash donation and card stock copy will be routed to Budget Analyst for City property number issuance.
4. Card stock copy routed to Chief's Office for acknowledgment letter.
5. Card stock copy routed to East/West Division Commander
6. Card stock copy routed to Community Policing Commander.
7. Card stock copy routed to the Administrative Services Bureau Commander for filing.

### **DONATIONS NOT INTENDED FOR RECEIPT BY THE POLICE DEPARTMENT**

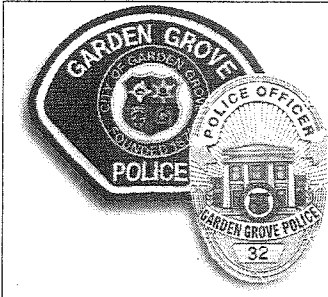
Employees, or groups of employees, who solicit funds that are not intended for receipt by the Police Department must do so while off duty and not within any City owned or leased building. Employees, or groups of employees, engaged in such activity may not use any Garden Grove Police Department equipment, uniform, badge, shoulder patch, official

*GARDEN GROVE POLICE DEPARTMENT*

*General Order: 2.21  
Community Donations*

identification card, business card, insignia, decal, or logo in any effort to solicit funds, including written or verbal solicitations. This prohibition includes using any Garden Grove Police Department equipment, uniform, badge, shoulder patch, official identification card, business card, insignia, decal, or logo with the badge number or the Police Department name crossed out or obscured.

All such solicitations must include a statement identifying the employee or employee group that is seeking the contributions and expressing that the Garden Grove Police Department is a separate agency not affiliated with the solicitation.



**General Order: 2.23  
PEER SUPPORT TEAM**

Effective: December 4, 1997  
Last Revised: March 19, 2015

**PURPOSE**

The purpose of this order is to establish the duties and responsibilities of the Peer Support Team. The team will work in conjunction with the Department psychologist and assist police department personnel involved in traumatic incidents. This assistance may cover a range of duties from conducting debriefings with personnel involved in an incident, to providing comfort and assistance to involved persons, and to explaining investigative processes.

**POLICY**

The Department recognizes that traumatic events often cause feelings of anger, guilt, and helplessness, which affect the mental and physical health of employees. These feelings are often not understood and have an adverse affect on how employees perform their duties. In an attempt to minimize these problems, the Garden Grove Police Department has developed a Peer Support Team composed of department personnel, assigned the duty of assisting personnel involved in traumatic incidents. The Peer Support Team shall operate under the direction of the Administrative Services Commander and the supervision of the Professional Standards Lieutenant. The Peer Support Team shall have ongoing specified training from the Department Psychologist related to assisting personnel involved in traumatic incidents.

It is not the intent of this team to in any way hinder the investigation of officer-involved incidents. Peer Support Team members shall make every effort to cooperate with investigators in their duties.

**PROCEDURE**

The incident supervisor should contact the Peer Support Team. The team supervisor should then notify members of the team, as needed, to provide debriefing services.

Prior to contacting the affected employee(s), team members shall first contact the incident supervisor, or if unavailable, another on-duty police supervisor or manager, and identify themselves and their role as members of the Peer Support Team. On-duty team members involved in the initial incident, immediately called for investigative follow-up, or otherwise involved in the incident shall not be part of the debriefing team.

The incident supervisor shall notify the Peer Support Team in the following situations:

1. Any incident when a psychologist debriefing is required by General Order 3.11.
  - Duty-related shooting incidents or aggravated assaults when the officer suffers a nonfatal gunshot wound, stab wound, or other serious injury resulting in hospitalization.
  - Duty-related shooting incidents resulting in the wounding of another person.
  - Duty-related shooting incidents resulting in the death of another person.
  - Duty-related traffic collisions resulting in fatal injuries to another person.
  - Duty-related traumatic incidents resulting in the death or serious injury of another person directly involved in the incident being handled by the on-scene officer.

**NOTE:** Use of the Peer Support Team is intended to support, not replace, the mandatory interview with the Department-recognized psychologist, for those officers involved in a shooting that results in injury or death to another person, per General Order 2.8.

2. When Department personnel have been involved in any incident that results in an emotional shock to the degree that substantial and lasting damage may occur. Such incidents may include, for example, the death of or serious injury to department personnel, exposure to an especially tragic or gruesome event, or a mass death situation.
3. Whenever the on-duty supervisor feels that it would be beneficial to the officer or employee involved to have contact with the Peer Support Team.
4. When requested by department personnel.

If the on-duty supervisor has any doubt as to whether the team should be called out, the Peer Support Team supervisor should be notified and consulted. The incident supervisor and Peer Support Team supervisor will decide if a response is appropriate.

The team supervisor will be responsible for activating as many members of the team as necessary to appropriately respond to the incident.

Department personnel involved in a traumatic incident may select a member of the Peer Support Team to assist them and every effort shall be made to have that member respond.

### **CONFIDENTIALITY**

While communication between an officer or employee and the department psychologist has been deemed confidential and privileged by the Evidence Code, communication between a member of the Peer Support Team and the person being debriefed may not be considered privileged by the courts. The Garden Grove Police Department considers these communications to be confidential.

It shall be mandatory that Peer Support Team members maintain strict confidentiality in matters discussed in trauma debriefings, and trauma meetings and training. Any



statement to or discussion with Team members while acting in his/her Peer Support Team role shall remain confidential.

Members of the Peer Support Team are also employees of the Police Department. Therefore, personnel being debriefed will be advised of the types of information that cannot be protected prior to the debriefing being started. The types of information that are not to be protected are:

1. Information about child or elder abuse
2. Threats of suicide
3. Threats of harm to another person
4. Obvious criminal activity

Peer Support Team members shall not discuss debriefings they have been involved in, who has been debriefed, or provide any information about the team's activities except in the instances listed above and then only after consultation with the Department psychologist.

The Peer Support Team is not an investigative unit of the Police Department; therefore, it will not be the policy of this department to question team members, or any other participant involved in a Peer Support Team debriefing, concerning the content of such discussion.

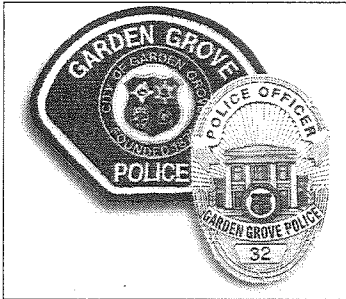
### **PSYCHOLOGICAL CONSULTATION**

The Peer Support Team shall work in conjunction with the Department psychologist and at their direction. If the incident is such that the Department psychologist is not called out or does not respond, the lead Peer Support Team member will notify the Department psychologist of the call out and the reason for it. At the conclusion of the call out, the lead Peer Support Team member will notify the Professional Standards Lieutenant or the Administrative Services Bureau Commander prior to re-contacting the Department psychologist with the results of the call out.

### **CHAIN OF COMMAND**

The Peer Support Team will have a supervisor who will be responsible for the administrative requirements of the team. This supervisor shall report only to a designated management liaison, generally the Administrative Services Bureau, due to the confidential nature of the team's responsibilities. The Peer Support Team Coordinator will be responsible for the following:

- Supervision and administrative duties of the team
- Keep the Administrative Services Bureau Commander apprised of any call-outs or utilization of the team
- Arrange training for team members

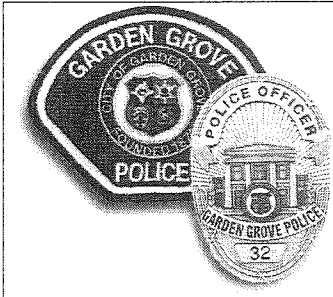


**General Order: 2.24  
TASER**

Effective: April 1, 2002  
Last Revised: March 19, 2015

**PURPOSE**

This General Order has been merged with other less-lethal weapons in General Order 2.6.



**General Order: 2.25  
BIASED BASED POLICING**

Effective: July 25, 2002  
Last Revised: March 19, 2015

**PURPOSE**

The purpose of this General Order is to establish a uniform policy for all encounters between police officers and citizens during arrests, traffic stops, and investigative detentions.

**DEFINITION – BIASED BASED POLICING**

Biased Based Policing is defined as conduct by law enforcement officers motivated solely by an individual's race, gender, ethnicity, age or socio-economic level. Racially biased policing occurs when law enforcement inappropriately considers race or ethnicity in deciding with whom and how to intervene in an enforcement capacity. Racial profiling is the practice of detaining an individual based on a broad set of criteria that casts suspicion on an entire class of people without any individualized suspicion of the particular person being stopped. Prohibiting biased based policing or racial profiling does not preclude officers from using race or ethnicity when it is part of a suspect's description or is otherwise validly related to an investigation of criminal activity.

**POLICY**

It is the policy of this Department that the detention, interdiction or disparate treatment of any person on the basis of their racial or ethnic status is strictly prohibited and illegal under California Penal Code Section 422.6(a):

PC 422.6(a) - No person, whether or not acting under color of law, shall by force or threat of force, willfully injure, intimidate, interfere with, oppress, or threaten any other person in the free exercise or enjoyment of any right or privilege secured to him or her by the Constitution or laws of this state or by the Constitution or laws of the United States in whole or in part because of one or more of the actual or perceived characteristics of the victim listed in subdivision (a) of Section 422.55: Disability, Gender, Nationality, Race or Ethnicity, Religion, Sexual Orientation, or association with a person or group with one or more of these actual or perceived characteristics.

Employees shall not express any prejudice or harassment concerning race, religion, politics, national origin or ethnicity, gender, life style or sexual orientation, or other personal characteristics. Investigative detentions, traffic stops, arrests, and searches and seizures of property will be based on reasonable suspicion or probable cause; or on validly obtained information from a credible source, such as general briefing information, or another law enforcement agency. Citizen contacts, traffic stops, investigative detentions, arrests or

searches and seizures based solely upon a person's race, color, religion, ancestry, national origin or ethnicity, disability, gender, life style or sexual orientation is strictly prohibited. In the absence of specific, credible information containing a physical description, a person's race, color, religion, ancestry, national origin or ethnicity, disability, gender, life style or sexual orientation shall not be a factor in determining probable cause for an arrest or reasonable suspicion for a stop.

All violations of this policy and/or procedure shall be immediately reported to the Chief of Police or his designee. Biased based profiling complaints will be investigated with findings as outlined in General Order 4.8 "Internal Affairs Unit". Corrective measures will be handled either positively or negatively, as outlined in General Order 1.2 "Disciplinary Procedures".

### **TRAINING**

The Garden Grove Police Department will engage in periodic and on-going training on the subject of Biased Based Policing in accordance with State law, P.O.S.T. Continuing Professional Training and in keeping with the values and high professional standards of the department.

### **ADMINISTRATIVE REVIEW**

An annual administrative review of citizen commendations and complaints, or other community input, relating to the department's Biased Based Policing policy and traffic stops should be conducted to ensure officers are focusing on the best practices for conducting professional traffic stops and citizen contacts.



**General Order: 2.26**  
**BUDGET DEVELOPMENT AND IMPLEMENTATION**

Effective: October 15, 2004  
Last Revised:

**PURPOSE**

To establish guidelines for development, implementation, and review of the Police Department's annual budget.

**AUTHORITY AND RESPONSIBILITY**

The fiscal year for the City of Garden Grove extends from July 1 through June 30. The Chief of Police has the authority and is accountable for all fiscal matters of the Police Department. At the direction of the City's Finance Director, the budget process is initiated. The Police Department's Senior Administrative Analyst, under the general direction of the Administrative Services Bureau Commander, is responsible for developing the annual budget, supervising internal expenditures, and being the liaison with the City's Finance Department. The Analyst assigned to this function has the required educational degree, training and experience necessary to perform budgeting tasks.

**TIMELINE AND PREPARATION**

Specific instructions and guidelines for budget preparation are issued to the Chief of Police by the Finance Director. The Chief will notify the Administrative Services Bureau Commander and the Senior Administrative Analyst when to begin preparation of the fiscal year budget. Though the City's budget calendar is created by the Finance Department on a yearly basis, traditionally the calendar is based on the following timeline:

- December Updating of fund and package lists
- January Building Improvement requests submitted
- February Labor Workshop and submission of labor budget
- March Non-Labor Workshop and submission of non-labor budget
- April Capital Outlay and Supplemental Budget Requests submitted
- May Review of all Department budgets by Central Management
- June Budget reviewed by City Council and adopted
- July Budget implemented

During the budget process, both present and future personnel needs are evaluated, with a listing of all positions by budget number, name, and classification to ensure that all positions allocated to the Police Department are funded. The Senior Administrative Analyst will request throughout the process, input from management staff relating to non-labor allocations including contractual services, commodities/supplies, capital outlay, and overnight travel. Requests from management will include justification for expenditure,

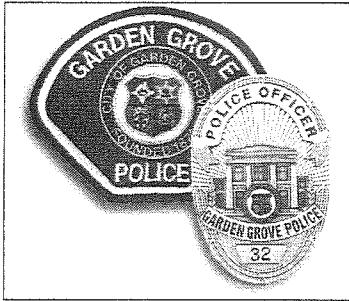
anticipated purchase costs for support equipment, maintenance, and operations. It is the responsibility of each Division Manager to ensure that all budget requests are submitted in a timely manner.

### **BUDGET IMPLEMENTATION AND ANALYSIS**

Once the fiscal year budget has been adopted, it is the responsibility of each Division Manager to ensure that all division expenditures fall within budget guidelines. All managers can monitor their budgets on a monthly basis through the "Monthly Budget Status Reports" which are available to all computer network users on the City's internal website. These reports include:

- Authorized yearly budget appropriation by package
- Monthly expenditures and encumbrances by package
- Year to date expenditure by package
- Remaining balance by package

These reports establish an accurate and complete documentation of all expenditures. In addition to these computer printouts, the Senior Administrative Analyst is responsible for preparing a monthly budget review of all Department expenditures. This analysis determines departmental budget expenditures and savings, and will ultimately determine the need for budget allocation changes that enable the Department to transfer funds between accounts. Any potential transfers will be reviewed at a scheduled Police Management meeting and if deemed necessary, a Budget Allocation Change Form will be completed and submitted to the City's Finance Department for approval.



**General Order: 2.27**  
**LIMITED ENGLISH PROFICIENCY GUIDELINES**

Effective: March 31, 2011  
Last Revised:

**PURPOSE**

The purpose of this General Order is to recognize the importance of effective and accurate communication between our personnel and the community that we serve. Language barriers can impede effective and accurate communication in a variety of ways. Language barriers can sometimes inhibit or even prohibit individuals with limited English proficiency (LEP) from accessing and/or understanding important rights, obligations, and services, or from communicating accurately and effectively in difficult situations. Hampered communication with LEP victims, witnesses, suspects, and community members can present the department with safety, evidentiary, and ethical challenges. Ensuring maximum communication ability between law enforcement and all segments of the community serves the interests of both.

The purpose of this Directive is to establish effective guidelines, consistent with Title VI of the Civil Rights Act of 1964 and the Omnibus Crime Control and Safe Streets Act of 1968, for departmental personnel to follow when providing services to, or interacting with, individuals who are LEP.

**POLICY**

It is the policy of this department to take reasonable steps to provide timely, meaningful access to LEP persons to the services and benefits the department provides in all department conducted programs or activities. All department personnel shall provide, whenever possible, free language assistance services to LEP individuals whom they encounter or whenever an LEP individual requests language assistance services. The department personnel will inform members of the public that language assistance services are available free of charge to LEP persons and that we will provide these services to them.

**DEFINITIONS**

**Primary Language** means an individual's native tongue or the language in which an individual most effectively communicates. We should avoid assumptions about an individual's primary language. For example, not all individuals from Central America speak Spanish fluently. Instead, some Central Americans may claim an indigenous language as their native tongue. We should make every effort to ascertain an individual's primary language to ensure effective communication.

**Limited English Proficiency** designates individuals whose primary language is not English and who have a limited ability to read, write, speak, or understand English. LEP individuals

may be competent in certain types of communication (e.g., speaking or understanding), but still be LEP for other purposes (e.g., reading or writing). Similarly, LEP designations are context-specific: an individual may possess sufficient English language skills to function in one setting, but these skills may be insufficient in other situations.

**Interpretation** is the act of listening to a communication in one language (source language) and orally converting it to another language (target language) while retaining the same meaning.

**Translation** is the replacement of written text from one language (source language) into an equivalent written text in another language (target language).

**Bilingual** refers to the ability to use two languages proficiently.

**Department Interpreter** is a bilingual employee who has been tested and authorized to interpret for others by the City of Garden Grove Human Resources Division.

**Child Abuse Services Team (CAST)** is a multi-disciplinary team involving the District Attorney, police and social workers. A deputy district attorney is assigned full-time to the CAST facility, where the forensic interviews and sexual assault physical examinations are conducted in a child friendly environment.

### **PROCEDURES FOR ACCESSING INTERPRETATION SERVICES**

When a 9-1-1 call-taker receives a call and determines that the caller is LEP, the call-taker shall inform the LEP caller that he or she will be placed "on hold." If the language is known, the call taker shall immediately survey the Radio Room for an available and appropriate department interpreter to respond. If an interpreter is available, the original call-taker will immediately transfer the LEP caller to the interpreter. The interpreter shall follow the standard operating procedures for all 9-1-1 calls.

If no available and appropriate interpreters are present, the call-taker will contact the contracted telephonic interpretation service directly via speedial.

Once a three-way call is established between the call-taker, the LEP caller, and the interpreter, the call-taker shall follow the standard operating procedures used for all 9-1-1 calls.

**NOTE:** The call-taker will note in information sent to dispatch that the 9-1-1 caller is an LEP individual and indicate the language, so that this information is provided to responding personnel. Dispatchers will make every effort to dispatch a bilingual officer to the assignment, if available.

#### **Department Personnel Requesting Interpretation Services:**

Responding Personnel Responsibilities: Department personnel in the field in need of interpretation services will attempt to identify the LEP individual's primary language through the use of the language identification card/pamphlet (I speak...) and follow the



instructions Communications has placed in the pamphlets. If there is a department interpreter in the field who speaks the language identified, that person can be requested directly or through Communications. A list of department interpreters is available on the department's intranet. If a department interpreter is not available to provide interpretation, the responding personnel should contact the telephonic interpreter Language Line for interpretation, either by calling Language Line directly or contacting Communications. The current Language Line service number is (800) 874-9426. You will be prompted by the service and a live attendant will assist you. They will ask for our client identification number, which is **Client ID# 101107**. An interpreter will be contacted.

Exigent Circumstances:

Department personnel are expected to follow the general procedures outlined in this Directive; however exigent circumstances may require some deviations. In such situations, personnel are to use the most reliable, temporary interpreter available, such as bilingual department personnel. Examples may include the need to obtain descriptive information on a fleeing suspect, or identifying information of an injured person. However, once an exigency has passed, all personnel are expected to revert to the general procedures in this Directive.

Family, Friends and Bystanders:

In other than exigent circumstances, personnel should only use family, friends or bystanders for interpreting in very informal, nonconfrontational contexts, and only to obtain basic information at the request of the LEP individual. Using family, friends, or bystanders to interpret could result in a breach of confidentiality, a conflict of interest, or an inadequate interpretation. Barring exigent circumstances, personnel should not use minor children to provide interpreter services.

Additional Interpretation Services:

The Orange County Chiefs of Police and Sheriff's Association have an inter-city assistance plan (mutual aid) that outlines the assistance and cooperation provided during police incidents (Operational & Procedural protocol #102). The services provided are on an as needed basis. In accordance with this protocol, under certain circumstances department personnel may obtain interpretation from qualified bilingual employees from other Orange County law enforcement agencies. Examples of when this protocol could be used to obtain language assistance services include: when a department or City interpreter is not available and/or telephonic interpretation is not practical, such as during an interview or interrogation taking place some distance outside the city. Additionally, when interviews are conducted at CAST, they provide an appropriate interpreter from their network.

Personnel who believe they need this service will consult with the highest-ranking supervisor or manager on duty. If the supervisor or manager concurs, the supervisor will contact communications and make the request. The requestor should provide the investigative officer's name, badge number, phone number, and exact location where the interpreter is expected (*i.e.*, the numerical address with room or floor numbers, not just "Homicide" or "East Division"). The use of this service will be noted on the 24-hour resume.

Communications Supervisor Responsibilities:

The Communications Supervisor will contact the appropriate agency for the requested interpreter service, and relay all information to them. The supervisor will obtain an estimated time of arrival (ETA) for the interpreter before ending the call and notify the officer/investigator. The in-person interpreter should be on location no more than two hours from the time of notification.

Upon Arrival of Contacted In-Person Interpreter:

Upon the arrival of the interpreter, the officer/investigator will verify the interpreter's employer. The officer/investigator shall record the interpreter's name and organizational affiliation on the investigative report along with the interpreter's arrival and departure times. Once the interpreter is prepared, department personnel will ask all questions through the interpreter.

It is our department personnel's responsibility to develop and ask any questions. Under no circumstances will an interpreter independently question a LEP individual. The interpreter's role is to serve as a neutral third party, taking care not to insert his or her perspective into the communication between the parties.

Conflict of Interest/Bias of Interpreter:

If the officer/investigator believes that there is any conflict of interest with the assigned interpreter, bias, or any other reason why the interpreter should be recused, the officer/investigator shall consult with the highest ranking supervisor or manager on location and they will decide if another interpreter is warranted.

**INTERROGATION, INTERVIEWS, AND COMPLAINTS**

Criminal interviews, crime witness interviews and complaints potentially involve statements with evidentiary value upon which a witness may be impeached in court. As such, accuracy is a priority. Moreover, a failure to protect the rights of LEP individuals during arrests and interrogations presents risks to the integrity of the investigation. Department personnel must recognize that miscommunication during the interrogations or crime witness interviews may have a substantial impact on the evidence presented in any related criminal prosecution. A qualified department interpreter shall be used for any interrogation or taking of a formal statement where the suspect or witness' legal rights could be adversely impacted. A department interpreter providing language assistance during an interview or interrogation should be sure to identify himself or herself as a department employee to the LEP individual.

When Miranda warnings or other vital written materials are going to be provided to the suspect or witness, they should be made available in his or her primary language. In the case of a language into which forms have not been translated and in the case of illiteracy, forms will be read to the suspect or witness in his or her primary language using an authorized interpreter if needed.

Any LEP individual who wishes to file a complaint with the department regarding language access, or discharge of our duties, shall be provided with translated complaint forms. If the

language spoken is not translated, a department interpreter shall assist the complainant. The supervisor or manager assigned to investigate the complaint shall utilize a department interpreter to communicate with the complainant. The Internal Affairs Sergeant will attempt to provide written notice of the disposition of any LEP complaint in the complainant's primary language whenever practical.

In the event formal disciplinary charges result from a complaint, the department will insure that an authorized interpreter is available for any scheduled hearings.

### **PROCEDURES FOR ACCESSING DOCUMENT TRANSLATION SERVICES**

The Records Manager, or designee, shall be responsible for classifying all documents as vital or non-vital, and determining into what languages the vital documents should be translated. The Record's Manager, or designee, will assess demographic data, review contracted language access services utilization data, and consult with community-based organizations to inform these decisions.

The Records Manager, or designee, will be responsible for having the documents translated and distributed to LEP communities. The Records Section will serve as the central repository of all translated documents and make them available to our personnel and members of the public on request.

Although the Records Manager, or designee, shall be the central conduit for document translation, all department personnel shall have access to this service through the following procedures:

Commanding Officers: Should a officer identify a need for a specific document to be translated, a memorandum will be forwarded through the officer's chain of command. If approved for translation, the document will be forwarded to the Records Manager where it will be reviewed, confirm that no similar document has already been translated, and then processed through the appropriate channels.

Translation of Investigative Documents: Should an investigator need a note, letter, or other document translated for an investigation, approval will be obtained through the investigator's chain of command. Once approval is obtained, the note, letter, or other document will be forwarded to an authorized City translator. The request should indicate if the translation is needed immediately; otherwise, the request should specify the date required.

### **NOTIFYING THE PUBLIC ABOUT GGPD'S LANGUAGE SERVICES**

At the entry point or lobby to each of our facilities, signage shall be posted in the most commonly spoken languages stating that interpreters are available free of charge to LEP individuals. The department shall also maintain translated written forms and documents for LEP individuals. A list of these documents and forms along with the available languages is posted in Records. Notification of the availability of translated forms and documents will be

posted in the public lobby of Police facilities to inform LEP persons about which forms are translated. In the case of illiteracy or languages into which written materials have not been translated, such forms and documents will be read to LEP individuals in their primary languages.

### **LANGUAGE ASSISTANCE POLICY AND INTERPRETER SKILLS**

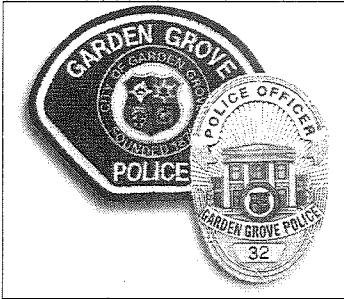
The department will provide initial training and periodic training to personnel about our LEP policies. The department shall conduct such training for new recruits, at in-service training, and at roll call for officers at least every two years. Training shall initially be conducted within 180 days of the effective date of this Directive.

City personnel identified as interpreters have had their language skills assessed by a City approved interpreter using a structured assessment tool. Through this testing process an interpreter may be authorized to provide language assistance in verbal and/or written communication. The City maintains a list of interpreters, and the Chief of Police's office maintains the list of interpreters assigned to the Police Department. This list will also be available to all department personnel on the department's intranet.

### **MONITORING AND UPDATING LANGUAGE ASSISTANCE EFFORTS**

The Records Manager is responsible for coordinating and implementing all aspects of the department's services to LEP individuals. The Records Manager, or designee, shall assess demographic data, review contracted language access services utilization data, and consult with community-based organizations annually in order to determine if there are additional languages into which vital documents should be translated. They shall also be responsible for assessing demographic data, reviewing contracted language access services utilization data, and consulting with community based organizations to ensure that the department is providing meaningful access to LEP persons to the services and benefits the department provides in all department-conducted programs or activities.

The Communications Manager will be responsible for collecting LEP contacts. This data may be collected through the review of communication logs, the CAD and billing statements submitted by the Language Line.



**General Order: 2.28  
BUILDING SAFETY/SECURITY**

Effective: November 25, 2013  
Last Revised: March 3, 2014

**PURPOSE**

The purpose of this General Order is to recognize the importance of providing both a safe and secure environment for all personnel and guests in the Department.

**POLICY**

It is the policy of this Department to take reasonable steps to provide a safe and secure environment for all personnel and guests in the Department's buildings. This will be accomplished through both physical and procedural efforts. Such efforts may include the use of video cameras, access control measures and response and evacuation protocols.

**RESTRICTED AREAS**

Non-public areas of the Department shall be identified with a sign at the entrance, "Restricted Area Authorized Personnel Only – Proper ID Required". All areas of the police facility that require "Keri" access, as well as the rear lot, are defined as restricted areas.

**IDENTIFICATION CARDS**

All employees not in Class A or Class B uniform will wear their Department-issued identification cards visible to others at all times within the Police Department buildings. As an option, employees may be issued a "Keri" access card with an authorized identification "skin" affixed to it and visible to others.

Employees arriving/departing work may proceed directly to/from their locker or primary work area to retrieve their worn identification.

**"KERI" ACCESS CONTROL CARDS**

All employees of the Department are issued "Keri" access control cards and/or key fobs. As these are programmed to each individual's access settings, they shall not be loaned or given to another person under any circumstances. Upon termination of employment, all issued Keri items shall be turned into the Planning and Research Lieutenant for reprogramming and reissuance to another individual. They shall not be retained by others for reissuance to any other employee.

### **WEAPONS**

All sworn personnel who are authorized to carry a weapon will do so at all times they are on-duty within the Department's buildings. Non-uniformed personnel may carry any firearm they are authorized to carry either on or off-duty (per General Order 14.3) while inside the Department's buildings. This requirement does not apply to personnel that are actively engaged in undercover operations.

### **VIDEO CAMERA SYSTEMS**

The Department utilizes recorded video cameras to enhance the various other security measures in place. Cameras currently cover the perimeter and selected interior areas of the main Police building. Other cameras may be added at a later date as needed.

Monitors will be used at various "key" locations throughout the department to allow personnel to monitor activities within the areas covered by the camera systems.

### **ACTIVE SHOOTERS**

If an active shooter situation occurs within the police building, civilian personnel are encouraged to follow the recommendations provided in the "Run, Hide, Fight: An Active Shooter Approach" video available through the PowerDMS system.

In the event of an active shooter, dispatch should immediately broadcast any and all information possible to both field and station personnel via radio and intercom systems. Updates will be provided when possible.

### **VISITORS**

All visitors, to include former employees, to the Department must articulate a specific need to enter a restricted area. Department employees are authorized to courteously inquire as to that need. If a Department employee grants access, the following should be adhered to by the employee responsible for the visitor:

- Collect the visitor's driver's license or other official identification to be held at the front counter until the completion of the visit and retrieval of the visitor's badge, and log the visitor in on the Department's visitor log.
- The visitor must be accompanied by a personal escort at all times.
- The visitor must display the assigned visitor's badge on their outer clothing at all times.

Those divisions or individuals that have meetings or training sessions with 3 or more people in a restricted area are responsible for the registration of the group and adherence to this section.

Department visitor passes shall be collected at the conclusion of the visit by the Department employee responsible for the visitor.

The employee responsible for the visitor should inquire if the visitor is in possession of any weapons. No weapons are allowed in the police facility except when carried by an authorized law enforcement officer.

### **SERVICE AND DELIVERY PERSONNEL**

Individuals doing business with the Department, such as postal workers, vendors, contracted service providers and other non-City personnel, shall display a visible visitor badge. Those private individuals who regularly access restricted areas of the Department may be issued temporary identification cards for the duration of the service contract after an assessment by the Administrative Services Bureau.

Delivery or service personnel who have limited access to restricted areas shall be escorted by the appropriate Department employee.

### **UNAUTHORIZED PERSONNEL**

All employees shall contact individuals in a restricted area who do not have proper identification in order to make a determination as to the nature of their business, or bring the matter to the attention of a supervisor or sworn member of the Department.

Individuals not having any legitimate business in a restricted area shall be courteously escorted to a public area of the facility. If resistance or behavior of a suspicious or threatening behavior is encountered, sworn personnel shall be notified or a call to 911 shall be initiated.