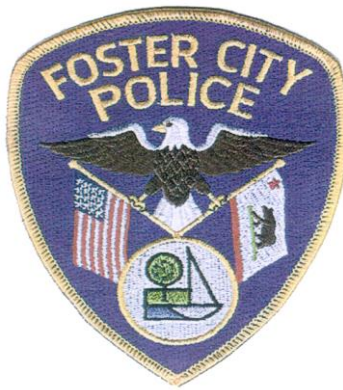


FIELD TRAINING PROGRAM

SENIOR COMMUNITY SERVICE OFFICER (PATROL)



IN-SERVICE TRAINING GUIDE (Revised March, 2017)

Sr. Community Service Officer Trainee: _____

Sr. Community Service Officer FTO: _____

Start Date: _____

Completion Date: _____

I

PURPOSE

This guide is used to instruct each new Senior Community Service Officer (CSO) in the various duties which they will most likely perform during his/her career. Although it is not inclusive of all possible tasks, it has been compiled to provide basic information for, and exposure to, the average situation. In this regard, it will help the officer in building a good foundation for his/her future activities on the job.

The Field Training Officer (FTO) has been carefully selected to provide on-the-job training. The CSO is expected to carry the in-service guide with them at all times and be prepared to show it upon request. The FTO and other supervisors will make regular checks of this training guide to ensure that progress is systematically being achieved.

In addition to the in-service training instruction, each CSO is expected to perform assignments as directed by the FTO or any supervisor. The broad background of knowledge needed cannot be gained entirely on the job. Reference to various codes is made for this purpose in the training guide. Therefore, the CSO is expected to become familiar with and to know all the sections listed in this training guide as well as any sections added by the FTO.

It is recommended that the CSO maintain a copy of the Penal Code and Vehicle Code for reference.

II

HOW TO USE THIS GUIDE

- A. The FTO will note that in several areas of the training guide there are references by section to the Lexipol Policy and various Penal Code, Vehicle Code and Foster City Municipal Ordinance sections. The FTO will assist the CSO in finding the proper sections and ensure that the CSO understands them.
- B. The FTO shall place his/her initials in the first column, marked "Instructed", beside each topic when the CSO has been instructed in that particular area.
- C. The CSO shall place his/her initials in the second column, marked "Understood", beside each topic when he/she feels he/she understands it. He/she should not initial it until he/she totally understands and/or can perform it without assistance.
- D. The FTO will place his/her initials in the third column, marked "Competent", when he/she believes the CSO is competent to perform a particular task and/or fully understands the topic.
- E. There is no requirement that the items be completed in the order they are presented in the training guide.

- F. A series of daily evaluation will be completed by the FTO detailing the progress made by the CSO. Each evaluation form will be discussed by the FTO with the CSO in order to identify and correct any deficiencies. After review, the FTO and CSO will initial the evaluation form to show that it had been reviewed. All evaluations will be forwarded to the Training Lieutenant on a weekly basis.
- G. The training guide and all written evaluations will be made available to the CSO to read at his/her request.
- H. A series of written tests and practical field problems may be completed by the CSO in order to demonstrate his/her level of proficiency in the areas covered by the training guide. Results of these tests and field problems will be documented and become part of the CSO's training file.
- I. The field-training program is a four-week program. In the event the CSO has difficulty in areas that are marked "V", the training program may be extended.

If the CSO has any questions, they should be directed to the FTO. It is the responsibility of the CSO to ask questions whenever in doubt.

BLOCK 1

1.0	Procedures “V”	<u>Instructed</u>	<u>Understood</u>	<u>Competent</u>
	The CSO shall have a working knowledge of the following procedures:			
	a. Shift schedules	_____	_____	_____
	b. Leave procedures	_____	_____	_____
	c. Gratuity policy	_____	_____	_____
	d. Overtime form	_____	_____	_____
1.1	Shift Line-Up “V”	<u>Instructed</u>	<u>Understood</u>	<u>Competent</u>
	The CSO will understand the procedures used at line-up to assign vehicles, radios and meal times.	_____	_____	_____
	The CSO will know the location and use of the following items:			
	a. Daily Bulletin	_____	_____	_____
	b. Special Bulletins	_____	_____	_____
	c. Subpoena folder	_____	_____	_____
1.1	Police Department	<u>Instructed</u>	<u>Understood</u>	<u>Competent</u>
	The CSO will learn about the various positions and job functions within the Police Department.			
	a. Field Operations	_____	_____	_____
	b. K-9 Program	_____	_____	_____
	c. Traffic	_____	_____	_____
	d. Field Evidence Technician (F.E.T.)	_____	_____	_____

e. Detective Bureau _____

1.2 City Landmarks “V” Instructed Understood Competent

The CSO will visit and learn the following locations:

a. Parks _____

b. Shopping Centers _____

c. Corporation Yard _____

d. City Hall _____

e. Recreation Department _____

f. Library _____

g. City streets _____

1.3 County Facilities “V” Instructed Understood Competent

The CSO will learn the location and functions of the following:

a. Men’s Jail _____

b. County Hospital _____

c. Mills Hospital _____

d. Peninsula Hospital _____

e. Crime Lab _____

f. Juvenile Hall _____

g. Southern Court _____

h. Central Court _____

i. Northern Court _____

1.4 Equipment Operation “V”

The CSO will learn the proper operation of the following equipment:

- a. Portable radio _____
- b. Vehicle radio _____
- c. Vehicle lighting equipment _____
- d. Radar Trailer _____
- e. Department computer system _____
- f. E-Mail system _____
- g. Voice-Mail system _____

BLOCK 2

2.0	Evidence/Property Control “V”	<u>Instructed</u>	<u>Understood</u>	<u>Competent</u>
	The CSO will learn proper evidence control, including:			
	a. How property is booked into the Police Department	_____	_____	_____
	b. How evidence is packaged prior to booking	_____	_____	_____
	c. How money/drugs are booked	_____	_____	_____
	d. How property is transported to the crime lab	_____	_____	_____
	e. How to take fingerprints	_____	_____	_____
2.1	Departmental Equipment	<u>Instructed</u>	<u>Understood</u>	<u>Competent</u>
	The CSO will learn the location of various pieces of departmental equipment, including:			
	a. Video camera	_____	_____	_____
	b. Video DVD duplicator	_____	_____	_____
	c. Interview-room video camera	_____	_____	_____
	d. Patrol digital camera “V”	_____	_____	_____
	e. Varda alarm system	_____	_____	_____
	f. Remote video camera surveillance system	_____	_____	_____
	g. Copier “V”	_____	_____	_____
	h. Fax machine “V”	_____	_____	_____
	i. Telephone System “V”	_____	_____	_____
	j. C.A.R.E.S. van (driving skills) “V”	_____	_____	_____
	k. Computer video projector	_____	_____	_____

Instructed Understood Competent

2.3 Department Supplies

The CSO will learn the location of and, where appropriate, how to re-stock, the following Departmental supplies:

- | | | | | |
|----|-----------------------------|-------|-------|-------|
| a. | Copier supplies | _____ | _____ | _____ |
| b. | Vehicle trunk equipment “V” | _____ | _____ | _____ |
| c. | F.E.T. supplies | _____ | _____ | _____ |

2.4 Department Purchases

The CSO will learn the procedure to make purchases using:

- | | | | | |
|----|-------------------|-------|-------|-------|
| a. | Department budget | _____ | _____ | _____ |
| b. | Purchase Orders | _____ | _____ | _____ |
| c. | Petty Cash “V” | _____ | _____ | _____ |

2.5 Youth Services Bureau

The CSO will understand the full function of the Youth Services Bureau, including:

- | | | | | |
|----|--------------------|-------|-------|-------|
| a. | G.R.E.A.T. program | _____ | _____ | _____ |
| b. | School Programs | _____ | _____ | _____ |
| c. | Community Service | _____ | _____ | _____ |
| d. | Explorer Program | _____ | _____ | _____ |

2.6	Crime Prevention Bureau	<u>Instructed</u>	<u>Understood</u>	<u>Competent</u>
	The CSO will understand the full function of the Crime Prevention Bureau, including:			
	a. Crime Prevention Corporal	_____	_____	_____
	b. Crime Prevention CSO	_____	_____	_____
	c. Neighborhood Watch	_____	_____	_____
	d. Operation ID	_____	_____	_____
	e. Alarm Ordinance	_____	_____	_____
	f. Reserve Officer Program	_____	_____	_____
	g. Citizen Volunteer Program	_____	_____	_____
	h. Amateur Radio Operators Program	_____	_____	_____

BLOCK 3

3.0	Front Office	<u>Instructed</u>	<u>Understood</u>	<u>Competent</u>
	The CSO will understand the functions of the Front Office, including:			
	a. Processing citations	_____	_____	_____
	b. Processing subpoenas	_____	_____	_____
	c. Processing reports	_____	_____	_____
	d. Processing warrants	_____	_____	_____
	e. Computer Alpha checks	_____	_____	_____
	f. Issuing engravers	_____	_____	_____
	g. Taking cash/issuing receipts “V”	_____	_____	_____
	h. In-custody report box	_____	_____	_____
	i. Approved Report log	_____	_____	_____
	j. Use of telephone console	_____	_____	_____
	k. Release of information/reports	_____	_____	_____
3.1	Dispatch	<u>Instructed</u>	<u>Understood</u>	<u>Competent</u>
	The CSO will understand the functions of the dispatch center, including:			
	a. Dispatch radio system	_____	_____	_____
	b. Fire call dispatching	_____	_____	_____
	c. Medical dispatching	_____	_____	_____
	d. CAD system entries	_____	_____	_____
	e. 911 system	_____	_____	_____
	f. CLETS system	_____	_____	_____
	g. Confidentiality of information “V”	_____	_____	_____

- h. Rotational tows _____
- i. Restraining orders _____

The CSO will be given sufficient training to provide emergency relief for a dispatcher if necessary.

3.2 Patrol

The CSO will learn to perform the following patrol duties:

- a. Directing traffic “V”
 - 1. Use of flares _____
 - 2. Use of cones _____
 - 3. Use of portable stop signs _____
 - 4. Manually directing traffic _____
- b. Issuing citations “V”
 - 1. Parking citations _____
 - 2. Handling irate citizens _____
 - 3. Contested citations _____
- c. 11-24 and Towing vehicles procedures “V”
 - 1. Abandoned vehicles _____
 - 2. 72-hour violations – on view _____
 - 3. 72-hour violations – complaints _____
 - 4. 30 day impounds _____
 - 5. Owner requested _____
 - 6. CHP 180 _____
 - 7. Oversized Vehicles _____

d.	Maintaining vehicles “V”	<u>Instructed</u>	<u>Understood</u>	<u>Competent</u>
1.	Routine maintenance inspections	_____	_____	_____
2.	Emergency lighting repairs	_____	_____	_____
3.	Radio repairs	_____	_____	_____
4.	Cleaning	_____	_____	_____
5.	Removing weapons	_____	_____	_____
6.	Removing equipment	_____	_____	_____
e.	Completing Police Reports “V”	<u>Instructed</u>	<u>Understood</u>	<u>Competent</u>
1.	Basic report writing skills	_____	_____	_____
2.	Found/lost property reports	_____	_____	_____
3.	Towed vehicle reports	_____	_____	_____
4.	Using Codes/Ordinances/Maps “V”	_____	_____	_____
f.	The CSO will demonstrate sufficient knowledge in the following areas to be able to operate as a solo unit:	<u>Instructed</u>	<u>Understood</u>	<u>Competent</u>
1.	Penal Codes	_____	_____	_____
2.	Vehicle Codes	_____	_____	_____
3.	City Ordinances	_____	_____	_____
4.	Real Estate/Garage Sale signs	_____	_____	_____
5.	Radio Codes	_____	_____	_____
6.	P.C. 4	_____	_____	_____

BLOCK 4

4.0 Patrol Duties

The CSO will demonstrate that he/she has a working knowledge of the duties and shall perform them while being supervised by the FTO.

During the fourth week of the training program, the FTO will cover any areas of the training guide that have not been completed and will observe the CSO perform his/her duties while the FTO is in plain clothes (shadow phase).

If the FTO determines that additional training time is required, a recommendation will be made to the Training Lieutenant. If the FTO feels that the CSO is capable of working as a solo unit, the FTO will forward an e-mail to the Training Lieutenant, through the Team Sargent.