

---

---

# **VIRGINIA LAW ENFORCEMENT ACCREDITATION PROGRAM MANUAL**



**SEVENTH EDITION (v2.1)**

**JANUARY 2022**

---

---

## **DISCLAIMER**

This manual includes voluntary standards for the Virginia law enforcement communities that have been approved by the Virginia Law Enforcement Professional Standards Commission. The standards are not meant as a substitute or replacement for any legal requirement that may apply to agencies involved in law enforcement services in the Commonwealth. The Virginia Law Enforcement Professional Standards Commission recognizes that State and local laws, Codes, Rules and Regulations, and local Ordinances take precedence over these standards.

**This manual is available on the internet at:  
[www.dcjs.virginia.gov](http://www.dcjs.virginia.gov)**

# TABLE OF CONTENTS

ACKNOWLEDGEMENTS .....	2
INTRODUCTION .....	3
MEMBERS OF THE VIRGINIA LAW ENFORCEMENT PROFESSIONAL STANDARDS COMMISSION .....	4
HOW TO USE THIS MANUAL .....	5
STANDARDS .....	5
ADMINISTRATION	
ADM.01.01 – ADM.25.11 .....	7
OPERATIONS	
OPR.01.01 – OPR.14.01 .....	23
PERSONNEL	
PER.01.01 – PER.11.01 .....	35
TRAINING	
TRN.01.01 – TRN.04.01 .....	41
APPENDIX .....	45
APPENDIX A .....	46
APPENDIX B .....	47
GLOSSARY OF TERMS .....	48
PROGRAM MANUAL DOCUMENT CHANGES .....	50

# ACKNOWLEDGEMENTS

The Virginia Law Enforcement Professional Standards Commission wishes to express appreciation to the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) and the New York State Division of Criminal Justice Services, Bureau of Municipal Police. Their encouragement and cooperation were greatly appreciated in the development of the Virginia program.

The CALEA and New York accreditation programs and standards, as well as programs and standards from several other states, served as models in the development of this project, however, the program reflects statutes and processes uniquely Virginian, and designed specifically for Virginia law enforcement agencies. Many of the standards are consistent with or drawn from those developed by the above-mentioned organizations, which further validates the ongoing professionalization efforts of the law enforcement community.

The Virginia accreditation program relies heavily on the voluntary efforts of the law enforcement community. The program has partnered with the Virginia Law Enforcement Accreditation Coalition (VALEAC) in order to maintain current with emerging professional trends. This manual was completely revised in January 2006 after review by former VALEAC Standards Review Committee and approval by the VLEPSC Executive Board. The efforts of the Standards Review Committee reflect the spirit of cooperation and commitment of Virginia law enforcement.

## STANDARDS REVIEW COMMITTEE (SRC)

In 2008, the Commission created the VLEPSC Standards Review Committee. This committee is charged with reviewing proposed changes in or additions to Standards, Interpretations, Rules, Policies, Procedures and Criteria. Proposed changes are referred to the committee by Program Staff or the Commission for its review and recommendations. Members are assigned to the committee based upon their knowledge, agency size and agency function.

## VLEPSC STANDARDS REVIEW COMMITTEE MEMBERS

<i>Agency Size/Type</i>	<i>Member</i>
Standards Review Committee Chairman	Sheriff Joe McLaughlin, <i>New Kent County Sheriff's Office</i>
Sheriff's Office, Full Service, +50 employees	Capt. Cindy Caldwell, <i>Campbell County Sheriff's Office</i>
Sheriff's Office, Full Service, -50 employees	Chief Dep. Travis Sumption, <i>Clarke County Sheriff's Office</i>
Sheriff's Office, Civil/Court responsibility only	Major Todd Clingenpeel, <i>City of Salem Sheriff's Office</i>
Police Department, +50 employees	Donna Akers, <i>Christiansburg Police Department</i>
Police Department, -50 employees	Capt. Jacob Siddons, <i>Tappahannock Police Department</i>
College/University Police Department	Ret. Sgt. Charles Bishop, <i>Reynolds Community College Police Department</i>
State LE Agency	Bobby Mawyer, <i>Virginia Department of Wildlife Resources</i>
Private LE Agency	Chief Dennis Russell, <i>Wintergreen Police Department</i>
DCJS/VLEPSC Liaison	Gary M. Dillon, <i>Virginia Department of Criminal Justice Services</i>

---

---

# INTRODUCTION

*“Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives.”*

— Will A. Foster

Accreditation is the on going process whereby agencies evaluate policy and procedure against established criteria, and have compliance with that criteria verified by an independent and authoritative body. The criteria, or standards, are policy development guidelines that represent a level of quality service delivery. The true indicator of compliance, however, lies with an evaluation by trained, independent professional peers. The establishment of meaningful and professional standards and an evaluation for compliance to those standards are, therefore, the two fundamentals of an accreditation program.

The Virginia Law Enforcement Professional Standards Commission consists of an Executive Board appointed by the Virginia Association of Chiefs of Police and the Virginia Sheriff’s Association. Personnel from the Virginia Department of Criminal Justice Services (DCJS) provide support services to the Board, and serve as the coordinating agency for Commission activities. The Board, all active chiefs or sheriffs, are tasked by their respective associations with developing and maintaining a formal accreditation process specific to Virginia law enforcement agencies, including the development of a comprehensive set of professional standards. The VLEPSC program constitutes the first joint effort of this type in the history of the Commonwealth.

The attitudes, training, and actions of employees of Virginia’s law enforcement agencies best reflect compliance with the standards contained in this document. Policy and procedure based on professional standards will not ensure a crime-free environment for citizens, nor will it ensure an absence of litigation against law enforcement agencies and executives. However, effective and comprehensive leadership through professionally based policy development directly influences the departments’ capacity to deliver mandated services, with a greatly enhanced ability to cope with the threat of successful litigation.

The ultimate goal of all accreditation programs is enhanced service delivery. The goal of the Virginia Law Enforcement Professional Standards Commission is to make available a framework whereby the Virginia law enforcement community is provided a voluntary, relatively cost-free accreditation program that is comprehensive, obtainable, and based on standards that reflect professional service delivery. In developing the program, the Board recognized the limited financial and manpower resources of a great many departments, and developed standards that would not place overwhelming demands on those resources.

The standards developed are the basis of an accreditation program that affects every component of the agencies involved. Through the dedication to service and professionalism evidenced by obtainment of accredited status, law enforcement agencies can greatly enhance the services they deliver to the communities they serve.

The development of department policy is the most significant duty of chiefs of police and sheriffs, ergo; this manual contains no policies or procedures. The standards developed by the Commission are only guidelines for WHAT should be done, not HOW it should be done. Policies on many topics, for instance the use of force, may be very similar among most agencies. On the other hand, policies dealing with disciplinary actions may vary greatly. Policy development that complies with these standards, however, remains dependent on the judgment of the chief executive officer.

For additional information contact:

Virginia Law Enforcement Professional Standards Commission  
c/o Virginia Department of Criminal Justice Services  
1100 Bank Street, Richmond, VA 23219

(804) 840-5520

---

---

## MEMBERS OF THE VIRGINIA LAW ENFORCEMENT PROFESSIONAL STANDARDS COMMISSION

Chief Anthony S. Pike – *Chairman*  
*Division of Capitol Police*  
*Commissioner Since: September 2014*

Sheriff C.O. Balderson – *Vice-Chairman*  
*Westmoreland County Sheriff's Office*  
*Commissioner Since: May 2011*

Sheriff Steve Draper – *Treasurer*  
*City of Martinsville Sheriff's Office*  
*Commissioner Since: May 2013*

Sheriff Darrell Warren, Jr.  
*Gloucester County Sheriff's Office*  
*Commissioner Since: June 2015*

Sheriff J. Joseph (Joe) McLaughlin, Jr.  
*New Kent County Sheriff's Office*  
*Commissioner Since: June 2016*

Sheriff Stacey A. Kincaid  
*Fairfax County Sheriff's Office*  
*Commissioner Since: June 2017*

Chief Ron Lantz  
*Albemarle County Police Department*  
*Commissioner Since: November 2017*

Chief Keith Hartman  
*Buena Vista Police Department*  
*Commissioner Since: October 2018*

Chief David Huchler  
*Metropolitan Washington Airport Authority Police Department*  
*Commissioner Since: August 2020*

Chief Scott Booth  
*Danville Police Department*  
*Commissioner Since: September 2020*

Chief Alonzo Howell  
*Town of Smithfield Police Department*  
*Commissioner Since: February 2021*

Sheriff James R. Clarke  
*Isle of Wight Sheriff's Office*  
*Commissioner Since: September 2021*

---

---

# HOW TO USE THIS MANUAL

## STANDARDS

The **191** standards are divided into four general subject areas: Administration, Operations, Personnel, and Training.

The **Administration** area covers those law enforcement operations that are involved with the day-to-day management of the organization. These standards address the agency mission, goals, and public service role. Components of the organization that do not normally deliver direct law enforcement services to the community are addressed under this section, including Planning and Research, Budget and Fiscal Management, and Communications. This section is the largest division, containing 79 standards under 25 topic areas. The letters ADM. preceding the standard number, e.g. ADM.18.01, identifies all Administration standards.

The **Operations** section covers those areas where direct service delivery is most often found. Patrol, Criminal Investigations, and Court Security are examples of standard types found in this section. Operations contain 69 standards under 14 topic areas. The letters OPR preceding the standard number identifies all standards under Operations, e.g. **OPR.08.04**.

The **Personnel** section is devoted to subjects involving areas of policy that govern the employment, career opportunities and the work environment. Subjects such as Selection and Hiring, Performance Evaluations, and Discipline are found here. The Personnel section contains 35 standards in 11 topic areas. The letters PER preceding the standard number identifies standards under Personnel, e.g. **PER.06.01**.

The smallest but certainly a very important area of standards is found in the **Training** subject area. Although this section contains only eight standards in four topic areas, the policies developed for these items greatly influence many other subject areas. This area should never be overlooked because of its size! The letters TRN preceding the standard number identifies training standards, e.g. **TRN.01.01**.

The **Standards** contain at least two components, and may be divided into as many as four parts. The example below illustrates these parts.

---

**ADM.09.01** The agency has a written directive system that includes, at a minimum:

- a. A statement of agency policy;
- b. Procedures for carrying out agency activities;
- c. Rules and regulations
- d. Procedures for reviewing, maintaining, and revising written directives; and
- e. The identities of the persons or positions that have the authority to issue, modify, or approve agency written directives.

---

In the above example, the standard is identified by its **specific number**, **ADM.09.01**. This number indicates it is an **Administration** standard (ADM) and in the ninth topic area (Written Directives) and is the first of the standards in this area.

Following the number is the **standard statement**. The standard statement can be several sentences long and will describe the crux of the requirement. In some cases, such as in the example we are using here, the **standard statement** also contains several **bullets**. In **ADM.09.01** there are five **bullets**, a, b, c, d and e. The **bullets** indicate specific points that must be addressed in the agency's policy statement for compliance.

The Commission has developed **Commentary** entries for many of the standards. The commentaries more fully define the intent of a particular standard, however, they are **NOT BINDING** when policy is assessed for compliance. Additionally, any **bullets** that appear in the commentary section of a standard are also **not binding**.

---

---

In addition to *Commentary*, the Commission developed **Purpose and Intent** statements beginning with the 6th Edition, Version 6 release. Purpose and intent statements are located below the standard statement of select standards. Purpose and intent statements are intended to provide guidance to the accreditation manager and the assessor as to the Commission’s objective of the standard. **Purpose and intent statements are considered a binding part of the standard.**

Several of the standards are “**If...**” standards. These standards require compliance only from those agencies that perform the particular duty, or employ the named specific components. For instance, if the agency does not have a career development program, it is not required to develop policy on how a career development program is administered as stated in standard **PER.05.01**.

Sometimes the “**IF**” standard will be self-descriptive, such as:

---

**OPR.01.03** **IF** unmarked vehicles are used for general patrol service/traffic enforcement, they must be:

- a. Equipped with a siren, in operational order;
- b. Equipped with emergency lights, in operational order; and
- c. Allow the operator the ability to maintain constant communication via radio (fixed or portable).

---

If your agency does not use unmarked cars for **routine, general patrol service, and/or traffic enforcement**, then you are not required to develop policy to ensure that the unmarked vehicles you **do** have are equipped as indicated. Keep in mind, the standards developed by the VLEPSC are **minimum** guidelines. In the above example, the agency certainly can equip **all** department vehicles with emergency equipment, and in the case of patrol cruisers, certainly should!

The standards developed by the VLEPSC should serve as a blueprint for agency policy. They are not, however, the only resource the agency should explore. Virginia law enforcement agencies have an excellent reputation regarding the sharing of information, especially in the area of policy development. Departments that have a long term commitment to accreditation efforts can serve as a tremendous resource to those just starting the process. New accreditation managers seeking advice should never hesitate to contact other agencies involved in the accreditation process.



## **ADMINISTRATION**

Agency Role .....	ADM.01.01-01.02
Limits of Authority .....	ADM.02.01-02.05
Mission Statement .....	ADM.03.01
Goals and Objectives .....	ADM.04.01
Use of Force.....	ADM.05.01-05.04
Weapons .....	ADM.06.01-06.02
Structure and System.....	ADM.07.01-07.04
Classification .....	ADM.08.01
Written Directives .....	ADM.09.01-09.02
Planning and Research .....	ADM.10.01
Crime Analysis .....	ADM.11.01
Auxiliary Program.....	ADM.12.01
Mutual Aid .....	ADM.13.01
Liaison with Other Agencies.....	ADM.14.01-14.02
Budget and Fiscal Management.....	ADM.15.01-15.04
Property and Evidence Control.....	ADM.16.01-16.04
Contract Services .....	ADM.17.01
Internal Agency Investigations/ Internal Affairs .....	ADM.18.01-18.06
Inspectional Services.....	ADM.19.01-19.03
Community Relations .....	ADM.20.01-20.03
Crime Prevention .....	ADM.21.01-21.02
Public Information .....	ADM.22.01-22.03
Victim/Witness Services .....	ADM.23.01-23.04
Communications .....	ADM.24.01-24.10
Records.....	ADM.25.01-25.11

---

---

## AGENCY ROLE

**ADM.01.01** A written directive requires all personnel, upon assuming sworn status, to take an oath of office to enforce the law and uphold the Constitution of the United States and the Constitution of the Commonwealth of Virginia. The oath shall include, at a minimum, the wording required by the *Code of Virginia*.

**ADM.01.02** A written directive requires all sworn officers to receive and abide by a code or canon of ethics adopted by their agency.

*COMMENTARY: The canon of ethics adopted by the International Association of Chiefs of Police, the Law Enforcement Code of Ethics, as published by the International Chiefs of Police or the Code of Ethics of the Office of the Sheriff, as adopted by the National Sheriff's Association will satisfy the intent of this standard.*

## LIMITS OF AUTHORITY

**ADM.02.01** A written directive defines the authority vested in sworn personnel.

**ADM.02.02** A written directive governs procedures for assuring compliance with all applicable constitutional requirements including:

- a. Interviews;
- b. Interrogations;
- c. Access to counsel;
- d. Search and seizure, with a warrant;
- e. Search and seizure, without a warrant;
- f. Stop and frisk;
- g. Arrest made, with a warrant;
- h. Arrest made, without a warrant;
- i. Assuring all constitutional safeguards are provided to non-English speaking persons in a manner that is clearly understood; and
- j. Assuring all constitutional safeguards are provided to hearing impaired persons in a manner that is clearly understood.

**ADM.02.03** A written directive defines the authority, guidelines, and circumstances when sworn personnel may exercise alternatives to arrest.

**ADM.02.04** A written directive governs procedures for assuring compliance with all consular notification and access requirements in accordance with applicable articles of the Vienna Convention.

*COMMENTARY: Refer to the U.S. Department of State publication "Consular Notification and Access."*

*Rev. 12/2009 – VLEPSC Directive 2009-05*

**ADM.02.05** A written directive prohibits officers from engaging in bias-based policing. The directive will include:

- a. A definition of bias-based policing;
- b. A requirement that all sworn employees receive initial training in cultural diversity;
- c. A requirement that all sworn employees receive ongoing training in cultural diversity; and
- d. A requirement that all complaints of bias-based policing shall be thoroughly investigated through the agency's internal affairs process.

*COMMENTARY: Agencies must avoid practices that undermine the public trust, such as "racial profiling" if they are to strive for maximum effectiveness. A comprehensive "racial profiling" policy and related training provides officers with the knowledge needed to avoid unwarranted accusations. The policy should include direction based on reasonable and articulate suspicion.*

---

---

## MISSION STATEMENT

**ADM.03.01** The agency shall have a written mission statement addressing overall departmental philosophy, disseminated to all personnel, that defines the agency's purpose.

## GOALS AND OBJECTIVES

**ADM.04.01** Written goals and objectives are reviewed annually, and, if updated, made available to all agency personnel.

*COMMENTARY: Establishing goals and objectives that are communicated to all employees ensure unity of purpose and direction. Goals and objectives should include strategies. Periodic evaluation and updating of goals and objectives serves as a basis for measuring progress.*

## USE OF FORCE

**ADM.05.01** A written directive states:

- a. That officers shall use only the force necessary to effect lawful objectives;
- b. That officers will follow a force "continuum" or use of force alternative protocols in responding to perceived threats with all issued lethal or non-lethal weapons authorized by the agency;
- c. That officers may use deadly force only under a reasonable belief that the action is in defense of human life, or in defense of any person in imminent danger or facing a significant threat of serious physical injury;
- d. The guidelines for the use of deadly force against a fleeing felon;
- e. That the discharge of warning shots is prohibited; and
- f. Neck restraints are prohibited, except when deadly force is justified. (01/2022)

*COMMENTARY: This directive may encompass the use of all kinds or types of force, whether deadly or not and should be inclusive of the use of de-escalation techniques. The purpose of this standard is to provide officers with guidance in the use of force in threatening or life-or-death situations, and to prevent the loss of life. The agency might include in its orders definitions of "reasonable belief", "serious physical injury", and "excessive force", per rulings of the United States Supreme Court. The force "continuum" and alternative force protocols refers to levels of threat perceived by the officer with corresponding, authorized modes of force to oppose the threats. In a written directive, this reference may include, with examples, every nonlethal weapon authorized by the agency.*

**ADM.05.02** A written directive requires that all sworn personnel:

- a. Be issued copies of, and trained in, agency orders pertaining to ADM.05.01 before being authorized to carry a firearm(s);
- b. Be issued copies of, and trained in, agency orders pertaining to ADM.05.01 before being authorized to carry less lethal weapons; and
- c. Receive training within every calendar year thereafter in agency use of force policy.

**ADM.05.03** A written directive outlines procedures to be observed following an application of force, to include:

- a. A description of the internal process for the documentation, review, and disposition of any incident where an officer applies force resulting in, or allegedly resulting in, injury or death of a person; and
- b. A provision permitting the removal of any employee from line duty assignment, pending administrative review, whose actions or application of force results in serious physical injury or death.

*COMMENTARY: Agencies must carefully review all incidents in which the application of force causes injury or death. Agencies may wish to consider that all applications of force should be documented and reviewed, not just those resulting in serious injury or worse. Control over the application of force must be maintained for reasons of safety, compliance with state law, or constitutional decisions. The agency directive should state situations or contexts in which force is applied that do not require reporting, such as during training. The purpose of removing employees from line duty assignment is to shield those who have not exceeded lawful authority in applying force. Further, agencies might consider removing from line duty, officers who have been involved in critical or traumatic use of force incidents for debriefing or counseling, possibly including the officers' family.*

- 
- 
- ADM.05.04** A written directive outlining procedures related to the duty to intervene to include:
- a. Stopping or attempt to stop another law enforcement officer from using inappropriate or excessive force;
  - b. Ensure that medical attention has been rendered if aid is required by any individual;
  - c. Immediate notification of a supervisor;
  - d. Completion of a written report of the incident;
  - e. An administrative review of the intervention will be conducted by the agency and reviewed by the Chief Executive Officer or designee for compliance with established policy;
  - f. Requiring documented initial training for each sworn officer; and
  - g. Refresher training every calendar year thereafter on duty to intervene for each sworn officer.

*COMMENTARY: Agencies must carefully review all incidents in which “duty to intervene” actions took place or has been determined through the review of Use of Force reporting process that intervention may have been used. Agencies should document all actions of this type and they should be reviewed, not just those resulting in serious injury or death. These processes must be followed for reasons of accountability, safety, compliance with state law, or constitutional decisions. The agency directive should state situations or contexts in which there is a required reporting and the requirement for each sworn member to receive such policy and training.*

## **WEAPONS**

- ADM.06.01** A written directive:
- a. Requires officers to receive training and demonstrate proficiency in the use of any weapons issued/authorized before carrying them;
  - b. Requires officers to qualify within every calendar year with any firearm they are authorized to use;
  - c. Requires officers to undergo refresher training at least once within every two calendar years for any issued/authorized weapons other than firearms; and
  - d. Lists procedures for addressing duty status for those that fail to qualify with any issued/authorized firearm; to include remedial training.

*COMMENTARY: The intent of this standard is to cover the issuance, training, certification, and carrying of all authorized weapons, from non-lethal varieties to firearms.*

- ADM.06.02** A written directive gives agency requirements or prohibitions for carrying any firearm(s) and ammunition while:
- a. On duty; and
  - b. Off duty.

## **STRUCTURE AND SYSTEM**

**ADM.07.01** A written statement issued by a unit of government, or a law or ordinance, or a combination, designates the authority and responsibility of the Chief Executive Officer.

- ADM.07.02** The agency establishes a protocol for the following situations, at a minimum:
- a. The absence of the Chief Executive Officer;
  - b. Exceptional situations; and
  - c. Situations involving personnel of different functions engaged in a single operation.

**ADM.07.03** The agency maintains a chart depicting its organizational structure that is made available to all personnel.

---

**ADM.07.04** A written directive requires that:

- a. Each employee is responsible to only one supervisor at any given time;
- b. Each organizational component is under the direct command of only one supervisor;
- c. Supervisory personnel are accountable for the performance of employees under their immediate control;
- d. All employees obey any lawful order of a supervisor, including any order relayed from a supervisor by an employee of the same or lesser rank; and
- e. Procedures to follow when an employee receives a conflicting or unlawful order.

## CLASSIFICATION

**ADM.08.01** The agency maintains current job descriptions for each job within the agency.

*COMMENTARY: Job descriptions entail the job title, reporting relationships, identification of important or essential elements of each position and dissecting the job into basic parts. The skills, knowledge, and abilities to perform each job should be detailed in the job description.*

## WRITTEN DIRECTIVES

**ADM.09.01** The agency has a written directive system that includes, at a minimum:

- a. A statement of agency policy;
- b. Procedures for carrying out agency activities;
- c. Rules and regulations;
- d. Procedures for reviewing, maintaining and revising written directives; and
- e. The identities of the persons or positions that have the authority to issue, modify, or approve agency written directives.

**ADM.09.02** A written directive establishes procedures for the dissemination of approved agency directives to agency personnel, to include:

- a. Affected personnel;
- b. Placement at accessible locations; and
- c. Acknowledgement of receipt.

*COMMENTARY: The agency should either distribute the directives to each person affected by them or place the directives at specified locations.*

## PLANNING AND RESEARCH

**ADM.10.01** A written directive establishes and defines the planning and research function of the agency.

*COMMENTARY: The responsibility for planning and research must be clearly delineated. This responsibility should identify the types of planning necessary to ensure effective agency operations.*

## CRIME ANALYSIS

**ADM.11.01** A written directive establishes and defines the agency's crime analysis function.

---

---

## AUXILIARY PROGRAM

**ADM.12.01** IF the agency has an auxiliary program, a written directive establishes and describes the agency's auxiliary program, to include:

- a. The authority of the auxiliary personnel;
- b. The duties and responsibilities of the auxiliary personnel;
- c. The requirement that auxiliary personnel successfully complete training in all tasks which they will be authorized to perform prior to performing the task to include all requirements of the *Code of Virginia*; and
- d. All training requirements necessary to obtain and maintain auxiliary personnel status.

*COMMENTARY: Auxiliary officers act with the authority of their agency, and present a potential liability if tasked with performing duties (such as traffic direction) without prior training.*

## MUTUAL AID

**ADM.13.01** IF the agency participates in mutual aid agreements; they shall be conducted in accordance with the *Code of Virginia*.

## LIAISON WITH OTHER AGENCIES

**ADM.14.01** The agency maintains liaison with the following agencies in their service areas to include:

- a. Other criminal justice agencies; and
- b. Emergency service agencies.

*COMMENTARY: Emergency service agencies should include a point of contact within the communications center, fire/EMS departments, etc.*

**ADM.14.02** The agency identifies the services and resources which are available to the locality, through public and private service agencies, and such information is made available to agency personnel.

*COMMENTARY: Identifying services and resources available to the public allows law enforcement personnel to refer citizens in need of such services for appropriate assistance. Examples of public service agencies might be social services, health departments, etc. Examples of private service agencies might be the Red Cross, Salvation Army, Missions, Shelters, Crisis Centers, etc.*

## BUDGET AND FISCAL MANAGEMENT

**ADM.15.01** A written directive governs procedures for agency procurements to include, at a minimum:

- a. Specifications for items requiring standardized purchases;
- b. Bidding procedures;
- c. Criteria for the selection of vendors;
- d. Procedures for the emergency purchasing or rental agreements for equipment;
- e. Procedures for requesting supplemental or emergency appropriation/fund transfer; and
- f. Procedures for contracts such as maintenance or service agreements.

*COMMENTARY: This is generally a county/city procedure that most agencies have to follow.*

**ADM.15.02** The agency uses an accounting system that includes approval of each account, and, at a minimum, provisions for monthly status reports showing:

- a. Initial appropriation for each account (or program);
- b. Balances at the commencement of the monthly period;
- c. Expenditures and encumbrances made during the period; and
- d. Unencumbered balance.

---

**ADM.15.03** A written directive governs the maintenance of official cash funds or accounts where agency personnel are permitted to receive, maintain, or disburse cash (except jail funds and asset forfeiture funds) and includes, at a minimum:

- a. A balance sheet, ledger, or other system that identifies initial balance, credits (cash income received), debits, (cash disbursed), and the balance on hand;
- b. Receipts or documentation for cash received;
- c. Authorization for cash disbursements, including CEO or designee authorization for expenses in excess of a given amount;
- d. Records, documentation, or invoice requirements for cash expenditures;
- e. Persons or positions authorized to disburse or accept cash;
- f. Quarterly accounting of agency cash activities; and
- g. Procedures for an independent audit of the agency's fiscal activities.

**ADM.15.04** A written directive requires an inventory for all capital assets within agency control.

*COMMENTARY: Capital assets are defined by the individual agency. Many agencies set a dollar amount before an inventory is required.*

## **PROPERTY AND EVIDENCE CONTROL**

**ADM.16.01** A written directive establishes procedures for receiving all property obtained by employees within agency control, to include:

- a. Requiring all property to be logged into agency records and placed under the control of the property and evidence control function before the officer ends his/her tour of duty;
- b. Requiring a written report detailing the circumstances by which the property came into the agency's possession and describing each item of property obtained;
- c. Providing guidelines for the packaging and labeling of property prior to storage;
- d. Establishing extra security measures for drugs, firearms, currency, jewelry, precious metals; and
- e. Requiring an effort to identify and notify the owner or custodian of non-evidentiary property in the agency's custody.

**ADM.16.02** A written directive establishes procedures for property and evidence storage to include:

- a. Requiring all evidentiary property be stored within designated, secure areas;
- b. Requiring non-evidentiary property be stored within designated, secure areas;
- c. Requiring secure facilities to be provided for storage of evidentiary and non-evidentiary property during periods when the property room is closed;
- d. Requiring that only authorized personnel have access to areas used by the agency for storage of evidentiary and non-evidentiary property;
- e. Requiring documented, escorted entry into property and evidence storage areas by those not routinely associated with the property and evidence function;
- f. Requiring the maintenance of records that reflect the status of all property held by the agency;
- g. Establishing procedures for the temporary release of items from the control of the property and evidence function; and
- h. Establishing procedures for the final release of items from the control of the property and evidence function.

---

**ADM.16.03** A written directive requires the following inspections/audits are completed:

- a. At least quarterly, the person responsible for the property and evidence control function, or his/her designee, conducts a documented inspection of adherence to procedures used for the control of property;
- b. Whenever a property key holder is assigned and/or transferred from the property control function, a documented audit of property is conducted jointly by the newly designated property key holder and a designee of the CEO to ensure that records are correct and properly annotated. **At a minimum**, the agency must meet the requirements set forth in *Appendix A* of the *Program Manual*.
- c. A documented annual audit of property held by the agency is conducted by an employee not routinely or directly connected with property control; and
- d. Documented unannounced inspections of property storage areas, conducted by an employee not routinely or directly connected with property control, are performed at least twice per year as directed by the agency's chief executive officer or his/her designee.

*Rev. 08/2012 – VLEPSC Directive 2012-03*

**PURPOSE AND INTENT:** *The purpose and intent of this standard is to ensure the integrity of the agency's property and evidence control system.*

**Bullet a.**

The inspections required by this standard are intended to verify that the property room is being maintained in a clean and orderly fashion, procedures used for the control of property are adhered to, and accountability procedures are being maintained.

**Bullet b.**

The Commission has adopted the table found in Appendix A of this Manual to guide agencies choosing to conduct a transitional audit in lieu of a 100% inventory. The table applies to high-risk items, which the Commission defines as drugs, firearms, currency, jewelry and precious metals. Agencies shall determine the total number of high risk property items they currently possess and find that number on the table. If the exact number of high risk property items exceeds the number listed on the table, then the next highest number on the table shall be used for auditing purposes.

If an error rate of more than five (5) percent is discovered while conducting the high risk audit, a complete inventory of the high risk property must be conducted. Agencies are encouraged to conduct a complete inventory of all property when practical, or circumstances dictate otherwise.

For the general property/evidence audit, the sampling is agency-defined but should be to an extent that ensures the integrity of the system and the accountability of property/evidence. The error rate threshold for this category requiring a complete inventory shall be determined by the agency CEO.

Agencies will be permitted to use outside personnel to conduct/assist with the transitional audit/inventory of property held by the agency. Those person(s) must meet the following criteria:

- A member of a VLEPSC and/or CALEA-accredited law enforcement agency (sworn or civilian); and
- Have a supervisory and/or administrative responsibility within their agency.

**Bullet c.**

A random sampling of property held by the agency, to include both general and high-risk items, is required. It is the responsibility of the agency CEO to determine the scope and sampling size of the audit.

The Commission has opined that the employee conducting the annual audit shall not be a keyholder of the evidence room(s). Regardless of the regularity of that employee's access to the evidence room(s), the Commission finds that being a keyholder is considered to be routinely or directly connected for the purposes of this standard. Therefore, at least one employee involved in conducting the audit must not be a keyholder to the evidence room(s).

Agencies will be permitted to use outside personnel to conduct/assist with the annual audit of property held by the agency. Those person(s) must meet the following criteria:

- A member of a VLEPSC and/or CALEA-accredited law enforcement agency (sworn or civilian); and
- Have a supervisory and/or administrative responsibility within their agency.



---

---

**Bullet d.**

The agency CEO or his/her designee is required to direct that an inspection of the property storage areas occurs at least twice per year. It is the responsibility of the agency CEO or his/her designee to determine the scope and focus of the inspection. The inspections must be conducted by an employee not routinely or directly connected to property control or be a keyholder of the evidence room(s). Regardless of the regularity of that employee's access to the evidence room(s), the Commission finds that being a keyholder is considered to be routinely or directly connected for the purposes of this standard.

Agencies will be permitted to use outside personnel to conduct/assist with the unannounced inspection of property storage areas. Those person(s) must meet the following criteria:

- A member of a VLEPSC and/or CALEA-accredited law enforcement agency (sworn or civilian); and
- Have a supervisory and/or administrative responsibility within their agency.

**ADM.16.04** Final disposition is accomplished within six months after legal requirements have been satisfied in accordance with the *Code of Virginia* for:

- a. Found property;
- b. Recovered property; and
- c. Evidentiary property that is no longer of evidentiary value.

## CONTRACT SERVICES

**ADM.17.01** IF paid law enforcement services, are provided by the agency to another jurisdiction, the agency has a written contract detailing the terms of such services, to include:

- a. A detailed description of the specific service(s) to be provided;
- b. Financial terms of the contract;
- c. Records to be maintained by the agency;
- d. Duration, modification, and termination of the contract;
- e. Liability issues;
- f. A stipulation that supervision and control of agency personnel will remain with the agency; and
- g. Arrangements for the use of agency equipment and facilities.

*COMMENTARY: The intent of this standard is to address instances when the law enforcement agency provides primary law enforcement services to another jurisdiction. This would include the provision for primary law enforcement services to an incorporated town within an agency's jurisdiction. This does not include the provision of security for special events and limited services on an extra-duty basis.*

## INTERNAL AGENCY INVESTIGATIONS/INTERNAL AFFAIRS

**ADM.18.01** The agency makes information available to the public on procedures to be followed in registering complaints against the agency or its employees.

**ADM.18.02** When complaints are lodged against the agency or employees of the agency, a written directive requires the agency to:

- a. Record each complaint;
- b. Investigate each complaint; and
- c. Adjudicate each complaint.

*COMMENTARY: The purpose of this standard is to require a complaint to be recorded and investigated. On occasion, malicious and deliberate false accusations are made against the agency or its employees. These accusations should be investigated to protect the integrity of the agency or the employees, thereby instilling public confidence in the agency. In some cases the extent of the investigation may be limited to substantiating the falsity of the accusations.*

---

**ADM.18.03** A written directive establishes the agency's internal affairs function, to include:

- a. The categories of complaints that require investigation by the internal affairs function.
- b. Designating a position or individual within the agency as responsible for the internal affairs function with the authority to report directly to the agency's chief executive officer; and
- c. That the written directives relating to the administration of the internal affairs function are disseminated to all personnel.

*COMMENTARY: The written directive should establish the administration of internal affairs matters for the purpose of creating a process to ensure the integrity of the agency. The goal of internal affairs is to ensure that the integrity of the agency is maintained through an internal system where objectivity, fairness, and justice are assured by intensive and impartial investigation and review.*

**ADM.18.04** A written directive specifies the activities of the internal affairs function, to include:

- a. Overseeing the assigned investigation(s) of alleged misconduct within the agency regarding a criminal matter;
- b. Overseeing the assigned investigation(s) of alleged misconduct within the agency regarding an administrative matter; and
- c. Maintaining the security of the internal affairs investigative records.

*COMMENTARY: It should be the policy of the agency that all allegations of employee misconduct be appropriately investigated and promptly adjudicated. Additionally, all reports or accusations made against members of the agency, or the agency in general, from all sources, should be completely investigated in order to insure the integrity of the agency and its members.*

**ADM.18.05** When employees are notified that they have become the subject of an internal affairs investigation, the agency provides the employee with:

- a. A written statement of the allegations;
- b. Notice of the employee's rights that may be applicable to the investigation; and
- c. Notice of the employee's duties/responsibilities relative to the investigation.

**ADM.18.06** Notification of the status/disposition of complaints against the agency or its employees is made to:

- a. The complainant; and
- b. The employee(s) investigated.

## **INSPECTIONAL SERVICES**

**ADM.19.01** A written directive specifies the agency's **line inspection** process and includes, at a minimum:

- a. Procedures to be used in conducting line inspections;
- b. Frequency of line inspections;
- c. Identity, authority, and responsibilities of person(s) conducting line inspections;
- d. Criteria to identify those inspections that require a written report; and
- e. Follow-up procedures to ensure noted deficiencies are corrected.

*COMMENTARY: See the glossary for definitions*

**ADM.19.02** A written directive specifies the agency's **staff inspection** process and includes, at a minimum:

- a. Procedures to be used in conducting staff inspections;
- b. Frequency of staff inspections;
- c. Identity, authority, and responsibilities of person(s) conducting staff inspections; and
- d. Follow-up procedures to ensure noted deficiencies are corrected.

*COMMENTARY: See the glossary for definitions.*

---

**ADM.19.03** A written directive identifies stored agency property that is required to be in a state of operational readiness for immediate deployment and requires that the identified property is inspected at least twice per year.

*COMMENTARY: This standard refers to the agency's stored law enforcement equipment. The agency may include items such as special weapons, tactical tools, gear, devices or any other stored equipment, including equipment stored in vehicles that must be kept in a state of operational readiness for immediate deployment.*

*Rev. 03/2012 – VLEPSC Directive 2012-02*

## COMMUNITY RELATIONS

**ADM.20.01** The community relations function provides the following, at a minimum:

- a. A process to continually address citizen concerns;
- b. Establishing liaison with community organizations/groups;
- c. Informing all personnel that they are responsible for achieving the agency's community relations objectives; and
- d. Developing community relations policies for the agency as a whole.

**ADM.20.02** The agency prepares a departmental annual report that is available to the public and includes, at a minimum, the following elements:

- a. Agency statistics; and
- b. Agency activities.

**ADM.20.03** IF the agency conducts a survey of citizens, it includes:

- a. Overall agency performance;
- b. Overall competence of agency employees;
- c. Officers attitudes/behavior toward citizens;
- d. Concerns over safety within the agency service area as a whole; and
- e. Recommendations/suggestions for improvements.

## CRIME PREVENTION

**ADM.21.01** The agency's crime prevention function provides for the following:

- a. Targeting programs to address the public safety needs of the community;
- b. Evaluating the effectiveness of crime prevention programs;
- c. Assisting in organizing crime prevention groups in residential/business areas targeted for such activities; and
- d. Maintaining liaison with interested community groups.

*COMMENTARY: Preventing crime demands an integrated, coordinated agency response. Therefore, for a crime prevention function to meet its goals, it should maintain close ties with those other functions that support, and make possible, the furtherance of the crime prevention effort, especially the patrol officers engaged in field assignments. That an agency is small does not exempt it from seeking a reasonable balance between its reactive and proactive (crime prevention) functions. The agency should establish priorities for action.*

**ADM.21.02** IF granted the opportunity by the jurisdiction's governing authority, the agency provides crime prevention input into development and/or revision of zoning policies, building codes, fire codes, and residential/commercial building permits.

---

---

## PUBLIC INFORMATION

**ADM.22.01** A written directive establishes the public information function to include, at a minimum:

- a. Identifying personnel within the agency authorized to make news releases;
- b. Assisting news media personnel in covering news stories at the scene of incidents;
- c. Preparing and distributing agency news releases;
- d. Arranging for, and assisting at news conferences;
- e. Being available for on-call responses to the news media;
- f. Coordinating and authorizing the release of information concerning victims, suspects, and witnesses;
- g. Coordinating and authorizing the release of information concerning on-going agency investigations and operations; and
- h. Procedures for releasing information when other service agencies are involved in a mutual effort.

*COMMENTARY: Agencies have an obligation to inform the public and news media of events that affect the lives of citizens in their communities with openness and candor. The intent of this standard is to establish accountability for the public information function and to provide guidelines to all agency personnel regarding the release of information on agency activities or investigations which may jeopardize the outcome of such activities or investigations, or conflict with applicable legal requirements or restrictions.*

**ADM.22.02** A written directive controls the access of news media representatives to the scene of major fires, natural disasters, or other catastrophic events to include the perimeter of crime scenes, in accordance with the *Code of Virginia*.

**ADM.22.03** A written directive establishes guidelines for employees regarding compliance with the Freedom of Information Act to include at a minimum:

- a. A designated point of contact within the agency to handle third party requests for information;
- b. Maximum time limits for providing requested information;
- c. Calculating the charges for information provided; and
- d. Circumstances under which the information may be withheld.

## VICTIM/WITNESS SERVICES

**ADM.23.01** A written directive summarizes the rights of victims/witnesses in accordance with the *Code of Virginia*.

**ADM.23.02** A written directive defines victim/witness services to be rendered during preliminary investigation, to include:

- a. Giving information to the victim/witness about applicable services such as medical services, compensation programs, counseling, legal services, etc.;
- b. Advising victims/witnesses about what to do if the suspect or suspect's companions or family threatens or otherwise intimidates him or her;
- c. Informing victims/witnesses about the case number and subsequent steps in the processing of the case;
- d. Providing the 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;
- e. Petitioning for an emergency protective order by the officer, if necessary, and
- f. Providing for transportation for victims to safe places or medical facilities.

*COMMENTARY: Much of the information for victim/witness services can be placed on a card and given to the victim/witness by the preliminary investigating officer.*

---

**ADM.23.03** A written directive specifies victim/witness assistance services to be provided during the follow-up investigation, to include at a minimum:

- a. When not detrimental to the successful prosecution of the case, explaining to the victim/witness the procedures involved in their case and their role in those procedures;
- b. When feasible, scheduling line-ups, interviews, and other required appearances at the convenience of the victim/witness to include at the option of the agency (unless required by *Code*), providing transportation; and
- c. When feasible, promptly returning victim/witness property taken as evidence (except contraband, disputed property, and weapons used in the course of the crime), where permitted by law or rules of evidence.

*COMMENTARY: In most cases these services should be provided by the investigating officer/investigator.*

**ADM.23.04** A written directive specifies victim/witness services to be provided to agency personnel and their families regarding line-of-duty deaths or serious injuries to include:

- a. Training for officers on line-of-duty death benefits in accordance with the *Code of Virginia*; and
- b. Assistance to be provided to families of officers.

*COMMENTARY: Appropriate agency-provided services include: notifying the family of the dead or injured officer in a timely, personal manner, assisting at the hospital, supporting the family at the funeral and burial, helping the family with legal and benefit matters, supporting the family during criminal proceedings, if any, and maintaining long-term contact with the family.*

## COMMUNICATIONS

**ADM.24.01** A written directive specifies a position in the agency responsible for the communications function.

*COMMENTARY: The purpose of this standard is to place accountability for the communications function within the agency's organizational structure.*

**ADM.24.02** A written directive establishes the agency's communication function, to include:

- a. Radio communications;
- b. Telephone communications;
- c. NCIC/VCIN communications;
- d. Alarm monitoring, **if** applicable; and
- e. Electronic data communications, **if** applicable.

*COMMENTARY: The written directive should establish these functions and specify activities associated with each. In small agencies, one person may be responsible for all functions. In larger agencies, these functions may be separated and staffed accordingly.*

**ADM.24.03** A written directive requires that the agency's radio operations be conducted in accordance with Federal Communications Commission (FCC) procedures, and **if** applicable, SIRS procedures.

**ADM. 24.04** A written directive defines the following:

- a. The retention of audio records in accordance with the *Code of Virginia*;
- b. Secure handling and storage of audio records; and
- c. Procedures for reviewing recorded conversations.

---

**ADM.24.05** A written directive establishes procedures for obtaining/recording relevant information of each request for service, to include:

- a. Control number;
- b. Date and time of request;
- c. Name and address of complainant (if possible);
- d. Type of incident reported;
- e. Location of incident reported;
- f. Identification of officer(s) assigned as primary and backup, when applicable;
- g. Time of dispatch;
- h. Time of officer arrival;
- i. Time of officer return to service;
- j. Disposition of reported incident; and
- k. CAD equipped agencies must include a retention schedule for data captured by the computer system.

**ADM.24.06** A written directive establishes procedures for radio communications, to include:

- a. Specifications of the circumstances requiring radio communications by field officers;
- b. The recording of the status of officers when out of service;
- c. The methods used for identifying officers during radio transmissions;
- d. Communications with interacting agencies; and
- e. Circumstances that require the presence of a supervisor at the scene for the purpose of assuming command.

**ADM.24.07** Communications personnel have immediate access to at least the following departmental resources:

- a. Officer in charge;
- b. Roster containing the contact telephone number of every sworn agency member;
- c. Duty schedule for incoming shifts;
- d. Visual maps detailing the agency's service area;
- e. Officer status information; and
- f. Telephone numbers for procuring emergency/necessary external services to the agency.

**ADM.24.08** A written directive specifies security measures for the communications center, to include:

- a. Limiting access; and
- b. Protecting equipment within the communications center.

*COMMENTARY: The capability to maintain communications in all emergencies dictates security measures are implemented that protects communications personnel and equipment. This standard does NOT apply to generators.*

**ADM.24.09** The communications component maintains the capability of immediate playback of emergency telephone and radio conversations while it maintains continuous recording of radio transmissions and emergency telephone conversations within the communications center.

**ADM. 24.10** The agency's communication function (or its provider if not within the agency) maintains an alternate source of electrical power that is sufficient to ensure continued operations of emergency communications equipment in the event of the failure of the primary power source. The agency shall ensure:

- a. The operational readiness of the alternate source of power by scheduled/routine testing; and
- b. Security measures are in place to prevent unauthorized access to control/service panels.

---

---

## RECORDS

**ADM.25.01** A written directive requires the documenting/reporting of every incident if the incident is alleged to have occurred in the agency's service area to include:

- a. Citizen reports of crimes;
- b. Citizen requests/calls for service;
- c. When an employee is dispatched or assigned;
- d. Criminal cases initiated by law enforcement employees;
- e. Non-criminal cases initiated by law enforcement employees;
- f. Incidents resulting in custodial arrests; and
- g. Incidents resulting in the issuing of summonses.

*COMMENTARY: A record should be made of actions taken by Virginia law enforcement personnel whether in response to a request for service or for self-initiated actions.*

**ADM.25.02** The agency's criminal incident records system must:

- a. Be compatible with the requirements of the Virginia Crime Reporting Program; and
- b. Have records (physical or electronic) accessible 24 hours a day.

*COMMENTARY: Participation in the national Uniform Crime Reporting/Incident Based Reporting system helps promote the development of good record keeping and aids in the effort to establish a national database of crime statistics. The standard would be satisfied if the agency reports data via the Incident Based Reporting Repository in keeping with Code of Virginia, for subsequent inclusion in the national system and supplied 24-hour access to physical or electronic records.*

**ADM.25.03** A written directive establishes privacy/security precautions for the agency's records, and at a minimum, includes the following:

- a. Procedures for the separation of juvenile criminal arrest records from adult criminal arrest records pursuant to state code;
- b. Physical security of agency files;
- c. Controlling access to agency files; and
- d. Procedures for the release of agency records.

**ADM.25.04** The agency maintains an alphabetical master name index.

*COMMENTARY: A master name index file is a file (physical or electronic) that includes the names of persons identified in field reports and should serve as a cross reference to all documents in which a person has been named.*

**ADM.25.05** IF the agency is automated, the following files are maintained:

- a. Incidents by type of offense or report;
- b. Incidents by location;
- c. Stolen property file;
- d. Found property file; and
- e. Recovered property file.

**ADM.25.06** A written directive establishes a numbering system, with provisions for the assignment of a unique number to every agency-identified incident.

*COMMENTARY: A single numbering series (case or incident number) should be employed for all incidents of law enforcement service.*

---

---

**ADM.25.07** A written directive establishes an incident reporting system to include:

- a. Guidelines for types of incidents that require reports;
- b. Procedures for processing reports; and
- c. Procedures for incidents reported to the agency, by citizens of their jurisdiction, when the jurisdiction of the offense cannot be determined.

**ADM.25.08** A written directive establishes criteria for recording arrest information on all CCRE reportable offenses, to include:

- a. Assigning an arrest or case number to each person arrested; and
- b. Reporting to CCRE in accordance with the *Code of Virginia*.

**ADM.25.09** **IF** the agency has a traffic records system, it contains;

- a. Traffic accident data; and
- b. Traffic enforcement data.

*COMMENTARY: The traffic records system should provide accurate information to field personnel who are performing primary traffic functions and provide compilations of data upon which management decisions may be based. Some of the required data may be collected and disseminated by other Commonwealth or local agencies.*

**ADM.25.10** A written directive establishes procedures for maintaining a warrant and wanted persons file, to include:

- a. Establishing criteria for entering notices in NCIC/VCIN and **if** applicable, regional information systems
- b. Establishing criteria for receiving information from other jurisdictions;
- c. Recording the information in agency files;
- d. Verifying information;
- e. Canceling information; and
- f. 24-hour physical access to the warrants.

*COMMENTARY: Warrants and the master name index should be cross-referenced. Some agencies may place this responsibility with central records, others may have specialized functions such as warrant and fugitive or civil process units. If the agency is accomplishing the requirements in any fashion, it is sufficient for compliance with all standards.*

**ADM.25.11** The agency complies with a records retention schedule consistent with the *Code of Virginia*.



## **OPERATIONS**

Patrol .....	OPR.01.01-01.12
Criminal Investigations .....	OPR.02.01-02.08
Organized Crime/Vice Control .....	OPR.03.01-03.05
Juvenile Operations.....	OPR.04.01-04.04
Unusual Occurrences .....	OPR.05.01-05.03
Special Operations.....	OPR.06.01-06.02
Traffic .....	OPR.07.01-07.12
Prisoner/Patient Transport.....	OPR.08.01-08.08
Restraints .....	OPR.09.01
Temporary Detention Cells .....	OPR.10.01-10.02
Court Security .....	OPR.11.01-11.05
Legal Process .....	OPR.12.01-12.05
Domestic Violence .....	OPR.13.01
Interview Rooms.....	OPR.14.01

---

---

## PATROL

**OPR.01.01** A written directive establishes procedures for responding to:

- a. Routine calls;
- b. Emergency calls; and
- c. Includes guidelines for the use of authorized emergency equipment.

**OPR.01.02** All agency marked vehicles used in general patrol service must:

- a. Be conspicuously marked;
- b. Be equipped with a siren, in operational order;
- c. Be equipped with emergency lights, in operational order; and
- d. Allow the operator the ability to maintain constant communication via radio (fixed or portable).

**OPR.01.03** **IF** unmarked vehicles are used for general patrol service/traffic enforcement, they must:

- a. Be equipped with a siren, in operational order;
- b. Be equipped with emergency lights, in operational order; and
- c. Allow the operator the ability to maintain constant communication via radio (fixed or portable).

**OPR.01.04** A written directive defines the agency's use of occupant safety restraining devices in agency vehicles in compliance with the *Code of Virginia*.

**OPR.01.05** Body armor is issued to, or at least available to, all officers assigned to routine uniformed field duty.

**OPR.01.06** A written directive defines the agency's use of the following equipment in the police vehicle, whether personally owned or department issued:

- a. Cell phones;
- b. Mobile data terminals/laptop computers; and
- c. Other wireless communication devices.

***COMMENTARY:** The directive should specify appropriate safety measures to be considered while utilizing the above equipment while operating the police vehicle. Examples of wireless communication devices include but are not limited to: Smartphones, tablets, GPS, pagers, etc.*

**OPR.01.07** A written directive specifies procedures for:

- a. Assignments to operational shifts;
- b. Frequency of shift rotation, **if any**;
- c. Assignment to beats, **if any**;
- d. Frequency of beat rotation, **if any**;
- e. Continuous coverage during shift changes, **if** the agency operates on a shift schedule; and
- f. Providing information to oncoming shifts of previous shifts' activities.

**OPR.01.08** **IF** the agency has, or uses, any special purpose vehicles, a written directive governs their operation and includes at a minimum:

- a. A statement of the objective of their operation or usage;
- b. Training for personnel authorized to operate and maintain the vehicle and its equipment; and
- c. A list of equipment required for the vehicle.

**OPR.01.09** **IF** the agency has any special purpose animals, a written directive governs their operation and includes at a minimum:

- a. A statement of the objective of their operation or usage;
- b. Training, certification and recertification for the animal/handler; and
- c. A list of equipment required for the animal.

---

**OPR.01.10** A written directive governs pursuit of motor vehicles to include:

- a. Evaluating the circumstances;
- b. Initiating officer's responsibilities;
- c. Secondary officer(s) responsibilities;
- d. Dispatcher's responsibilities;
- e. Supervisor's responsibilities;
- f. Forcible stopping/roadblock (see Use of Force policy);
- g. Pursuits originating within the jurisdiction;
- h. Pursuits by other agencies entering the jurisdiction;
- i. When to terminate pursuit; and
- j. Procedure for administrative review of the pursuit.

**OPR.01.11** **IF** the agency utilizes in-car audio/video recording systems; a written directive governs their usage to include:

- a. When the camera system is required to be activated/recording;
- b. Control and access to data;
- c. A retention schedule for data consistent with the *Code of Virginia*; and
- d. Public release of information.

**PURPOSE AND INTENT:** *This standard shall not apply to wearable audio/video recording devices utilized during controlled vice/narcotics operations. This standard shall apply to any device capable of capturing audio, video, or both, whether agency-issued or personally-owned.*

**OPR.01.12** **IF** agency-owned/employee-owned canines are used for narcotic/drug detection, a written directive establishes an accounting system for all training narcotics/drugs used to include, at a minimum: **(01/14)**

- a. Procedures for the issuance and disposition of narcotics/drugs used for canine training, to include when packaging has been compromised;
- b. Security, storage, and accountability of issued training narcotics/drugs when not in use; and,
- c. A documented unannounced annual inventory of narcotics/drugs used for canine training is conducted as directed by the agency's CEO or his/her designee.

**PURPOSE AND INTENT:** *This standard shall not apply to training aids that do not contain actual narcotics/drugs.*

## **CRIMINAL INVESTIGATIONS**

**OPR.02.01** A written directive establishes steps to be followed in conducting preliminary investigations, to include:

- a. Documenting pertinent conditions, events, and remarks;
- b. Maintaining and protecting the crime scene;
- c. Arranging for the collection of evidence;
- d. Locating, identifying, and interviewing victims;
- e. Locating, identifying, and interviewing witnesses; and
- f. Locating, identifying, and interviewing suspects.

**OPR.02.02** The agency uses a case screening system and specifies the criteria for:

- a. Continuing an investigative effort; and
- b. Suspending an investigative effort.

**OPR.02.03** A written directive establishes procedures to be used in follow-up investigations, to include:

- a. Reviewing preliminary investigation reports;
- b. Conducting additional interviews or interrogations;
- c. Collecting/preserving physical evidence;
- d. Identifying/apprehending suspects; and
- e. Preparing case files.

---

---

**OPR.02.04** A written directive establishes a case file management system for the criminal investigation function, to include:

- a. A case status control system;
- b. A case coordinator for each case;
- c. The types of records to be maintained; and
- d. Rules defining accessibility to the files.

**OPR.02.05** **IF** the criminal investigation function does not provide 24-hour coverage; an “on-call” procedure ensuring access to an investigator(s) is maintained.

**OPR.02.06** A written directive specifies procedures to be followed when using informants, to include:

- a. Inclusion of informants in a master file;
- b. Content of the informant file;
- c. Maintenance of an informant file;
- d. Security of informant file and related codes;
- e. Other methods to protect the identity of informants;
- f. Criteria for paying informants, if applicable;
- g. Precautions to be taken with informants, generally;
- h. Special precautions to be taken with juvenile informants; and
- i. Procedures for the use of informants by patrol officers.

**OPR.02.07** A written directive establishes procedures for conducting photographic lineups and in-person lineups presented to eyewitnesses to include the following: **(01/14)**

- a. The creation, composition, and utilization of the photographic lineup or in-person lineup;
- b. Standard instructions to be used by the investigator conducting the photographic lineup or in-person lineup to instruct the witness prior to the photographic lineup or in-person lineup;
- c. A direction to the investigator conducting the photographic lineup or in-person lineup to avoid any conduct that might directly or indirectly influence the witness’ decision, and to avoid comments or actions that suggest the witness did or did not identify the suspect when the photographic lineup or in-person lineup is completed;
- d. Method(s) of sequentially presenting the photographic lineup or in-person lineup;
- e. Discerning the level of confidence in an identification as expressed by the witness;
- f. Documenting the procedure and outcome of the photographic lineup or in-person lineup, including noting the witness’ response and exact words; and
- g. Initial and periodic refresher training on the policy, of members involved in eyewitness identification efforts.

***COMMENTARY:*** *In-person lineups and photographic lineups are defined in the glossary. Additional guidance may be found in the DCJS Model Policy on Eyewitness Identification (line-ups).*

**OPR.02.08** A written directive establishes procedures for conducting show-ups as a type of eyewitness identification, to include the following: **(01/14)**

- a. Circumstances when a show-up may be conducted;
- b. Limitations to reduce the suggestiveness of a show-up;
- c. Standard instructions to be used by the investigator conducting the show-up to instruct the witness prior to the procedure;
- d. A direction to the investigator(s) conducting the show-up to avoid any conduct that might directly or indirectly influence the witness’ decision, and to avoid any comments or actions that suggest the witness did or did not identify the suspect when the show-up is completed;
- e. Discerning the level of confidence in an identification as expressed by the witness; and
- f. Documenting the procedure and outcome of the show-up, including noting the witness’ response and exact words.

***COMMENTARY:*** *Show-ups are defined in the glossary. Additional guidance may be found in the DCJS Model Policy on Eyewitness Identification (line-ups).*

---

---

## VICE, DRUGS AND ORGANIZED CRIME

**OPR.03.01** A written directive specifies procedures for:

- Receiving vice, drug or organized crime complaints;
- Processing vice, drug or organized crime complaints; and
- Investigating vice, drug, or organized crime complaints.

**OPR.03.02** Records/reports relating to active vice, drug, or organized crime investigations are maintained and secured separately or through access control if located within the agency's centralized record management system.

**OPR.03.03** The agency has a procedure for any surveillance or undercover equipment utilized by the agency, to include:

- Authorization;
- Distribution; and
- Use of equipment.

**OPR.03.04** A written directive establishes procedures for notifying the Chief Executive Officer of vice, drug, or organized crime activities.

**OPR.03.05** A written directive identifies forfeiture action seizure procedures to include the following:

- Responsibility for the effective processing of paperwork;
- Responsibility for the management of property seized under asset seizure laws;
- Responsibility for monitoring the proceeds from forfeited assets;
- Responsibility for compliance with State and Federal guidelines for asset forfeiture; and
- The position(s) in the agency responsible for the agency's asset forfeiture program.

## JUVENILE OPERATIONS

**OPR.04.01** A written directive establishes the agency's juvenile operations, and includes a statement that all agency personnel are committed to the development of programs designed to prevent and control juvenile delinquency.

**OPR.04.02** A written directive requires that officers dealing with juvenile offenders use, when applicable, reasonable alternatives to arrest, and includes at a minimum, provisions for the following:

- Outright release with no further action;
- Guidelines for issuing summonses to juvenile offenders in lieu of taking them into custody; and
- Referral to juvenile court.

**OPR.04.03** The agency has written procedures for taking a juvenile into custody, including, at a minimum, provisions for the following:

- Determining whether the juvenile is alleged to have engaged in non-criminal misbehavior (a status offense);
- Determining whether the juvenile is alleged to have been harmed or to be in danger of harm;
- Ensuring that the constitutional rights of juveniles are protected;
- Bringing the juvenile to the intake facility or the juvenile component without delay (unless the juvenile is in need of emergency medical treatment);
- Notifying parents or guardians of juveniles of the fact that they have been taken into custody; and
- Custodial interviews to include duration and number of officers present during the interview.

**OPR.04.04** IF the agency has a school liaison program, it incorporates the following:

- Acting as a resource with respect to delinquency prevention; and
- Explaining the law enforcement role in society.

---

---

## UNUSUAL OCCURRENCES

**OPR.05.01** The agency has a written directive/mobilization plan which provides for:

- a. Natural disasters;
- b. Man-made disasters;
- c. Civil disturbances;
- d. Hostage/barricaded person;
- e. Active shooter situation;
- f. Handling a bomb threat; and
- g. Search missions of missing and/or endangered persons.

**OPR.05.02** Emergency operations plans are accessible to command personnel and are reviewed and updated as needed.

**OPR.05.03** The agency has a written directive and/or plan for handling:

- a. The security of VIP's; and
- b. Special events.

## SPECIAL OPERATIONS

**OPR.06.01** **IF** the agency has a full or part-time tactical team, a written directive establishes procedures for:

- a. Selection of members;
- b. Providing specialized equipment for its operations;
- c. Regularly scheduled training/readiness exercises;
- d. Coordination; and
- e. Deployment.

**OPR.06.02** **IF** the agency has a full or part-time crisis negotiations team, a written directive establishes procedures for:

- a. Selection of members;
- b. Providing specialized equipment for its operations;
- c. Regularly scheduled training/readiness exercises;
- d. Coordination; and
- e. Deployment.

## TRAFFIC

**OPR.07.01** A written directive establishes uniform procedures for taking enforcement action incidental to traffic law violations, to include:

- a. Physical arrest;
- b. Uniform Traffic Summons; and
- c. Verbal or written warnings.

**OPR.07.02** When a motorist is charged with a traffic violation, the agency provides information relative to the specific charge, to include:

- a. Court appearance schedule;
- b. If court appearance by motorist is mandatory; and
- c. Prepayment information.

---

**OPR.07.03** A written directive establishes uniform enforcement policies for traffic law violations in accordance with the *Code of Virginia*, to include:

- a. Driving under the influence of alcohol/drugs;
- b. Operating a vehicle after driving privileges have been suspended or revoked;
- c. Speed violations;
- d. Other hazardous violations;
- e. Off-road vehicle violations;
- f. Equipment violations;
- g. Public carrier/commercial vehicle violations;
- h. Violations committed by juveniles;
- i. Violations committed by non-residents (out of area and/or state);
- j. Violations resulting in traffic accidents;
- k. Pedestrian and/or bicycle violations;
- l. Legislators; and
- m. Military Personnel.

**OPR.07.04** A written directive establishes procedures for:

- a. Stopping traffic law violators; and
- b. Approaching traffic law violators.

**OPR.07.05** A written directive governs traffic crash reporting, response, management and investigation, as applicable, to include crashes involving:

- a. Death or injury;
- b. Property damage;
- c. Hit and run;
- d. Impairment due to alcohol or drugs;
- e. Occurrences on private property;
- f. Damage to public vehicles or property; and
- g. Disturbances between principals.

**OPR.07.06** A written directive specifies accident scene responsibilities for officers responding to accident scenes, including procedures for:

- a. Identifying and dealing with fire hazards;
- b. Identifying and dealing with hazardous materials; and
- c. Protecting the accident scene.

**OPR.07.07** A written directive governs control of property belonging to accident victims.

**OPR.07.08** A written directive specifies procedures for traffic direction/control, to include the following, at a minimum:

- a. At the scene of traffic accidents;
- b. Uniform hand signals/gestures for manual traffic direction/control;
- c. At the scene of fires;
- d. During periods of adverse road or weather conditions;
- e. Circumstances warranting manual operation of traffic control devices;
- f. Use of temporary traffic control devices; and
- g. A requirement that any personnel directing or controlling traffic wear reflective clothing or vests at all times.

**OPR.07.09** A written directive governs provisions for:

- a. Law enforcement escort services; and
- b. Escorts of civilian vehicles in medical emergencies.

---

---

**OPR.07.10** IF the agency conducts traffic checkpoints, a written directive specifies procedures for their implementation.

**OPR.07.11** A written directive governs the provision of assistance to highway users, to include:

- a. General assistance;
- b. Mechanical assistance;
- c. Protection to stranded motorists;
- d. Emergency assistance; and
- e. Correcting hazardous highway conditions.

**OPR.07.12** A written directive specifies procedures for the following:

- a. Enforcement of parking violations (if applicable);
- b. Handling of abandoned vehicles;
- c. Towing of vehicles from public property;
- d. Towing of vehicles from private property; and
- e. Maintaining records of all vehicles towed at the direction of an officer.

## **PRISONER/PATIENT TRANSPORT**

**OPR.08.01** A written directive prescribes the security and control of prisoners being transported, including, but not limited to:

- a. Restraints authorized;
- b. Seating arrangements;
- c. Requiring the search of the transport vehicle before and after transporting prisoners;
- d. Requiring a search of all prisoners prior to transporting; and
- e. Documentation.

*COMMENTARY: This directive should not be limited to vehicle transport. Procedures for the handling of high risk or dangerous prisoners should be specified, as well as the security of prisoners during rest stops and meals. Additionally, prisoner communication with citizens and each other on multiple transports should be addressed.*

**OPR.08.02** A written directive describes procedures for transporting and handling individuals known to be physically ill.

**OPR.08.03** A written directive describes procedures for transporting and handling individuals known to be mentally ill.

**OPR.08.04** A written directive describes procedures for transporting and handling individuals known to be injured.

**OPR.08.05** A written directive describes procedures for transporting and handling individuals known to be handicapped.

**OPR.08.06** A written directive describes procedures for transporting and handling individuals suspected of having a communicable disease (e.g. AIDS, or hepatitis)

*COMMENTARY: This written directive should include procedures for special handling of persons/prisoners who are suspected of having a communicable disease. This directive should also include methods for sanitizing the vehicle after transporting someone with a communicable disease..*



---

**OPR.08.07** A written directive provides procedures for transporting:

- a. Juveniles; and
- b. Prisoners of the opposite sex.

*COMMENTARY: Policies should be in place to address the transport by officers of juveniles and prisoners of the opposite sex, to include transmitting the vehicle mileage and time frame to the dispatcher.*

**OPR.08.08** A written directive establishes procedures following the escape of a prisoner while being transported, to include:

- a. Timely notifications to be made; and
- b. Reports to be prepared.

## **RESTRAINTS**

**OPR.09.01** A written directive identifies:

- a. The types of restraints authorized by the agency; and
- b. Circumstances or conditions for their use.

## **TEMPORARY DETENTION CELLS**

**OPR.10.01** **IF** the agency operates a Temporary Detention cell(s), a written directive requires that all involved personnel in the operation of the cell(s):

- a. Receive training in the operation/security of the cell(s);
- b. Properly secure firearms prior to entering the cell(s);
- c. Control the use of keys and other access devices;
- d. Search all detainees upon entry into the cell(s); and
- e. Conduct a physical security check of each prisoner at least twice per hour.

*COMMENTARY: Refer to glossary for definitions*

**OPR.10.02** **IF** the agency operates a Temporary Detention cell(s), a written directive prescribes procedures to be followed in the event of an escape from the Temporary Detention cell(s).

## **COURT SECURITY**

**OPR.11.01** A written directive establishes the agency's courthouse/courtroom security function, to include:

- a. Facility security plan;
- b. Security operations;
- c. High-profile trial plans;
- d. High-risk trial plans; and
- e. Emergency procedures (i.e., fire, bomb, prisoner escape, etc.).

**OPR.11.02** A written directive governing the courthouse/courtroom security function must be made available to all personnel assigned therein.

**OPR.11.03** **IF** the courthouse/courtroom is equipped with duress alarms or other means of summoning emergency assistance, then the equipment must be tested and fully operational.

*COMMENTARY: This standard does not include fire/intrusion alarms.*

**OPR.11.04** A written directive requires documented searches of courtrooms at the beginning and end of the court day.

**OPR.11.05** A written directive provides guidelines for equipment used for courthouse/courtroom security.

---

---

## LEGAL PROCESS

**OPR.12.01** A written directive governs the service of civil process.

*COMMENTARY: The directive should describe the role and responsibilities relating to the service of civil process.*

**OPR.12.02** A written directive requires that the information regarding items of civil process be recorded and maintained, to include:

- a. Date received;
- b. Agency tracking method;
- c. Nature of document;
- d. Source of document;
- e. Name of plaintiff/complainant and defendant/respondent;
- f. Officer assigned for service or serving officer;
- g. Date of assignment;
- h. Method of service;
- i. Date of service and/or return;
- j. Location of service or attempted service; and
- k. Reason for non-service.

**OPR.12.03** **IF** the agency acquires property through the civil process; a written directive defines the methods to be used in the disposition of all such property.

*COMMENTARY: All property acquired through the civil legal process must be disposed of according to State code i.e., writs, levies, fieri facias, etc.*

**OPR.12.04** A written directive governs the execution of criminal process.

*COMMENTARY: The directive should address the types of warrants to be executed, territorial limits, time requirements, statutory provisions, and provisions for the issuance of summons in lieu of arrest.*

**OPR.12.05** A written directive requires that the information regarding items of criminal process be recorded and maintained, to include:

- a. Date and time received;
- b. Agency tracking method;
- c. Nature of document;
- d. Source of document;
- e. Name of complainant and defendant;
- f. Officer assigned for service or serving officer;
- g. Date of assignment;
- h. Method of service;
- i. Date of service and/or return;
- j. Location of service or attempted service; and
- k. Reason for non-service.

---

---

## DOMESTIC VIOLENCE

**OPR.13.01** A written directive establishes the procedures for handling domestic violence, to include;

- a. Outlining arrest criteria;
- b. Defining standards for determining the predominant physical aggressor;
- c. Outlining standards for completing arrest reports;
- d. Defining procedures for transporting victims to safe places, medical facilities, or to appear before a magistrate;
- e. Requiring officers to advise victims of available legal and community resources;
- f. Requiring officers to petition for an emergency protective order in accordance with the *Code of Virginia*;
- g. Outlining the handling of domestic violence incidents involving law enforcement officers; and **(01/11)**
- h. Outlining the handling of cases involving repeat offenders of family abuse or domestic violence. **(01/11)**

*Rev. 09/2010 – VLEPSC Directives 2010-05, 2010-06*

## INTERVIEW ROOMS

**OPR.14.01** A written directive establishes procedures for interview rooms used in the criminal process, to include:

- a. Constant monitoring of the person left alone in an interview room through visual or video technology;
- b. Having personnel in close proximity of the room, available to intervene on behalf of the person or the agency immediately as needed;
- c. Conducting a search of the person, if necessary;
- d. A search of the room prior to and after each interview;
- e. Defining procedures for officers to follow regarding weapons when using the interview room;
- f. Controlling access to the interview room when not in use; and
- g. Training requirements for all personnel authorized to utilize the interview room.

**COMMENTARY:** *The interview room is a commonly used tool in the investigative process. The intent of this standard is to ensure that officers understand and avoid the civil liability that can be incurred when the room is used to hold a person who is not under constant personal supervision. Constant visual observation can be achieved by sight or video equipment.*

---

---

(Intentionally blank)

## **PERSONNEL**

Selection and Hiring.....	PER.01.01-01.05
Employment Discrimination.....	PER.02.01-02.03
Compensation, Benefits, and Conditions of Work.....	PER.03.01-03.06
Off Duty/Extra Duty Employment.....	PER.04.01-04.02
Career Development.....	PER.05.01-05.03
Performance Evaluations .....	PER.06.01-06.02
Promotions.....	PER.07.01-07.02
Grievance Procedures .....	PER.08.01-08.04
Disciplinary Procedures.....	PER.09.01-09.05
Health and Safety .....	PER.10.01-10.02
Commendations and Awards.....	PER.11.01

---

---

## SELECTION AND HIRING

**PER.01.01** A written directive identifies the agency's process for the selection of qualified applicants for sworn positions to include, at a minimum, adherence to the requirements found in the *Code of Virginia*.

**PER.01.02** A written directive requires that all elements of the selection process be conducted in a uniform manner.

*COMMENTARY: All elements of the selection process should be clearly set forth and carried out identically for all candidates for each particular position.*

**PER.01.03** A written directive requires steps utilized in the selection process be conducted by trained personnel.

*COMMENTARY: This may include polygraph examinations, physical agility tests, written exams, medical exams, interview panels, etc.*

**PER.01.04** A written directive requires that, at a minimum, applicants receive notification of application disposition.

**PER.01.05** A written directive requires the agency to maintain records on the testing results of each applicant in accordance with the *Code of Virginia*.

## EMPLOYMENT DISCRIMINATION

*NOTE: These standards apply only to intra-agency complaints and do not apply to citizen complaints of discrimination.*

**PER.02.01** A written directive prohibits discrimination in the work place and provides a means by which it can be reported.

**PER.02.02** A written directive shall identify the person(s) or position(s) within the agency responsible for investigating complaints of discrimination.

**PER.02.03** The agency's investigations into allegations of discrimination shall be confidential.

## COMPENSATION, BENEFITS, AND CONDITIONS OF WORK

**PER.03.01** A written directive describes the agency's salary program, to include:

- a. Entry level salary for the agency;
- b. Salary differential within ranks;
- c. Salary differential between ranks;
- d. Salary levels for those with special skills, if any;
- e. Compensatory time policy; and
- f. Overtime policy.

*COMMENTARY: Compensation guidelines are governed by applicable state and federal regulations (FLSA).*

**PER.03.02** A written directive describes the agency's leave program, to include:

- a. Administrative leave;
- b. Holiday leave;
- c. Sick leave;
- d. Vacation (annual) leave; and
- e. Military Leave.

---

**PER.03.03** A written directive describes the agency's:

- a. Retirement program;
- b. Health insurance program;
- c. Disability and death benefits program;
- d. Liability protection program; and
- e. Employee educational assistance program, if any.

**PER.03.04** A written directive describes the provision of clothing/equipment used by employees in performing law enforcement functions.

**PER.03.05** **IF** the agency requires a medical examination of an employee in a permanent, full time position, it must be provided at no cost to the employee.

*COMMENTARY: This standard does not apply to medical examinations required during the hiring process.*

**PER.03.06** A written directive specifies guidelines for general health and physical fitness to be maintained by sworn employees.

## **OFF-DUTY/EXTRA DUTY EMPLOYMENT**

**PER.04.01** **IF** the agency permits employees to engage in off-duty employment, a written directive addresses the following:

- a. The requirement that employees' must receive agency permission to engage in off-duty employment;
- b. Types of employment in which the employee may not engage;
- c. Revocation processes pertaining to employees' off-duty employment; and
- d. Designation of a point of coordination within the agency to oversee adherence to the aforementioned policies, processes, and other matters deemed appropriate by the agency; if applicable.

*COMMENTARY: Off-Duty Employment is secondary employment that is outside employment wherein the use of law enforcement powers is not anticipated. Non-sworn personnel shall be governed by department policy concerning outside employment.*

**PER.04.02** **IF** the agency permits sworn personnel to engage in extra-duty employment, a written directive addresses the following:

- a. The requirement that sworn personnel must receive agency permission to engage in extra-duty employment;
- b. The behavior and activities of officers during extra-duty employment;
- c. Revocation processes pertaining to officers' extra-duty employment;
- d. Designation of a point of coordination within the agency to oversee adherence to the aforementioned policies, processes, and other matters deemed appropriate by the agency; and
- e. Description of the responsibilities of each officer's extra-duty employment.

*COMMENTARY: This standard pertains to personnel whose secondary employment is of the extra-duty type, that is, outside employment wherein the actual or potential use of law enforcement powers is anticipated.*

## **CAREER DEVELOPMENT**

*NOTE: These standards do not apply to the Master Deputy Program as regulated by the Virginia Compensation Board.*

**PER.05.01** **IF** the agency has a career development program, a written directive establishes training requirements for all sworn personnel assigned by the agency to conduct career development activities.

**PER.05.02** **IF** the agency has a career development plan; the program is evaluated as needed.

**PER.05.03** The agency maintains an ongoing inventory of skills, knowledge, and abilities of each employee.

---

---

## PERFORMANCE EVALUATIONS

- PER.06.01** A written directive establishes the performance evaluation system; and,
- Requires an annual written performance evaluation of each employee; and
  - Addresses performance evaluations of probationary employees during the probationary period, or as required by jurisdictional personnel policy.

- PER.06.02** A written directive requires a supervisory review to include the following areas:
- Results of the performance evaluation just completed; and
  - Level of performance expected, rating criteria or goals for the new reporting period.

## PROMOTION

- PER.07.01** A written directive describes the agency's promotional process, to include:
- Identifying a position, or positions responsible for administering the promotion process;
  - Describing the elements to be used in the promotion process;
  - Providing eligible employees with a written announcement of the promotion process;
  - Establishing procedures for review of results for each element of the promotion process;
  - Establishing years of service, or time in rank/grade requirement for promotion; and
  - Ensuring all elements used in the promotional process are job related.

*COMMENTARY: The agency should describe its promotional process in writing to all employees to ensure that it is consistent.*

- PER.07.02** **IF** the agency uses eligibility lists in its promotion process, a written directive establishes:
- A system for ranking eligible employees on the lists;
  - The duration of the lists; and
  - A system for selecting names from the lists.

## GRIEVANCE PROCEDURE

*NOTE: Compliance with the Grievance Procedure standards are subject to state code exemptions.*

- PER.08.01** A written directive establishes a grievance procedure, including:
- Identifying matters that are grievable, i.e. scope;
  - Establishing time limitations for filing or presenting the grievance;
  - Establishing procedural steps and time limitations at each step in the grievance procedure;
  - Establishing criteria for employee representation; and
  - Identifying the position or component within the agency responsible for coordination of grievance procedures.

- PER.08.02** A written directive requires that grievances be in writing and includes:
- A statement of the alleged wrongful act;
  - A statement of the alleged harm; and
  - Specifying the remedy, adjustment, or other corrective action sought.

- PER.08.03** A written directive establishes procedures for:
- Responding to any grievance received by the agency;
  - Appeals to any decision made within the grievance process; and
  - Maintaining and controlling grievance records.

- PER.08.04** **IF** the agency has a grievance board; a written directive specifies its composition, functions, and criteria for appointment of its members.



---

---

## DISCIPLINARY PROCEDURES

**PER.09.01** A written directive specifies the conduct expected of all employees.

**PER.09.02** A written directive establishes a disciplinary system, to address:

- a. Utilization of training as a function of discipline;
- b. Utilization of counseling as a function of discipline;
- c. Taking punitive actions in the interest of discipline; and
- d. Appeal procedures in disciplinary actions.

**PER.09.03** A written directive specifies the responsibility of each level of supervision relative to disciplinary actions.

**PER.09.04** If employee misconduct results in dismissal, the following information is provided to the employee:

- a. A statement citing the reasons for dismissal (if applicable); and
- b. The effective date of the dismissal.

*COMMENTARY: Compliance with bullet "A" of this standard is subject to state code exemptions.*

**PER.09.05** A written directive specifies procedures for maintenance of records of disciplinary actions.

## HEALTH AND SAFETY

**PER.10.01** A written directive addresses communicable diseases to include the following:

- a. The designation of a position responsible for the coordination of a communicable disease program;
- b. Precautions associated with public safety personnel in the performance of their duties;
- c. Protective equipment issued or available to personnel;
- d. Reporting procedures for possible exposure;
- e. Disposal of contaminated materials;
- f. Guidelines for associated medical care;
- g. Training; and
- h. Record keeping confidentiality.

*COMMENTARY: All departmental policy regarding communicable diseases should be in compliance with the Code of Virginia.*

**PER.10.02** **IF** the agency has Automated External Defibrillators (AED), a written directive requires:

- a. Employees receive initial training in the use of the equipment;
- b. Employees receive refresher training in the use of the equipment; and
- c. Routine testing of the equipment as mandated by the manufacturer.

## COMMENDATIONS AND AWARDS

**PER.11.01** The agency makes information available to the public to recognize employees for exceptional performance or acts.

---

---

(Intentionally blank)

## **TRAINING**

**Recruit Training ..... TRN.01.01-01.02**

**Specialized In-Service Training ..... TRN.02.01-02.03**

**Civilian Training ..... TRN.03.01-03.02**

**Record Keeping ..... TRN.04.01**

---

*NOTE:* The *Code of Virginia* contains many statutes governing the training of law enforcement officers. *Criminal Justice Training Reference Manual* distributed by the Virginia Department of Criminal Justice Services (DCJS) provides guidance in this area.

## RECRUIT TRAINING

**TRN.01.01** The agency requires all newly sworn officers to have successfully completed a recruit training program prior to any routine assignment in any capacity in which the officer is allowed to carry a weapon and/or is in a position to make an arrest, except as part of a formal field training program. The recruit-training program shall include:

- a. A curriculum based on tasks of the most frequent assignments of officers who complete recruit training;
- b. Use of evaluation techniques designed to measure competency in the required skills, knowledge, and abilities (SKA);
- c. Compliance with state training mandates for police officers or deputy sheriffs; and
- d. Any applicable legal requirements relevant to the performance of duties.

*COMMENTARY:* The intent of this standard is to ensure that all officers have completed the agency required law enforcement basic training academy and field training program.

**TRN.01.02** A written directive establishes a field-training program for recruits with provisions for the following:

- a. Field training for trainees in accordance with DCJS standards, at a minimum;
- b. A selection process for field training officers;
- c. Supervision of field training officers;
- d. Training of field training officers;
- e. Rotation of recruit field assignments, if possible;
- f. Guidelines for the evaluation of recruits by field training officers; and
- g. Reporting and documentation responsibilities of field training officers.

*COMMENTARY:* The intent of this standard is to ensure that all officers have completed the agency required field training program under the supervision of a properly trained field training officer(s).

## SPECIALIZED/IN-SERVICE TRAINING

**TRN.02.01** A written directive identifies the functions for which specialized training is required, and includes the following:

- a. Development or enhancement of the skills, knowledge, and abilities particular to the specialized training; and
- b. Documented on-the-job training, if applicable.

**TRN.02.02** A written directive requires that sworn personnel be trained or at a minimum provided information on newly enacted or revised laws relating to the agency's responsibilities.

*COMMENTARY:* Newly enacted legislative changes may be found on the Virginia State Police website.

**TRN.02.03** The agency provides skill development to all personnel upon functional reassignment or promotion.

---

---

## CIVILIAN TRAINING

- TRN.03.01** A written directive requires all newly appointed civilian personnel to receive information regarding:
- a. The agency's role, purpose, goals, policies, and procedures;
  - b. Working conditions and regulations; and
  - c. Responsibilities and rights of employees.

- TRN.03.02** A written directive identifies the civilian positions for which training is required for:
- a. Pre-service; and
  - b. In-Service.

## RECORD KEEPING

- TRN.04.01** A written directive requires that proper documentation be kept on file for all job-related training received by agency personnel, to include:
- a. The title of the training received;
  - b. The dates and number of hours of attendance;
  - c. The identification of trainers or agencies presenting the course; and
  - d. The names of all agency personnel receiving the training.

---

---

(Intentionally blank)

# APPENDIX

## APPENDIX A

The commission has adopted the table below to guide agencies that choose to conduct a transitional audit in lieu of a 100% inventory. The table applies to high-risk items which the Commission defines as *drugs, firearms, currency, jewelry and precious metals*. Agencies shall determine the total number of high-risk property items they currently possess and find that number on the table. If the exact number of high-risk property items exceeds the number listed on the table, then the next highest number on the table shall be used for auditing purposes. **For the general property/evidence audit, the sampling is agency-defined and should be sufficient to ensure the integrity of the system and the accountability of property/evidence.**

Items of High-Risk Property/Evidence	Required Sample Size
Under 100	Complete Inventory
100	92
250	203
500	341
1,000	516
1,500	624
2,000	696
2,500	748
3,000	787
3,500	818
4,000	843
4,500	863
5,000	880
5,500	894
6,000	906
6,500	917
7,000	926
7,500	934
8,000	942
8,500	948
9,000	959
10,000	964
15,000	996
20,000	1,013
25,000	1,023
50,000	1,045
100,000	1,056



---

---

## APPENDIX B

### OPTIONAL/“IF” STANDARD LIST

The following thirty-five (35) standards/bullets are from the 7th Edition Program Manual (v2.1) and are considered optional standards. These are also referred to as “IF” standards. If an agency performs a service/function contained in an optional/IF standard, then the agency must prove compliance with all components of the standard. If the agency does not perform the service/function, then a memo must be placed in the accreditation file for each year that the service/function is not applicable.

**Waivers are not required for “IF” standards.**

ADM.12.01 .....	Auxiliary Program
ADM.13.01 .....	Mutual Aid
ADM.17.01 .....	Contract Services
ADM.20.03 .....	Community Relations
ADM.21.02 .....	Crime Prevention
ADM.24.02 (d) (e).....	Communications
ADM.25.05 .....	Records
ADM.25.09 .....	Records
ADM.25.10 (a).....	Records
OPR.01.03 .....	Patrol
OPR.01.07 (b) (c) (d) (e).....	Patrol
OPR.01.08 .....	Patrol
OPR.01.09 .....	Patrol
OPR.01.11 .....	Patrol
OPR.01.12.....	Patrol
OPR.02.05 .....	Criminal Investigations
OPR.04.04 .....	Juvenile Operations
OPR.06.01 .....	Special Operations
OPR.06.02 .....	Special Operations
OPR.07.10.....	Traffic
OPR.07.12 (a) .....	Traffic
OPR.10.01.....	Temporary Detention Cells
OPR.10.02 .....	Temporary Detention Cells
OPR.11.03 .....	Court Security
OPR.12.03 .....	Legal Process
PER.03.03 (e).....	Compensation, Benefits, and Conditions of Work
PER.03.05.....	Compensation, Benefits, and Conditions of Work
PER.04.01.....	Off-duty/Extra-duty Employment
PER.04.02 .....	Off-duty/Extra-duty Employment
PER.05.01.....	Career Development
PER.05.02.....	Career Development
PER.07.02.....	Promotion
PER.08.04 .....	Grievance Procedure
PER.09.04 (a) .....	Disciplinary Procedures
PER.10.02 .....	Health and Safety

---

---

## GLOSSARY OF TERMS

**Academy:** A training facility, which is certified by the Virginia Department of Criminal Justice Services (DCJS) to conduct basic, in-service and other specialized training for law enforcement personnel. The facility may be run by a single agency or may be regional.

**And:** used as a function word to indicate connection or addition especially of items within the same class or type; used to join sentence elements of the same grammatical rank or function. In the context of accreditation, when the word “and” is used between items then all items must be accounted for – proven.

**Audit:** As it applies to ADM.15.03 (g) – The analysis of the economic activity of an agency as measured and reported by generally accepted accounting methods.

As it applies to ADM.16.03 (b) – *See the Purpose and Intent for this standard*

As it applies to ADM.16.03 (c) – *See the Purpose and Intent for this standard*

**Capital Assets:** Capital assets are locality/agency-defined and generally acquired for long-term use.

**Career Development Activities:** An organized and supervised set of duties or functions designed to facilitate personnel advancement by stimulating learning such as counseling, training and/or job rotations.

**Chain of Command:** Formal lines of communication going downward or upward within the organizational hierarchy through each successive level of command.

**Civil Process:** Those writs, summonses, mandates, petitions, or other process issuing from a court of law or equity pertaining to a cause of action of a civil nature. The term includes original, intermediate and final process to be served by the agency in any action involving civil litigants. For the purpose of the accreditation standards, asset forfeiture will not be considered under this category.

**Commentary:** The italicized narrative located below the standard statement, which serves as a guide regarding the intent of the standard. It is solely for clarification and is NOT a binding part of the standard.

**Crime Analysis:** Evaluation of criminal incidents using statistical raw data relative to date, time geographic location or other significant detail formulated to increase criminal justice assets in order to bring those responsible to justice.

**Evaluation Period:** An established length of time during which an employee is evaluated for his/her ability to learn and/or perform expected tasks and functions associated with his/her assigned position. Sheriffs may use this as a tool in place of the probationary period, as there is no guarantee of employment within a sheriff’s office.

**Evidentiary Property:** An item that will be used during the legal process

**Field Training:** A program for recruit officers/deputies designed to enable them to apply classroom knowledge in closely supervised on-the-job situations.

**Foreign National:** Someone who is not a United States Citizen but may reside legally within the United States.

**In-Person Line-up:** An identification procedure in which a victim or witness to a crime or other incident is asked to identify a suspect from among a physical group of persons in order to determine or confirm the identity of the suspect.

**Interview/Interrogation Room:** An agency designated room(s) that will be used by agency members to either conduct custodial interviews of arrestees or non-custodial interviews of witnesses, victims, or potential suspects. These rooms shall not be used as prisoner holding cells.

---

---

**Job Classification:** A group of positions that perform similar duties, have similar qualifications and have the same salary grade.

**Job Description:** A description of the tasks, duties, responsibilities and working conditions associated with a job. A job description generally contains information on the following:

- What the employee will do;
- What skills, knowledge, and abilities (SKA's) the job requires; and
- What the working conditions and the physical demands of the job are.

**Legal Process:** Any item of civil or criminal process, whether original, intermediate or final which is valid on its face and is to be served or executed by the law enforcement agency.

**Line Inspection:** The frequent inspection of personnel, equipment and/or facilities.

**Non-Evidentiary Property:** Property that has come into the agencies custody that has no value to the criminal/legal process.

**Photographic Line-up:** An identification procedure, in which an array of photographs, including a photograph of the suspected perpetrator of an offense and additional photographs of other persons not suspected of the offense, is displayed to an eyewitness either in hard copy form or via computer for the purpose of determining whether the eyewitness identifies the suspect as the perpetrator.

**Or:** used as a function word to indicate an alternative <coffee *or* tea> <sink *or* swim>, the equivalent or substitutive character of two words or phrases <lessen *or* abate>, or approximation or uncertainty <in five *or* six days>. In the context of accreditation, when the word “or” is used between items then one item or the other must be accounted for – proven. The same rule applies where the character “/” is seen dividing two or more terms.

**Personnel:** All sworn and non-sworn members of an agency and any volunteers working on behalf of the agency.

**Probationary Status:** For police departments, a phase of the selection promotional process represented by some form of conditional employment.

**Show-up:** An identification procedure in which an eyewitness is presented with a single suspect for the purpose of determining whether the eyewitness identifies this individual as the perpetrator.

**Special Purpose Vehicle or Animal:** A vehicle or animal used due to considerations of weather, terrain, the need for inconspicuous appearance, quietness, storage requirements, special operational needs, etc. This category includes but is not limited to: SWAT trucks, bomb disposal vehicles, mobile command posts, all-terrain vehicles, snowmobiles, boats, aircraft, prisoner transport vehicles, motorcycles, bicycles, and animals such as dogs and horses. *This definition does not apply to trailers.*

**Staff Inspection:** The periodic inspection of agency procedures conducted by designated agency personnel.

**Temporary Detention Cell:** A temporary detention cell where detainees are held pending arraignment, hearing or trial (court appearance) remanded to jail by the courts, or for arrest processing (fingerprinting, testing, etc.) that is not co-located with and operated as an integral part of a jail.

**Written Directive:** Any written documents used to guide or affect the performance or conduct of agency employees. The term includes policies, procedures, rules and regulations, general orders, special orders, memorandums, and instructional material such as lesson plans. Also included in this category are International, Federal, State, and local laws and ordinances.

# PROGRAM MANUAL DOCUMENT CHANGES

Refer to the VLEPSC Standards listed below to view specific changes to standards/bullets.

STANDARD	DIRECTIVE/ADDITION/DELETION	BULLET(s)
ADM.02.05		b, c, d
ADM.05.02		a, b, c
ADM.12.01		Commentary
ADM.15.01		Statement, c, e, f
ADM.16.01		Statement, d
ADM.16.03		Statement, b
ADM.16.04		Statement
ADM.18.02		Statement, a, b, c
ADM.18.04		c
ADM.18.05		b, c
ADM.20.03		Statement c, d, e
ADM.21.02		Statement
ADM.24.02		c, d, e
ADM.24.03		Statement
ADM.24.04	New Standard	a, b, c
ADM.24.05		Statement, f, j
ADM.24.07		f
ADM.24.09		Statement, a, b, c
ADM.24.10		Statement
ADM.25.09		a, b
ADM.25.10		Statement
ADM.25.11		Statement
OPR.01.02		d, Commentary
OPR.01.03		c, Commentary
OPR.01.06		Commentary
OPR.01.07		b, c, d, e
OPR.01.10		g, h
OPR.01.11		Statement, b, d, Purpose and Intent
OPR.02.06		Statement
OPR.03.02		Statement
OPR.03.03		Statement
OPR.03.04		Statement
OPR.04.01		Statement
OPR.04.02		b

STANDARD	DIRECTIVE/ADDITION/DELETION	BULLET(s)
OPR.04.03		f
OPR.07.01		c
OPR.07.03		j
OPR.07.05		Statement
OPR.07.10		Statement
OPR.08.02	Rev.09/2010 VLPESC Directive 2010-07	Statement, a, b, c
OPR.08.03	Rev.09/2010 VLPESC Directive 2010-07	Statement, a, b, c
OPR.08.04	Rev.09/2010 VLPESC Directive 2010-07	Statement, a, b, c
OPR.08.05	Rev.09/2010 VLPESC Directive 2010-07	Statement, a, b, c
OPR.08.06	Rev.09/2010 VLPESC Directive 2010-07	Statement, a, b, c
OPR.08.08		a
OPR.10.01	Deleted	
OPR.10.02	Renamed	Statement, a, b, c, d, e
OPR.10.03	Renamed	Statement
OPR.12.01		Commentary
OPR.14.01		Statement, a, d, f
PER.01.01		Statement
PER.06.01		a
PER.08.02		Statement, a, b, c
PER.09.01		Statement
PER.10.01		c
PER.10.02		Statement, a, b, c
PER.11.01		Statement
TRN.01.01		c
TRN.02.01		Statement, a, b
TRN.02.02		Statement
TRN.04.01		Statement
APPENDIX	Added Time Sensitive and "IF" Standards	B, C
<b>Changes to v2.1</b>		
ADM.05.01	New Bullet	f
ADM.05.04	New Standard	
APPENDIX	Removal of Appendix B	
APPENDIX	Retitle Appendix C to Appendix B	

# NOTES

(Inside Back Cover)



Virginia Department of Criminal Justice Services

1100 Bank Street

Richmond, VA 23219

[www.dcjs.virginia.gov](http://www.dcjs.virginia.gov)