

TITLE:	PROTOCOL
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PURPOSE

The purpose of this directive is to provide guidelines and standards for police conduct when dealing with the public and departmental staff.

DISCUSSION

This policy has been adopted in an effort to continue to improve officer/citizen relations, and officer/officer relations.

POLICY AND PROCEDURE

71.1.01 OFFICER/CITIZEN RELATIONS

- **A.** Officers shall be dressed and groomed in compliance with departmental regulations pertaining to the officer's assignment.
- **B.** While interacting with the public, an officer is expected to be courteous, well mannered, respectful, and helpful in all of his/her professional dealings.
- C. An officer will address citizens as "Sir, Madam, Mr., Mrs., or Ms.," in all cases not posing life threatening situations.
- **D.** Officers in contact with the public will not smoke or chew tobacco, unless permission is first obtained from the party or parties present.
- **E.** Officers will conduct themselves in a professional manner while in contact with the public. No horseplay, clowning, or swearing will be permitted or tolerated.
- **F.** The department is committed to establishing close ties with and responding to the needs of the community. As a result, the members of the

community may be assured their needs are being met.

71.1.02 OFFICER/OFFICER RELATIONS

- **A.** On-duty officers are expected to interact with fellow officers and supervisors in a professional, courteous manner befitting their position and rank.
- **B.** While addressing an on-duty supervisor in public, the officer will address the respective supervisor by rank and last name, or by "Sir"/"Ma'am". The proper form for addressing a supervisor or commander is as follows:
 - 1. Sergeant "LAST NAME", or "SIR"/"MA'AM"
 - 2. Lieutenant "LAST NAME", or "SIR"/"MA'AM"
 - **3.** Captain "LAST NAME", or "SIR"/"MA'AM"
 - 4. Chief "LAST NAME", or "SIR"/"MA'AM"
- **C.** Supervisor titles shall also be used, when in public, when addressing commanders of other law enforcement agencies.
- **D.** Commanders and supervisors are to address officers of subordinate rank in an appropriate manner as befits their position/title as follows:
 - 1. Officer "LAST NAME"
 - 2. Detective "LAST NAME"
- **E.** Nothing in this policy is to be construed as limiting officers or supervisors from addressing one another in private, in a manner that suits the parties involved.

Drafted (awm) 02/03

APPROVED: ÉRLY K. LENNEN **Chief of Police** DATE: 07-23-04