



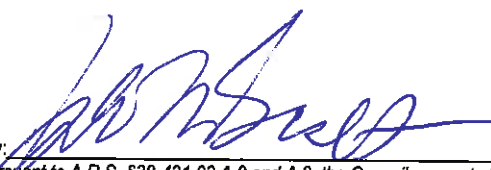
**AGENDA  
COUNCIL WORK SESSION  
MAYOR AND COUNCIL  
COUNCIL CHAMBERS · 473 S. Main Street, Room #106  
Wednesday FEBRUARY 11, 2015 at 5:30 P.M.**

**Council may give direction to staff on any item listed on the agenda**

Note: Council member(s) may attend Council Sessions either in person or by telephone, video, or internet conferencing.

1. **Call to Order**
2. **Roll Call**
3. **Pledge of Allegiance**
4. **Presentation and review, followed by discussion and possible direction to staff regarding the proposed updated Financial Operations Guide. (FOG) Manual. Staff Resource: Mike Showers**
5. **Discussion, consideration, and possible direction to staff regarding the proposed, updated Camp Verde Library Policy and Procedures Manual. Staff Resource: Kathy Hellman**
6. **Discussion, consideration, and possible direction to staff regarding the proposed updated Camp Verde Marshal's Office General Orders. Staff Resource: Nancy Gardner**
7. **Adjournment**

Posted by:

  
Note: Pursuant to A.R.S. §38-431.03.A.2 and A.3, the Council may vote to go into Executive Session for purposes of consultation for legal advice with the Town Attorney on any matter listed on the Agenda, or discussion of records exempt by law from public inspection associated with an agenda item.

Date/Time:

02/05/15 12:10 PM

The Town of Camp Verde Council Chambers is accessible to the handicapped. Those with special accessibility or accommodation needs, such as large typeface print, may request these at the Office of the Town Clerk.



**Agenda Item Submission Form – Section I**

**Meeting Date:** February 11, 2015 Work Session

- Consent Agenda       Decision Agenda       Executive Session Requested
- Presentation Only       Action/Presentation       Pre-Session Agenda

**Requesting Department:** Finance

**Staff Resource/Contact Person:**

**Agenda Title (be exact):** Presentation and review, followed by discussion and possible direction to staff regarding the proposed updated Financial Operations Guide. (FOG) Manual.

**List Attached Documents:** Financial Operation Guide with proposed changes

**Estimated Presentation Time:** 10

**Estimated Discussion Time:** 10

**Reviews Completed by:**

- Department Head: \_\_\_\_\_       Town Attorney Comments: N/A
- Finance Department N/A  
     Fiscal Impact: None  
     Budget Code: N/A \_\_\_\_\_ Amount Remaining: \_\_\_\_\_  
     Comments:

**Background Information:** The Financial Operations guide was last updated December 4, 2012.

**Recommended Action (Motion):** Direct staff to make recommended changes and bring back to Council for approval.

**Instructions to the Clerk:** None

# Town of Camp Verde

## FY15 FOG Updates

### Listing of changes

#### Background:

Our last approved update to the FOG was December 4, 2012. Most changes are cosmetic and do not make any changes to policy. Beyond that the changes are functional in nature and rather than changing policy are clarifying policy.

Items in **BOLD** are highlighted as they are more than just cosmetic or organizational changes.

#### Changes:

- *Bank Accounts and Reconciliation:* (page8)
  - Section D clarifies that signature cards will be changed when Mayor, Vice-Mayor, Finance Director or Town clerk positions change.
  - **Section E authorizes Finance Director by policy to move cash through transfers to internal and external accounts for specific tasks.**
- *Cash Receipts:* (page 11)
  - Section E change the word “total” to “actual”.
- *Procurement:* (page 20)
  - Move Section II, item D under Section I.
  - Re-label Section II, items E & F to items D & E.
  - Add “(see item ‘B/C/D’ below)” wording to Section II items A.2, 3 & 5 .
- *Contract Services:* (page 24)
  - Change name to Contracted Services.
  - **Add definition of Contracted Services.**
  - Remove old section C as it does not apply.
- *Cash Disbursements:* (pages 26-27)
  - Section B to clarify concept of invoices that Finance Department enters in AP system.
  - Section E change “is” to “are”.
- *Credit Card:* (page 29)
  - *Remove items D & E under section III and add relevant language to item A.*
- *Travel and Training:* (page 32)
  - **Section V.A.3 & 4. Redefine Early morning meeting requirement and areas outside that requirement.**
- *Town Funds:* (page 39)
  - **Section II.B clarify the 5% rule with authorization to Finance Director.**
- *Payroll:* (page 43)
  - **Reword section VI.B.**
- *Budget Policy:* (pages 46 & 48)
  - **New section E detailing level of budgetary control.**
  - Section G add “s” in item 2, add non-capital portion to item 4 and remove capital asset definition from item 4.
  - Insert new Section H Proprietary Funds and re-label sections H & I to I & J.
- *Investment Policy:* (page 57)
  - **Section I change Funds Maximum maturity to 5 years.**

# Town of Camp Verde

## Financial Operations Guide



Amended & Approved  
December 5<sup>th</sup>, 2012  
PREPARED BY TOWN FINANCE DEPARTMENT



# TABLE OF CONTENTS

<b>Section</b>	<b>Page</b>
INTRODUCTION.....	i
ACCOUNTING, AUDIT & GENERAL FINANCIAL .....	1
CAPITAL ASSETS .....	3
CASH .....	7
Bank Accounts.....	8
Petty Cash .....	9
Cash Receipts .....	11
Accounts Receivable .....	13
Allowance for Doubtful Accounts .....	14
Special Event Cash Handling .....	15
Dishonored Checks .....	16
Grants.....	17
Donations .....	18
PURCHASEING.....	19
Procurement.....	20
Receiving.....	23
Contract Services .....	24
DISBURSEMENTS .....	25
Cash Disbursements .....	26
Credit Card Use.....	28
Travel & Training .....	31
Unclaimed Property.....	36
GENERAL LEDGER .....	37
Journal Entries.....	38
Town Funds.....	39
PAYROLL.....	41
BUDGET .....	45
DEBT .....	49
INVESTMENTS.....	53
MISCELLANEOUS.....	59
Fraud .....	60
Cell Phones .....	66

# **INTRODUCTION**

PURPOSE: The purpose of this manual is to set forth those policies and procedures established to govern and to implement all aspects of fiscal policy and financial management related to the Town of Camp Verde. The general purpose of this document is to provide a working guide to established financial policies and procedures.

## **I. RESPONSIBILITIES**

Camp Verde's Town Code charges the Town Finance Director with implementing the financial policies of the Town Council. In the event that the Finance Director's position is vacant, the duties of the Finance Director will be performed by a designee appointed by the Town Manager. In the absence of the Town Manager, the Acting Manager shall appoint the designee with Council approval, if the assignment is to exceed 20 days.

The Finance Director is responsible for the assignment of duties to appropriate Staff members, as necessary, to ensure proper segregation of duties.

All matters discussed in this operations guide shall be carried out within applicable laws and regulations, and with generally recognized principles of good financial management and accounting. Town employees not following the policies and procedures set forth in this manual may be subject to discipline, up to and including termination of employment.

## **II. AMENDMENTS**

This guide is written in sections, by subject, with the flexibility to be revised as approved by Council. The revision number and the effective date of the revision are in the top right hand corner of each page.

## **III. COMMENTS/CLARIFICATION OF POLICY**

All comments and requests for clarification of this guide shall be addressed to the Town's Finance Director.

**ACCOUNTING, AUDIT & GENERAL  
FINANCIAL POLICIES  
SECTION**



# **ACCOUNTING, AUDIT & GENERAL FINANCIAL**

PURPOSE: To establish standard policies and procedures relating to the general overview and accountability of the Finance Department.

## POLICIES/PROCEDURES:

### A. ACCOUNTING

1. The Town's accounting and financial reporting systems will be maintained in conformance with Generally Accepted Accounting Principles and standards of the Government Accounting Standards Board.
2. A fixed asset system will be maintained to identify all Town assets, their condition, historical cost, replacement value and useful life.

### B. AUDIT

1. An annual audit will be performed by an independent public accounting firm with the subsequent issue of an official Comprehensive Annual Financial Report, including an audit opinion.

### C. FINANCIAL

#### 1. STABILITY

- a. To maintain a financially viable Town that can maintain an adequate level of municipal services.
- b. To maintain financial flexibility in order to be able to continually adapt to local and regional economic changes.
- c. To maintain and enhance the sound fiscal condition of the Town.
- d. Maintain a positive municipal credit rating.

#### 2. REPORTING

- a. Quarterly financial, Capital Improvement Program and Investment reports will be submitted to the Town Council as soon as practicable following the close of the quarter, and will be made available to the public.
- b. Full and continuing disclosure will be provided in the general financial statements and bond representations.

#### 3. RESERVES

- a. The Town will maintain General Fund reserves of unrestricted monies in the amount of \$500,000. The Finance Director will alert the Council anytime Unrestricted General Fund reserves drop below \$1,000,000 and will continue to update Council members until unrestricted General Fund reserves reach the \$1,000,000 threshold or until directed by Council that the reporting is no longer necessary.
- b. The Town will maintain HURF Fund reserves in an amount equal to three (3) months of budgeted HURF expenditures. This reserve balance shall not be used without approval from the Council.

# **CAPITAL ASSET POLICIES**

## **SECTION**

# **CAPITAL ASSETS**

PURPOSE: To establish standard policies and procedures for the accurate tracking of capital assets.

POLICIES: Capital assets are described as any item (property, vehicle, equipment, etc.) that has a purchase price or valuation (for donated items) of \$5,000 or more. Stewardship assets are described as any item (property, vehicle, equipment, etc.) that has a purchase price or valuation (for donated items) of \$1,000 to \$4,999.

## **I. ACQUISITION**

- A. Departments must notify the Finance Department when any item is acquired, disposed of, or transferred to another department when the item was purchased for or valued at \$1,000 or more.
- B. For items valued at \$1,000 or more, the department must complete and submit an Asset Acquisition Form to the Finance Department for inclusion on either the Capital Asset Listing or the Stewardship Asset Listing.
- C. Capital assets are depreciated on a straight-line basis.
- D. In consultation with department heads, the Finance Director assigns useful lives to individual assets based on asset category.
- E. When equipment items are acquired, departments shall request property tags from the Finance Department to be affixed to the assets, if feasible. Property tags should not be affixed to any item if this would seriously impair the item's value or usefulness. Engraving or other means of identification of such items is recommended to facilitate their possible return if they are lost or stolen.

Departments indicate the property tag number assigned on the vendor invoice before forwarding to the Finance Department. Staff provides copies of such invoices to the Finance Department for updating the Capital Asset/Stewardship Listings.

- F. If an asset has been donated to the Town, the receiving department shall complete the "Asset Acquisition Form" and submit to the Finance Department at the time of receipt of assets. The Finance Department will issue a property tag as applicable, and staff will update the Capital Asset/Stewardship Listings.
- G. For capital projects (assets acquired through construction or assets acquired through similar multiple payments), a separate account code shall be created to track the costs to be capitalized. For existing assets, projects should be identified as to whether they are improvement projects or repair/maintenance projects. Improvement projects significantly extend the useful life of an asset or increase the value of an asset. Repair/maintenance projects generally maintain the condition of an asset so that the expected useful life is attained.

## **II. MAINTENANCE**

- A. Each year staff forwards an updated Capital Asset Listing and Stewardship Listing to the Risk Manager for insurance purposes.
- B. Once a year, the Finance Department distributes current equipment listings for verification and physical inventory by department heads or designees, along with instructions regarding how physical inventories are to

be performed. If there are any discrepancies, the proper corrections to the listing are indicated noting the date of the change and any other needed information (price, useful life, etc.). In addition, during the physical inventory process, the department heads or designees examine assets for possible impairments and designate surplus assets available for auction/disposal. The listings are returned to the Finance Department. The Finance Director researches and resolves any discrepancies between the physical inventory and the Capital Asset Listing. Each year, the Finance Department will physically sample a random selection of the Capital Asset Listing for verification that the items are still in the possession of the Town and are in working condition. During this review, staff will also search for items not listed on the Capital Asset Listing.

- C. Staff reviews and reconciles the Capital Asset Listing to the general ledger on an annual basis. The Finance Director reviews the reconciliation, initialing and dating as evidence of review.

### III. DISPOSAL

- A. Departments shall complete a Request for Authorization to Dispose of/Transfer Equipment form and submit it to the Finance Department prior to the disposal or transfer of assets. The Finance Director reviews and approves all Requests for Authorization to Dispose of/Transfer Equipment forms.
- B. Departments shall report lost, stolen, or destroyed assets within ten working days of discovery to the Risk Manager and the Finance Department.
- C. The Town utilizes the Public Service website to dispose of surplus supplies and/or assets. This website adheres to the specific procurement requirements that public agencies must follow in disposing surplus supplies and/or assets. The website address is <http://www.publicsurplus.com/sms/campverde.az>.
- D. For smaller dollar items under the stewardship and capital asset thresholds, disposals must be in compliance with A.R.S. State statutes prohibit “gifts of public funds” which includes government property. Therefore, surplus supplies and/or assets cannot be donated to other organizations. The law does allow for donation to other governmental entities.
- E. The following steps shall be followed in the disposal of surplus supplies and/or assets:
  1. The department head must authorize the disposition of surplus supplies and/or assets.
  2. Send an email to “All Employees” describing the item (include a photo if available) available. Allow at least four (4) working days to allow requests for the item to be transferred to another Town department.
  3. If no requests to transfer the item to another Town department are received, prepare the item for submission to the Public Service website as follows:
  4. Take a digital photo of the item.
  5. Complete the Vehicle Property or General Property description form.
  6. Email the description form, digital photo, and any suggestions for a start price or reserve (minimum amount for the item) if applicable to [auctions@campverde.az.gov](mailto:auctions@campverde.az.gov). Indicate whether the item has instruction manuals and/or accessories, as well as the working condition and general condition of the item. Provide as much information as possible.
  7. Indicate in the email who should be contacted to pick-up the item when sold and when it will be available for pick-up.
  8. At the end of the auction timeframe, if the item sells, a Closing Notification report is generated from the Public Surplus website detailing the item sold as well as the sales price and the purchaser. A copy of this report is to be given to the Finance Department. This report is used to update the assets listed on the Stewardship and Capital Asset listings.
  9. When the purchaser pays for the item, an “Auction Receipt” report is generated. A copy of this report is to be given to the Finance Department. Payment from the purchaser is received by Public Surplus and transmitted to the Town.



# **CASH POLICIES**

## **SECTION**

# **BANK ACCOUNTS AND RECONCILIATION**

PURPOSE: To ensure that all activity within the general ledger is complete and properly reconciled to the bank.

## I. POLICIES

- A. In accordance with Arizona Revised Statutes (A.R.S.), each bank account that the Town maintains over the FDIC insured amount shall be collateralized by the bank for the amount over the FDIC insured amount.
- B. All bank accounts and related activity shall be properly recorded in the general ledger.
- C. Prior to opening or closing any Town bank accounts, Council authorization shall be obtained.
- D. Only the Mayor, Vice-Mayor, Finance Director, and Town Clerk are authorized check signers on the Town's accounts as established in Resolution 2008-744 and the individuals in all four positions shall be listed as signers on each Town checking accounts. Signature cards shall be updated when necessary to reflect any changes in those positions.
- E. Authorization may be given by Council for selected Staff to the Finance director to initiate and approve direct transfers of funds between Town bank accounts to provide for the payment of accounts payable, and payroll transactions, as well as other authorized transactions debt payments and investments. Authorization is further given to the Finance director to make transfers to outside agencies for the purposes of normal payroll functions and payments on Town approved debt.
- F. Each bank account shall be reconciled monthly and on a timely basis to resolve any discrepancy. Reconciliations shall be signed and dated by the preparer and forwarded to the designated person for review. Once reviewed and signed, the reconciliations are returned to the Finance Department.

## II. INTERFUND BORROWING

- A. The General Account serves as the general operating bank account of the Town and represents the pooled cash of all funds, except those amounts retained in separate bank accounts for legal or operational purposes.
- B. Each fund's share of the pooled cash is recorded on the general ledger as Equity in Pooled Cash.
- C. Once all bank accounts have been reconciled for the month, the Finance Director reviews and reconciles the Equity in Pooled Cash balances to ensure the amounts agree to the offsetting entries in the General Fund.

# **PETTY CASH ACCOUNTS**

PURPOSE: To account for minor disbursements when immediate payment is required.

## **I. POLICIES**

- A. The petty cash reimbursement and reconciliation shall be reviewed by someone other than the custodian or person who purchased the items.
- B. Petty cash shall be properly safeguarded at all times.
- C. At a minimum, the Petty Cash Custodians shall request replenishment when the petty cash balances are more than 50% below the established beginning balance and an immediate need for replenishment is anticipated.
- D. All petty cash receipts shall be submitted for reimbursement no later than the fiscal year-end in which the purchase is made, to ensure all amounts are recorded correctly.
- E. Petty cash funds may not be used for personal services/items.

## **II. PROCEDURES**

### **A. DISBURSEMENTS**

- 1. The requesting employee shall obtain the department head approval before purchases are made.
- 2. The requesting employee completes the Petty Cash Withdrawal Request form.
- 3. The Petty Cash Custodian receives all Petty Cash Withdrawal Request forms and vendor receipts and ensures the form is complete and properly approved before any disbursement is made from the Petty Cash Account.
- 4. The Petty Cash Custodian maintains a Petty Cash Disbursement/Replenishment Log, either in hard copy form or in Excel, for all disbursements and replenishments.
- 5. The Petty Cash Custodian checks the amount requested for mathematical accuracy and notes any discrepancy.
- 6. Upon disbursement of cash to the employee, the employee signs the Petty Cash Withdrawal Request form for acknowledgement of receipt of cash.
- 7. If there is change from the purchase, the employee signs the form acknowledging his/her return of any monies and the Petty Cash Custodian verifies the amount of the vendor receipt against the amount of the original disbursement.

### **B. RECONCILIATION**

- 1. On a quarterly basis or as needed, using the Petty Cash Disbursement/Replenishment Log, the Petty Cash Custodian reconciles the disbursement and change returned amounts listed on the various Petty Cash Withdrawal Request forms.
- 2. The Petty Cash Custodian also reconciles the Petty Cash Fund comparing the established beginning balance to amounts disbursed and remaining cash.
- 3. The Petty Cash Custodian researches and resolves any discrepancies.
- 4. The department head reviews the reconciliation.



5. The Petty Cash Custodian prepares a check request to replenish petty cash funds, when necessary. All receipts and Petty Cash Withdrawal Request forms should be attached the check request.
6. The Petty Cash Custodian receives a petty cash fund reimbursement check made payable to the applicable petty cash custodian for the purposes of replenishing the petty cash fund.

# CASH RECEIPTS

PURPOSE: To describe the policies and procedures for obtaining and receipting all revenues received by the Town of Camp Verde.

## POLICIES/PROCEDURES

- A. All cash received must have a receipt generated either in a manual receipt book or the computer accounting system depending on the department setup. Any payments taken in person should be receipted with one copy going to the payer. All checks are stamped "For Deposit Only, Town of Camp Verde" immediately upon receipt. All receipts are immediately placed into a secure location, i.e. locked drawer or safe.
- B. For departments that accept credit cards, a batch report for all credit cards processed for the day shall be generated at the end of each day and reconciled to applicable receipts.
- C. Receipts are entered into a weekly batch in the computer accounting system by the receiving department. The batches are posted and closed at the end of each week. If cash on hand accumulates to over \$2,000.00, the batch should be closed that day and taken to Finance.
- D. Each batch report is initialed by the department director and taken to the Finance office by Thursday of each week. The money is counted by the Accountant in front of the department representative. Any discrepancies are noted at that time and are dealt with appropriately. After verifying the cash balances with the report, the Accountant initials the correct cash balance and places the report in a holding file for the actual deposit and places the money in the Finance Department safe. As much as practicable along with all monies received, the "Daily Cash Reconciliation Report", batch reports, receipts, and/or cash register tapes, should be remitted to the Finance Department.
- E. The Finance Department prepares bank deposits from all received batches weekly or once total-actual cash on hand is greater than \$10,000. A summary deposit report of all batches is created by the Finance Director through the accounting system and balanced to actual cash on hand as counted by the Accountant. The deposit is then taken to the bank. The deposit receipt and deposit slip are attached to the combined batch reports and summary report and filed.
- F. Funds deposited directly to Town bank accounts are entered into the computer accounting system during the bank reconciliation process.
- G. The Town Pool maintains a cash register for the receipt of funds. The cash register is opened with a \$100.00 change fund. Daily receipts are closed out each day by the Head Life Guard and the Cashier. The daily receipts along with the daily reconciliation report are put into a sealed bag and placed into a locked drop box. Pool revenues are picked up weekly by authorized personnel and entered into the weekly batch for the Pool department.
- H. All bank accounts are reconciled monthly by staff (initialing and dating upon completion), reviewed by a separate employee, (the Finance Director, the Town Manager or Clerk, initialing and dating as evidence of review), and filed. (See the Bank Reconciliations Section for further details.)

I. Customer Complaints. Customer complaints regarding payments to the Town should not be handled by the same person who receives the monies in dispute. If the person receipting monies receives a customer complaint regarding such monies, the customer should be directed first to a supervisor. If the complaint is not resolved, it shall be forwarded as follows until resolution is achieved:

- Finance Director
- Town Manager
- Town Council

Note: For non-finance related complaints, please reference the Complaint Policy.

# **ACCOUNTS RECEIVABLE**

PURPOSE: To establish procedures for proper management of accounts receivable.

## POLICIES/PROCEDURES

### A. COURT RECEIVABLES

1. The Municipal Court maintains records of outstanding receivables.
2. On a monthly basis, the Court Supervisor identifies delinquent accounts and forwards the accounts to the collection agency.
3. Each quarter, the Court Supervisor forwards a listing to the Finance Department for recording of accounts receivable activity in the Town's general ledger.

### B. REVOLVING LOAN FUND RECEIVABLES

1. Staff as assigned maintains subsidiary ledgers by payer for each Revolving Loan Fund loan receivable account identifying the loan amount, monthly payments, and remaining balance owed.
2. On a monthly basis, the staff reviews the subsidiary ledgers for any delinquencies.
3. On a monthly basis, staff updates the receivable balance based on monthly statements and payments made.
4. Staff maintains copies of the subsidiary ledgers for reconciliation to the master control account in the Town's general ledger.
5. The Finance Director reconciles the subsidiary ledgers to the general ledger, investigating and correcting any discrepancies.

### C. MISCELLANEOUS RECEIVABLES

1. Following each fiscal year end, the Finance Director reviews July and August cash receipts to identify any unrecorded receivables.
2. Any amounts collected by the Town prior to June 30 and remitted to the bank after June 30 are recorded as cash on hand.
3. Any amounts collected after June 30 for services provided prior to June 30 are recorded as accounts receivable.

# **ALLOWANCE FOR DOUBTFUL ACCOUNTS**

PURPOSE: To establish procedures regarding the amount of receivables that is annually estimated as “uncollectable” by the Finance Director. The establishment of an allowance account ensures that the Town’s receivables are not overstated for financial reporting purposes.

## I. POLICIES/PROCEDURES

- A. The Finance Director (or designated staff) shall establish an allowance for doubtful accounts.
- B. The estimated allowance should be based upon historical data or other pertinent information relative to the receivables in question.
- C. Generally Accepted Accounting Principles allows for the allowance to be based on a percentage of “net charges” on an annual basis, or based on a percentage of aged receivables.
- D. Court fines are more unique and could be based on collection efforts.
- E. The estimated Allowance for Doubtful Accounts shall be updated on an annual basis.

# **SPECIAL EVENT CASH HANDLING PROCEDURES**

PURPOSE: To describe the policies and procedures for collecting and reporting amounts received during special event functions.

## POLICIES/PROCEDURES

- A. The responsible department will need to turn in a check request for the required bank amount 10 days before the event. The amount of the starting bank is entered on the Special Event Start Bank Form and initialed by the Finance Department.
- B. A cash box or register will be used for all special events. Once the starting bank check is cashed, all money should be placed in the cash box or register.
- C. Cash registers and central ticket areas will be used for food, drink, and admission.
- D. Any overflow cash removed during the event must be documented and initialed on the Special Event Start Bank Form. The amount should be verified and initial by the person transporting the money. Removed cash shall immediately be moved to a locked and secure location. For transfers of \$1,000 or more, a deputy shall accompany the transporter.
- E. When making change, the exact amount must be returned to the cash box that was taken from the cash box. Example: four (4) fives for a twenty.
- F. At the end of the event, a Town employee (and Deputy if the amount is over \$1,000) will transport the money to a secure location, i.e. safe or locked drawer. No money is to be counted at this time.
- G. The first work day following the special event, a minimum of two (2) Town employees shall count and receipt in the funds, and in another department, two (2) Town employees shall count tickets. Amounts are to be recorded on the Special Event Cash Count Sheet. Funds and ticket counts will then be turned over to the Finance Department for verification.

## **DISHONORED CHECKS**

PURPOSE: To describe the policies and procedures for recording and collecting amounts due from dishonored checks.

### POLICIES/PROCEDURES

- A. Upon receipt of notice from the bank that a check has been dishonored, the Finance Department issues a letter to the Payer (the party that issued the check) demanding payment for the amount of the check plus a returned check fee as established by Council resolution. This notice allows the Payer five (5) days from the receipt of the letter to remit the total amount due to the Finance Department or face collection from the Yavapai County Attorney Bad Check Program. A copy of this letter, a copy of the notice from the bank, and the original dishonored check are placed in a file for follow up.
- B. The Finance Department notifies the department from which the check was collected of the dishonored check.
- C. The original notice from the bank is placed in a file for bank reconciliation as backup.
- D. An entry through the bank reconciliation process is made to record the reduction from the Town's bank account as well as record the amount of the check as an accounts receivable in the proper fund (General Fund, HURF Fund, etc.). Upon payment of the total amount due, the amount of the check is coded to accounts receivable, the returned check fee is coded to Miscellaneous Revenues, and the total is coded to the Town's bank account.
- E. If the Payer has not made payment in full, or payment arrangements, within the allowed timeframe, the check is forwarded to the Yavapai County Attorney Bad Check Program for collection. A copy of the Yavapai County Attorney's form as well as all of the backup is retained in the file for future reference.
- F. Upon payment from the Yavapai County Attorney Bad Check Program, the backup from the file is attached to the receipt for reference.
- G. All payments on dishonored checks must be collected by the Finance Department directly. Other departments are not authorized to collect payments or make payment arrangements.

# **GRANTS**

PURPOSE: To ensure grants are properly approved and accounted for.

## I. POLICIES

- A. All grant applications must be approved by the Town Manager prior to the application being submitted.
- B. Grants larger than \$50,000 require approval from the Town Council prior to application.
- C. The Department administering the grant shall be responsible for the submission of any required quarterly and annual financial reports required by the granting agencies. They are also responsible for verifying that all expenditures are reviewed for reasonableness for compliance with the grant requirements.

## II. PROCEDURES

### A. REIMBURSEMENT GRANTS

- 1. Monthly, quarterly or as required by the granting agency, the department representative shall obtain a listing of all applicable grant expenditures from the accounting system. Employee wages allocated to the grant must be documented and listed on a per day basis for allocated hours with relevant and allowable wage and ERE costs totaled.
- 2. After the reimbursement claim is prepared, it is forwarded to the Finance Department for approval before it is submitted. Any discrepancy between the expenditures incurred and the reimbursement claim prepared shall be documented and returned to the department representative for adjustment. Once approved by the Finance Director, the claim is submitted to the granting agency for reimbursement.
- 3. Finance staff prepares journal entries to record related receivables, transfer of monies for any matching requirements, or adjustment of expenditures as needed.
- 4. Finance staff maintains a file of pending reimbursement claims. Upon receipt of grant monies, staff ensures that the reimbursement received reflects the amount requested. If not, staff researches and resolves the discrepancy.
- 5. Finance staff periodically reviews the file of pending reimbursement claims to determine if any outstanding claims have not been received in a timely manner.

### B. ADVANCE-TYPE GRANTS

- 1. Monthly or quarterly as required by the granting agency, the department representative shall obtain a total listing of all applicable grant expenditures along with the grant amounts advanced from the granting agency from the Finance Department.
- 2. All expenditures are reviewed for reasonableness for compliance with the grant requirements by the Department administering the grant.
- 3. Once verified, any required financial status reports are prepared, reviewed by someone other than the preparer, and submitted to the granting agency. Copies of the reports are forwarded to the Finance Department. Any discrepancy between the expenditures incurred and the financial status reports prepared shall be documented by the department representative and submitted to the Finance Department with the copy of the reports.
- 4. The Finance Director prepares journal entries to transfer monies for any matching requirements, or adjustment of expenditures as needed.



# **DONATIONS**

PURPOSE: To ensure that donations received by the Town and are properly reviewed, accepted, accounted for and reported.

## POLICIES/PROCEDURES:

### I. GENERAL DONATIONS

Donations without direct guidance from the donor will be received into the General Fund as unrestricted monies.

### II. RESTRICTED DONATIONS

- A. Donations that are restricted in form by the donor as to use or timing of use or any further conditions open the use of such monies must be approved by the Finance Director. Restricted Donations may be returned if it is determined by the Finance Director to be in the Town's best interest to do so. Donations of a de minimis amount (less than \$100.00) and for established designated functions do not need the Finance Director's approval.
- B. Employees of the Town may not impose their own restrictions on received donations. Only direct communication from the donor may restrict the use of a donation.
- C. The Finance Director shall be notified as soon as any restricted donations are received, pledged or expected.
- D. Restricted donations are not officially received and accepted until they are deposited by the Town.
- E. Restricted donations must be received with the following information in writing:
  - 1. Donor's Name
  - 2. Donor contact information
  - 3. Conditions of use
- F. Restricted donations shall be identified and tracked in the general ledger and reconciled on a quarterly basis.

# **PURCHASING POLICIES**

## **SECTION**

# PROCUREMENT

PURPOSE: To establish standard policies and procedures for the procurement of goods and services for the Town of Camp Verde to ensure that all goods and services received are properly authorized.

## POLICIES/PROCEDURES:

### I. APPROVAL LEVELS

#### A. Specified Budgeted Purchases

1. Department Head approval required for all purchases.
2. Finance Director approval required for purchases over \$20,000.
3. Town Manager and Finance Director approval required for purchases over \$30,000.
4. Council approval required with Town Manager or Finance Director recommendation for purchases over \$50,000.

#### B. Non-Budgeted Purchases or Specified Budget Line Changes

1. Town Manager approval for non-budgeted purchases or specified budget line changes under \$5,000.
2. Council approval with Town Manager recommendation for non-budgeted purchases or specified budget line changes over \$5,000.

#### C. Contingency Budget Use

1. Town Manager approval for use of Contingency line items up to \$15,000.
2. Council approval with Town Manager recommendation for use of Contingency line items over \$15,000 with the exception of normal employee termination payouts.

#### D. Contracts & Agreements

1. Contracts and agreements entered into by the Town must be reviewed by the Risk Management Department and must be approved and signed by the Town Manager.
2. Contracts or Agreements over \$30,000 need Council approval and the Mayor's signature.  
~~Contracts and agreements entered into by the Town must be reviewed by the Risk Management Department and must be approved and signed by the Town Manager.~~
- ~~3. Contracts or Agreements over \$30,000 need Council approval and the Mayor's signature.~~

### II. APPROVAL PROCESS

#### A. Support Requirements

1. Department Director sign-off for all purchases.
2. 3 comparative quotes (see item B. Quotes below) required for construction/materials related purchases over \$10,000 up to \$50,000 and for all non-Bid purchases over \$50,000.
3. Bid Process (see item C Bids below) required for construction/materials related purchases over \$50,000.
4. Bids and comparative quotes are not required when purchasing from a vendor on the State Procurement List.
5. Purchase Orders/Requisitions (see item D. Purchase Orders / Requisitions below) must be completed for purchases/contracts over \$20,000.

#### B. Quotes

- ~~1. Quotes~~

- 2.1. Quotes or current pricing information from reasonable competitors. Information must be printed and attached to the purchase request. Pricing comparisons should be based on best available price information with only reasonable competitor prices used.
- 3.2. Where 3 quotes cannot be obtained, a vendor's refusal to quote or simply the lack of vendors must be documented.
- 4.3. The Town reserves the right to select a higher quote if circumstances can be documented that the more expensive choice is in the Town's best interest.

#### B.C. Bids

1. Obtain a project/bid number from the Town Clerk's Office.
2. Publication of a notice of solicitation. Per A.R.S. § 41-2533, an invitation for bids shall be issued and shall include a purchase description and all contractual terms and conditions applicable to the procurement. The notice may include publication one or more times in a newspaper of general circulation within a reasonable time before bid opening. The publication shall be not less than two weeks before bid opening and shall be circulated within the affected governmental jurisdiction. Notice shall also be sent to the League of Arizona Cities and Towns, plan rooms and all vendors who have requested to be placed on the bid list.
3. A notice of solicitation for bids shall state the date, time and place of opening, and the place and time period within which bids shall be submitted. The time of bid opening should be not more than 15 minutes after the deadline to submit bids.
4. The notice shall state with particularity the goods or services required and shall state the place where specifications may be examined.
5. Bids shall be submitted in a sealed envelope clearly identified as a bid on the front of the envelope. Any bid not received within the time period allowed shall be rejected.
6. All bids shall be date and time stamped upon receipt.
7. All bids shall be opened in public at the time and place specified, and a tabulation of all bids shall be posted at Town Hall for public inspection.
8. All bidders shall be notified in writing of the award or rejection of any and all bids.
9. Proposals shall be requested and evaluated pursuant to procedures consistent with the State Procurement Code (A.R.S. § 41-2534, as may be amended).
10. Original bid documents are maintained on file in the Town Clerk's Office in accordance with the Town of Camp Verde Records Management Manual.
11. Unless the bids are rejected, the following shall be considered in determining the lowest responsible bidder:
  - a. The ability, capacity and skill of the bidder to perform the contract or provide the service required.
  - b. Whether the bidder can perform the contract or provide the services promptly or within the specified period of time without delay or interference.
  - c. The quality of performance of previous contracts.
  - d. The previous and existing compliance by the bidder with the laws and ordinances of the Town.
  - e. The financial resources and ability of the bidder to perform the contract.
  - f. The quality, availability, and adaptability of the supplies or service.
  - g. The reasons for selecting other than the lowest bidder shall be documented and filed with the bid documents.

#### A. ~~Contracts & Agreements~~

1. ~~Contracts and agreements entered into by the Town must be reviewed by the Risk Management Department and must be approved and signed by the Town Manager.~~
2. ~~Contracts or Agreements over \$30,000 need Council approval and the Mayor's signature.~~

#### D. Purchase Orders / Requisitions

1. The computerized requisition process must be used for any purchases or projects that in total accumulate to more than \$20,000 for each individual vendor or contract (excluding normal recurring operating expenditures such as utility expenses, rental payments, payroll taxes, etc.).
2. Requisitions will be completed by each department for projects, contracts or purchases as soon as agreements or contracts are accepted or the intent to move forward with the project/purchase has been initiated.
3. Purchase Orders will be initiated at the department level and are used to draw down monies on each individual requisition.

#### E. Other Items

1. Performance and Payment Bonds. The Finance Director shall have the authority to require a performance bond, in such amount as the Finance Director may deem sufficient for contracts other than contracts for construction, and the Finance Director shall require performance and payment bonds for contracts for construction as required by law (in excess of \$20,000). In all cases of construction to which state law applies, any requirement for a bond shall be incorporated into the contract.
2. Exclusive Service. In the event that there is only one person or entity capable of providing a particular commodity or service, the requirement of the Town Code concerning bidding procedures shall not be applicable. However, for auditing purposes, sole-source proof shall be maintained.
3. Professional and Technical Services
  - a. The provisions of the Town Code shall not apply to professional or technical services.
  - b. No person or firm practicing in a professional or technical field for which a license is required by state law shall be engaged by the Town unless possessing a current license in good standing.
  - c. Upon engagement, the Town shall enter into a written agreement or memorandum of understanding for the performance of the services for which engaged, setting forth the scope of services and the unit or total price therefore.
4. Job Order Contract. Under ARS 6-34-601, the Finance Director may authorize the solicitation for Request of Qualifications (RFQ) and/or Request for Proposals (RFP), for the selection of a qualified firm/individual with whom the Town may enter into a Job Order Contract (JOC). The method of solicitation and selection may include the consideration of contractors approved under the Mohave Contract. Multiple contracts for Job-Order-Contracting construction services may be awarded to separate persons or firms on a final list with whom the Town may negotiate fair and reasonable contract terms. Multiple year contracts will be executed for three years, performance reviews and fixed or unit prices may be updated annually.
5. Cooperative Purchasing. The Town Code shall not apply to purchases made by, through or with the State of Arizona or its political subdivisions. The Town may make purchases or award contracts for services without a formal bidding or proposal process whenever other governmental units have done so for the same item or service, if, in the opinion of the Finance Director, a separate bidding process is not likely to result in a significantly lower price for such items or services.
6. Grants. The provisions set forth in the Town Code or the Town of Camp Verde Financial Operations Guide may be superseded by bidding, proposal, or qualification requirements in federal and state grants.
7. Purchases from Mayor or Council Members. Pursuant to ARS § 38-503(C), as may be amended, the Town, through its common Council, may purchase supplies, materials, and equipment not to exceed three hundred dollars in cost in any single transaction or a total of one thousand dollars annually, or as may be adjusted by law from the Mayor or any member of the common Council without using competitive public bidding procedures according to an annually adopted Town policy.

# **RECEIVING**

PURPOSE: To establish standard policies and procedures for the accurate receipting of all purchases or services received by the Town of Camp Verde.

## POLICIES/PROCEDURES

- A. All items purchased by the Town require a written receipt of the items at the time of delivery.
- B. A title or deed acts as the receiving document for the purchase of vehicles, land or buildings. The sales contract acts as the invoice.
- C. Items purchased with petty cash are documented by the purchaser as being received by the purchaser's signature on the detailed receipt or with a signed, written description of the items purchased if a detailed receipt is not available. It is then placed in the petty cash drawer and marked "PAID" as proof of the use of funds.
- D. Items purchased and paid for at the time of receipt with a Town check or a Town credit card must include an itemized receipt that is signed by the purchaser. The proper account code is identified, and the receipt is forwarded to the Finance Department for payment.
- E. All other items received are documented on a packing slip, bill of lading or a vendor invoice.
  - 1. Items received are signed for and dated by the department head or their designee upon inspection by that person that all items on the receiving document are indeed delivered to the Town in good condition.
  - 2. Receiving documents for items purchased with a Purchase Order include the Purchase Order number.
  - 3. Items received via a parcel shipping company are signed for at the time of receipt from the delivery company as receipt of a number of boxes or envelopes. Upon delivery of the parcel(s) to the appropriate department, the department head or his/her designee inspects the contents of the delivery, sign and date the accompanying packing slip or invoice and note the amount and the condition (if necessary) of the items received.
  - 4. After completing the above procedure(s), all receiving documents are forwarded to the Finance Department and attached to the invoice.
  - 5. If any item purchased exceeds \$5,000, notification shall be made to the Finance Department to flag the item for potential entry on the Capital Asset Listing. See the "Capital Asset" policy in the Town of Camp Verde Policies and Procedures Guide, Financial Operations Guide for proper reporting procedures.

## **CONTRACTED SERVICES**

PURPOSE: To establish standard policies and procedures for the accurate handling of contracted services.

POLICES/PROCEDURES:

A. Definition – Contracted Services refers to all Vendors the town hires to perform a service-type activity while on Town property or working on Town equipment.

A.B. Before a contract service provider is allowed to begin working, the department utilizing the contract service provider must verify the following:

1. The vendor has completed a Form W-9. This form must be submitted to the Finance Department by the department that the vendor is contracted with. If payment is due and the required Form W-9 has not been received, the payment is subject to backup withholding of 28% pursuant to IRS requirements.
2. The vendor has provided the Risk Manager with a copy of the required liability and worker's compensation insurance policies.
3. The vendor has a current business license on file with the Town Clerk's Office.
4. The vendor's trade licenses/certifications are current and valid.
5. Budget appropriation exists to fund the transaction.

B.C. The department utilizing the contract services provider, in conjunction with the Finance Department, is responsible for ensuring that the amounts paid do not exceed the total approved amount.

~~C. For Parks & Recreation Officials, complete a game summary report or invoice shall be submitted to the Finance Department for payment along with the completed Form W-9. Scorekeepers are considered employees and are paid through payroll with general employees.~~

# **DISBURSEMENT POLICIES**

## **SECTION**



# **CASH DISBURSEMENTS**

**PURPOSE:** To establish standard policies and procedures for the disbursement of funds to vendors for items or services purchased by the Town of Camp Verde, for ensuring that all services and items delivered were authorized and accounted for properly, and for maintaining accurate vendor files.

## **POLICIES/PROCEDURES**

### **I. INVOICES**

- A. The Cash Disbursement/AP process begins with the received invoice. Original invoices should be used for payment.
- B. Each department is responsible for receiving and verifying each invoice along with entry into the computer accounting system. ~~E~~There are a few exceptions to the actual computer entry ~~including~~includes bills paid by statement and a few other invoices as specified by the Finance Department. The Finance Department will enter those invoices into the computer system.
- C. Each invoice should be verified as: 1) not previously paid and 2) a valid expense, with materials received or services rendered by the receiving department. The Department Director will initial each invoice as approved and include the proper coding on the invoice as well. Backup materials and the receiving document(s) are attached to the invoice.
- D. Staff enters the invoices into a bi-weekly batch file in the computer accounting system. When the batch is ready for payment, staff will print a summary batch report that is to be verified and initialed by the Department Director as valid for payment. The summary report along with the invoice detail is then forwarded to the Finance Department.
- E. Batches are paid bi-weekly by the Finance Department. Received batches are reviewed by the Finance Department with any discrepancies noted and/or adjusted. All individual batches are compiled into a final batch in the computer software for payment by the Accountant. If an emergency check is required, the Finance Director may approve processing of a check outside the normal batch timelines.

### **II. CHECKS**

- A. Blank check stock shall be kept in a locked storage cabinet in the Finance Department.
- B. Check signers include the Mayor, Vice Mayor, Finance Director, and Town Clerk (per Resolution 2008-744).
- C. Check signers may have a signature stamp. Signature stamps shall be placed in a secure location in the check signer's department, but not in the same location as the blank checks. Each check signer is responsible for the safekeeping and authorized usage of the stamp. Each department shall have a designated employee(s) authorized to use the signature stamp in the check signer's absence, and this authorization shall be made in writing.
- D. Signatures may be printed by the accounting software program as long as the signatory is reviewing each check run and approving such by initialing and dating each review.

- E. Printed checks and the check register are documented and reviewed against the invoice detail by the Finance director. The checks, invoices and check register are then forwarded to the Mayor for review and signature. If the Mayor is not available, the Vice-Mayor or Town Clerk is also approved to review and sign. The check register is to be initialed by both signatories verifying that all checks on the register have been reviewed.
- F. A check log shall be maintained by both the Finance Director and the Town Clerk to record all check runs signed and approved at each location. The check log will document the date reviewed/signed, the beginning and ending check numbers of each reviewed run and the name and initials of the person signing, stamping or reviewing. Check logs will be reviewed for discrepancies and initialed by the Town Manager at least twice per year, in January and July, and attached to the December and June Bank Reconciliations respectively.
- G. Signed checks are returned to the Accountant for processing and mailing. Invoices are filed by Vendor name and fiscal year in the Finance Office.
- H. Any voided checks are marked void over the Payee and signature section and filed in a reconciliation file after being reconciled with the bank reconciliation for the same period.
- I. Departments shall submit all prior year invoices to the Finance Department no later than August 31. Any invoices submitted after August 31<sup>st</sup> may be included in the next fiscal year.
- J. Each January, staff compiles and reconciles a preliminary list of 1099s to be issued in accordance with IRS regulations. The Finance Director reviews and approves the preliminary determination of 1099s to be issued. Once approved, staff prints the final 1099s for distribution to vendors and the IRS.

# **CREDIT CARD / BUSINESS CHARGE CARD POLICY**

PURPOSE: To establish standard procedures for the use of Town credit cards and business charge cards.

POLICIES/PROCEDURES: The purpose of the credit card is principally for use in making travel arrangements or other purchases where the vendor requires such use. Credit card purchases are intended to be small in scope and of a 'non-capital' nature. All purchasing of budgeted capital items must have the proper approval of the Finance Director and must be purchased via the Purchase Order process. Business charge cards are also available for certain frequently used vendors.

## I. RESTRICTIONS

- A. Credit cards/business charge cards are to be signed out at the Finance Department and returned promptly after use. In addition, the employee must sign the credit card log to acknowledge return of the credit card. A fully completed Credit Card Use Form with all receipts and other supporting documentation attached must be submitted to the Finance Department for each separate purchase.
- B. Town employees and officials may sign out credit cards/business charge cards in accordance with this policy. If an individual needs a card to keep in his/her possession, they should notify the Finance Department as much ahead of time as possible. Cards are signed out per the above policy.
- C. Any approved credit card or business charge card accounts shall be opened by the Finance Director, or his or her designee. No other individuals are authorized to open credit card or business charge card accounts.
- D. A maximum dollar amount for each single purchase and a total for all purchases made with the credit card within a given monthly billing cycle are as follows:
  - 1. Single Purchase Limit - Not to exceed \$5,000
  - 2. Billing Cycle Limit - Not to exceed \$20,000Single purchase limit exceptions must be obtained in writing, in advance, from the Finance Director or Town Manager. There is no exception for the Billing Cycle Limit.

## II. USE OF CARD

- A. The credit card/business charge card is to be used for Town purchases only.
- B. No person other than the one who signed out the card is authorized to use it. Employees must not retain credit card numbers for future use when not signed out.
- C. The employee shall take all necessary precautions to keep the card and card number in a secure location. The Finance Department is to be notified immediately if card is lost or stolen.
- D. The department is responsible for all charges incurred on department issued cards including any annual service fees and finance charges.
- E. NO backorders are allowed.

### III. DOCUMENTATION

- A. An invoice and any relevant backup information for all purchases must be obtained. Documentation must be retained as a proof of purchase any time a purchase is made using the card, including phone and internet purchases. These documents are to be used to verify the purchases on the monthly statement of account. Invoices should be in detail to allow clear understanding of the purchased items or service. If the purchaser is unable to provide such documentation, the charges will be the responsibility of the purchaser.
- B. The Town shall not be responsible for any charges incurred if the criteria listed in (A) if supporting documentation is not received in a timely manner by the Finance Department.
- C. All purchases are to be recorded on Credit Card Use Form. This form must be maintained as charges occur.
- D. For telephone/facsimile orders, the employee shall request that the vendor send, via facsimile, a copy of the invoice. ***The original invoice is still necessary by the Finance Department for reconciliation purposes.***
- E. For internet orders, employees must print a copy of the receipt/order confirmation and attach to the Credit Card Use Form. Any originals mailed after the purchase should be attached as well.
- F. If, for any reason, the employee does not have documentation for a transaction, the employee must attach a Credit Card Use Form, providing: a description of the item, vendor's name, reason for missing documentation, and the action that will be taken to ensure proper documentation in the future. In addition, the employee and the department head's signature are required on the form.
- G. If receipts are related to travel, it is the employee's responsibility to photocopy the receipts to attach to their Training/Travel Authorization and Expense Form. The originals must be forwarded to the Finance Department for reconciliation with the monthly statement.

### IV. PROHIBITED CHARGES

- A. The following uses of a credit card are **prohibited**:
  1. Cash advances.
  2. Personal purchases. Employees may not charge any personal items on the Town credit cards/business charge cards.
  3. Gasoline purchases or vehicle repairs unless outside the service area and/or in an emergency. Documentation shall be required.
  4. Alcoholic beverage purchases.

Any prohibited use of cards shall be reported to the applicable department head and/or the Town Manager.

- B. Per Diem. Per diem requests are processed through Accounts Payable prior to travel. Refer to the Travel and Training Section.
- C. Employees shall also comply with any applicable departmental restrictions on usage.
- D. Employees may not violate any procurement requirements, as it pertains to obtaining quotes, when using the Town credit card.

V. RECONCILIATION AND PAYMENT

- A. All invoices are reconciled to the monthly statement by the Finance Office.
- B. Payment shall be made promptly and before the due date to avoid any service or finance charges.
- C. Any department not responding promptly to the request for information from the Finance Department or in any way delaying the timely monthly payment of the credit card account shall be assessed the finance charges imposed by the issuing financial institution.

VI. POLICY VIOLATIONS

Failure to follow this policy may result in loss of card privileges and, for employees, may result in disciplinary action, including termination of employment.

# **TRAVEL AND TRAINING**

PURPOSE: The policy of the Town of Camp Verde is to encourage training opportunities for employees and supervisors so their services rendered to the Town can be made more effective, and that employees may become, at the same time, qualified for promotion to higher-level positions. The department head, consistent with the budget and this policy, may authorize attendance at conferences, seminars, meetings, conventions and other courses that directly benefit the Town of Camp Verde.

## POLICIES/PROCEDURES:

### I. ELIGIBLE INDIVIDUALS

- A. Current Town employees.
- B. Members of boards, commissions, authorities, council members and committees who are not employees of the Town yet serve the Town as members on these boards, commissions, authorities, councils and committees.

### B. GENERAL PRINCIPLES

- A. All out-of-state travel shall be approved by the Town Manager prior to scheduling.
- B. Employees may attend educational or training seminars if funds for that purpose are available and such training is directly job related or beneficial to the Town.
- C. The most economical method of transportation shall be selected in terms of expense to the Town (or grantor agency) and the employee's time away from the office. If the employee chooses an alternate method of transportation, reimbursement shall be capped at the cost of the least expensive option.
- D. Employee travel, in-state and out-of-state, is conducted according to the Town Travel and Training Policy regardless of funding source (i.e. Grant requirements do not supersede the Town requirements; however, any grant requirements that are more restrictive must be followed.).
- E. Shared lodging is encouraged, wherever possible. Non-shared lodging requires approval of the department head.
- F. Any travel reimbursement claims shall be submitted to the Finance Department using the Training/Travel Reimbursement Form within five (5) business days after the end of the trip.
- G. Any expenses incurred for items such as alcohol, telephone calls (except when business related), in room movies, etc. shall not be covered by the Town and are the employee's responsibility.

### C. PROCEDURES

- A. Employees desiring to attend schools, conferences, conventions, seminars, and other official meetings shall complete a Training/Travel Authorization and Expense Advance Form and submit to their department head for approval. If the travel is out-of-state, it shall first be approved by the Town Manager prior to scheduling.

- B. Upon approval of the training/travel request, the department designee makes the necessary travel arrangements and prepays lodging and other travel costs as appropriate. All travel/training arrangements are recorded on the Training/Travel Authorization and Expense Advance Form.
- C. For advances of per diem allowances, employees must submit a complete and approved Training/Travel Authorization and Expense Advance Form to the Finance Department not later than ten (10) working days prior to the date that travel for such schooling or training is to commence.

D. TRAVEL COMPENSATION GUIDELINES

- A. Tips and other gratuities for all meals are included in the per diem.
- B. The Town shall compensate expenses only when the expenses are incurred during the performance of official duties of the Town employee and for the Town's benefit.
- C. Subsistence shall not be permitted when the training received is for the direct benefit of the employee and not required by the job.
- D. An employee on Town travel status who extends the travel for his/her own convenience or enjoyment when such is not required by the Town, is not entitled to the allowance for that meal or if applicable, lodging.
- E. Employees shall be responsible for any fines or traffic violations incurred while traveling on Town business in either a Town vehicle or personal vehicle.

E. LODGING

A. Eligibility

- 1. Employee must be on authorized travel status.
- 2. Travel must be outside a 75-mile radius of the corporate Town limits and a multi-day event or an early morning meeting.
- 3. Early morning meeting requirement is 8:00 a.m. or earlier having to leave the Town prior to 6:00 am to arrive on time.
- 4. Events starting at or after 8:00 a.m. are not eligible for lodging and per diem for the day before the event begins unless the event is located in an area outside the traveling distance of the greater Phoenix, Flagstaff, Prescott or Payson areas (ex: Tucson).
- 5. Lodging must be at a commercial establishment to be eligible for reimbursement.
- 6. Lodging is covered at the single room rate unless sharing a room with another Town employee.

B. Documentation

- 1. The commercial establishment's original receipt is required.
- 2. Lodging receipts must be itemized.
- 3. If original lodging receipt is lost or destroyed:
  - a. A photocopy may be submitted with the statement. Treat as the Original.
  - b. The employee and the department head must sign the photocopy.
  - c. If a photocopy is not available and cannot be obtained from the commercial establishment, then a canceled check or credit card receipt showing the payment of the lodging may be used. This situation may cause the employee to receive disciplinary action.

## F. MEALS

### A. Receipt Reimbursement

1. Meal expenses incurred while on Town business will be reimbursed based on the time and amount eligibility guidelines listed in sections C & D below.
2. Meals must be at a commercial establishment.
3. A receipt is required or reimbursement will be denied. Receipts must be signed and submitted with the proper request form.

### B. Per Diem

1. Requires an overnight stay. Single day travel does not qualify for per diem.
2. Meals must be at a commercial establishment.
3. Documentation - Compensation is based on the schedules listed in Sections C & D below. Since the meal reimbursement has been established as a per diem, receipts are not required to be submitted.
4. Traveler is not entitled to a per diem allowance for meals provided at the conference, seminar or lodging site.
5. Per Diem for breakfast and dinner will not be allowed when staying in non-commercial lodging, i.e. with family. Reimbursement will be based on receipt only.

### C. Meal Rate Caps\* & Per Diem Rates

Breakfast	\$ 7.00
Lunch	\$ 12.00
Dinner	\$ 18.00

\*Special one-time overrides to the meal rate caps may be allowed for conferences which place the employee in a situation where meal costs are high and travel is prohibitive. Overrides should be approved ahead of time by the department head and the Finance Director.

### D. Allowable Meal Times

1. Breakfast - When travel commences on or before 6:00 a.m. or returns after 10:00 a.m.
2. Lunch – When travel commences prior to 11:30 a.m. or returns after 1:30 p.m.
3. Dinner - When travel commences prior to 6:00 p.m. or returns after 7:00 p.m.

## G. TRANSPORTATION

A. Compensation shall be made only for the method of transportation, which is in the best interest of the Town considering travel expense, vehicle condition, as well as the employee's time. When more than one employee uses the same motor vehicle, only one claim for mileage compensation shall be allowed.

### B. Requirements for Using Town Owned Vehicle

1. Authorization - by the department head prior to use of Town owned vehicle.
2. Driver's license - a valid Arizona driver's license is required if the employee is driving a Town, personal or rental unit on Town business.
3. Vehicle Reservation - Each department shall reserve a pool vehicle with the Town Clerk's Office at least 24 hours before needed.
4. Reporting - Pool vehicles require that all pertinent information be provided in the vehicle log, including name of user, beginning and ending mileage, total miles traveled, destination, purpose of travel, and fuel level.



6. Return of Pool Vehicle - Fuel level must be full upon return from an out-of-town trip and any problems or incidents with the vehicle must be reported to the Fleet Manager. The vehicle shall be returned in a clean state (all soda cans, paper and trash shall be removed).
7. There is no smoking or alcohol allowed in Town vehicles.
8. Passengers & Drivers - No unauthorized passengers or drivers will be allowed to either operate or ride in Town vehicles. Transporting family members in Town vehicles shall be allowed only when the family member is accompanying an employee to a business meeting or official function. No additional expenses to the Town should be incurred as a result of the family member traveling in a Town vehicle. The driver of a Town vehicle MUST be a Town employee or official.

C. Requirements for using personal vehicle

1. Authorization - By the department head prior to use of personal vehicle.
2. Driver's License - A valid Arizona driver's license is required if the employee is driving a Town, personal or rental unit and on Town business.
3. Condition of Vehicle - Employees are responsible for ensuring personal vehicles are safe for travel.
4. Current Vehicle Insurance - Liability insurance coverage with a minimum coverage of \$15,000 per person and \$30,000 per accident.
  - a. If a traveler using a privately owned vehicle is involved in an accident and found to be at fault, his/her liability insurance carrier is responsible to the limits of the policy, including any deductibles. If the amount exceeds that coverage, the Town's insurance, at the time, covers the amount over the policy limits if the traveler was acting within the course and scope of their employment.
  - b. If a traveler driving a privately owned vehicle on Town business is involved in an accident, regardless of fault, the Town shall not reimburse for any physical damage to the motor vehicle.
5. Compensation Basis
  - a. Compensation is based on map mileage using official state highway maps or mapping programs. Odometer mileage may be submitted for travel to dining or multiple event locations within reason (ex: traveling long distances to eat at a certain restaurant rather than those within close proximity to the event is excessive and will not be reimbursed).
  - b. Beginning address and ending location address must be submitted for compensation.
  - c. Compensation is based on using the most direct route.
  - d. Mileage compensation shall be at the lower of the Arizona Department of Administration approved rate or the IRS standard mileage rate. When the Arizona Department of Administration and/or the IRS standard mileage rate adjust, the Town automatically adjusts its mileage rate. The mileage rate includes all travel and maintenance expenses of the vehicle.

H. MISCELLANEOUS TRAVEL ISSUES

A. Communication Expense

1. Business communication charges, including faxes and copies, are reimbursable if documented by receipts.
2. Business calls are reimbursable and should be noted as such on the hotel receipt. The number called should be visible. No personal calls shall be reimbursed.

B. Extending Business Trips with Vacation Time

1. With the department head's approval, traveler may extend a business trip using vacation time.
2. The Town covers the lodging, map mileage and per-diem for the period that the traveler is conducting Town business. Additional costs to extend the trip shall be borne by the traveler.

C. Local Transportation, Tolls and Parking

1. Taxi, bus, and streetcar use is classified as local transportation and can be claimed with receipts. Whenever possible, hotel-provided shuttles should be used.
2. Claims for local transportation shall not be allowed where the Town provides for other transportation (Town, personal or rental vehicle) unless it can be documented that local transportation was necessary or reasonable.
3. Bridge and road tolls are reimbursable with receipts.
4. Travelers must use the free or discounted parking, when available, when traveling on Town business.
5. Receipts are required for reimbursement of allowable parking fees.

D. Rental Cars

1. If travel necessitates the use of a rental car, Department Head authorization must be obtained prior to booking the rental car.
2. The rental car must be a mid-size or smaller vehicle unless a group traveling together requires a larger vehicle or no other vehicle is available.
3. Insurance shall not be purchased from the rental car agency as the Town's insurance policy covers rental cars.

E. Airline Travel

1. Department Head authorization must be obtained if airline travel is requested.
2. The Town will only fund coach seating in airline traveling. If the employee wants to upgrade the seating type, the employee is responsible for the difference in cost.

# **UNCLAIMED PROPERTY**

PURPOSE: To establish standard policies and procedures for recording and handling unclaimed property.

## POLICIES/PROCEDURES

- A. On a monthly basis, review all checks that are still outstanding on all bank reconciliations.
- B. If checks have not cleared after 90 days, the Finance Department will attempt to contact the individual or vendor. Checks held for pickup will be mailed after 14 days if not picked up.
- C. If the individual/vendor cannot be reached or a mailed check is returned, the Finance Department staff shall void the check and place a copy of it in the individual, vendor or employee's file.
- D. Record the voided check amount in the Unclaimed Property liability account.
- E. If the vendor, or employee, contacts Finance after the check has been voided, reissue another check and remove the amount from the Unclaimed Property liability account. Place a copy of the reissued check in the vendor or employee's file.
- F. On an annual basis (on July 1), review all amounts in the Unclaimed Property liability account and identify those that have reached the period when payment must be turned over to the state. The dates used on the "Unclaimed Property Report" are July 1 through June 30. The report is due November 1.
- G. Send the completed Unclaimed Property Report to Accounts Payable for payment.

# **GENERAL LEDGER POLICIES**

## **SECTION**

# **JOURNAL ENTRIES**

PURPOSE: To maintain balanced accounts and to make necessary adjustments to resolve unbalanced accounts.

## **I. POLICIES/PROCEDURES**

- A. A Journal Entry form is completed detailing the adjustments needing to be made. Any supporting schedules or other documentation are attached. The employee preparing the journal entry shall sign and date the Journal Entry form.
- B. Journal entries shall be approved by the Finance Director prior to entry into the accounting system.
- C. Approved journal entries are entered into the accounting system monthly. Only the Finance Director shall be able to post entries into the system.

## **II. AUDIT ADJUSTING JOURNAL ENTRIES**

- A. The Finance Director shall review to determine the validity of any audit adjusting journal entry(ies).
- B. Upon consensus, the audit adjusting journal entry(ies) is/are input into accounting system and posted by the Finance Director.

# **TOWN FUNDS**

PURPOSE: To establish policies related to the operation of Town funds.

## POLICIES/PROCEDURES

### I. CREATING / REMOVING FUNDS

- A. All requests to add or remove funds must be approved by the Town Council.
- B. New funds generally are requested and approved as part of the annual budget process; however, if the need arises during the year, a request for creation of a new fund should be submitted to the Town Council for approval. Funds shall only be considered for removal during the budgeting process each year.
- C. Once approved, the Finance Director will create the new fund or remove the old fund in the accounting system.
- D. The Finance Director notifies applicable employee(s) of the uses and non-uses of the new fund or of the disuse of the old fund.

### II. OPERATING TRANSFERS

- A. Operating Transfers are authorized by the Town Council during the annual budget process.
- B. If an unbudgeted operating transfer becomes necessary or if the amount budgeted was insufficient by more than 5%, approval for the transfer or the increase in amount must be obtained from the Town Council.  
[Budgeted Operating Transfers needing to be increased by less than 5% can be authorized by the Finance Director.](#)
- C. Operating transfers are recorded through a journal entry (refer to the Journal Entries Section).
- D. Operating transfers shall be recorded in a timely manner. Depending upon the nature and purpose, operating transfers shall be recorded quarterly.



# **PAYROLL POLICY**

## **SECTION**



# **PAYROLL**

PURPOSE: To establish standard policies and procedures for the disbursement of funds to employees of the Town of Camp Verde to ensure that all work performed is authorized and accounted for properly and to maintain payroll files.

## POLICIES/PROCEDURES:

### I. INITIATION, STATUS CHANGES and PAYROLL WITHHOLDINGS

Original authority for placing an employee on the payroll, authority to execute any change of employee status, or authority to remove an employee from the payroll is recorded on a properly executed and approved Personnel Action Form. Personnel Action Forms shall be signed by duly authorized Town officials. Authority for initial federal and state income tax withholdings and subsequent changes is recorded on a properly executed W-4 form and A-4 form. The original authority for court ordered withholdings shall be a copy of the court order. Deductions from an employees' check must be supported in writing by the employee.

### II. RECORDS

#### A. Employee Payroll Files

An Employee Payroll File is maintained for each employee in the Finance Office which includes the following information: Personnel File Information Form, W-4, A-4, copies of Personnel Action Forms, copy of Retirement Enrollment Form, payroll deduction forms, court orders, and any miscellaneous payroll information regarding the employee.

#### B. Employee Personnel Files

The originals of the following forms are kept in the Employee's Personnel File located in the Human Resources Department: Employment Verification Form, I-9, Personnel Action Forms, Application and Evaluations, retirement information, Personnel Manual Acknowledgement forms, Oath of Office, disciplinary information, training certifications, and other personnel related documents.

#### C. Employee Time Records

Employee time and pay records are maintained electronically within the accounting system.

### III. PAY PERIODS

All employees are paid bi-weekly, 26 times per year on the Wednesday following the end of each pay period. Each bi-weekly pay period shall be defined as from 12:01 a.m. Sunday of one week through 12:00 a.m. Saturday of the following week.

### IV. TIME ENTRY & APPROVAL

Time entry is completed electronically through the accounting system. Each employee has their own login name and individually selected password. Employees are responsible for entering their time for each pay period. Once employee time is entered and submitted, it must be approved electronically by the authorized supervisor. Exempt employees are not required to enter time on a bi-weekly basis.

### V. VACATION, SICK OR COMP TIME

Any employee requesting time off must first get approval from their supervisor in advance for the requested time. Time off requests for all employees (including exempt) are submitted electronically through the time entry system and are then approved or denied by the employee's supervisor electronically as well. If an employee will be gone due to illness, injury or worker's compensation for 3 or more days, the Human Resources Department must be notified promptly.

#### VI. CHECK RUN, SIGNING AND DISBURSEMENT

- A. Staff generates, from the computer, the payroll checks and check register.
- B. ~~The Manual~~ checks are ~~forwarded to~~approved by the Finance Director ~~for review~~ and then forwarded to the Mayor Town Clerk (or Mayor or Vice Mayor if the Clerk is unavailable) for elected official review and signature. The checks are then returned to the Finance office for distribution to employees.
- C. Check stubs and a copy of direct deposit checks along with all other relevant information used for the check run are placed in a folder for each separate pay run. Payroll checks are available for pickup on Wednesday morning. Department heads or their designated employee can pick up checks for their entire department. The employee picking up the checks must sign the Payroll Check Sign-out Log

#### VII. FISCAL YEAR END PROCEDURES

- A. When the final fiscal year end payroll crosses both fiscal years, the expenditures are allocated to each fiscal year based on the number of days in each period.
- B. Required reports are reconciled and filed each quarter and at year-end.

#### VIII. PAYROLL LIABILITY ACCOUNTS

The payroll liability accounts will be reconciled at least quarterly and any necessary adjustments will be made. The Finance Director reviews these reconciliations.



# **BUDGET POLICY**

## **SECTION**

# **BUDGET POLICY**

PURPOSE: To establish policies and procedures to carefully account for public funds, manage the finances wisely and plan for adequate funding of services that are desired by the public. The following budget policy provides guidance for preparing the Town of Camp Verde's annual budget (all funds) as well as adoption, implementation, and monitoring of the budget.

## I. POLICIES

- A. BUDGET PHILOSOPHY. The Town of Camp Verde's budget philosophy includes funding the service delivery system using the resources provided through current revenue collection while planning for future needs through capital funding and maintenance.
- B. BALANCED BUDGET. Arizona law (Title 42 Arizona Revised Statutes) requires the Town Council to annually adopt a balanced budget. The Town of Camp Verde will develop a balanced budget by June 30<sup>th</sup> each year, where projected revenues meet or exceed projected expenditures. In the event that projected revenues are not adequate to sustain the service delivery system desired by the Town's citizens, a draw on fund balance may be authorized by the Town Council in accordance with Town Code Section 3-4-5 Fund Balance Policy. In addition, the Town will not use one-time (non-recurring) revenues to fund continuing (recurring) expenditures.
- C. CONSERVATIVE PROJECTIONS. Revenues and Expenditures will be determined through conservative projections. Current revenues will be sufficient to support current operating expenditures allowing the Town to maintain a positive operating position.
- D. USER FEES. User Fees will be adjusted as necessary to recover the full cost of services provided, except when the Town Council determines that a subsidy from the General Fund is in the public interest.

D-E. BUDGETARY LEVEL OF CONTROL. [The Council's level of budgetary control is at the functional department level as described in section B. Budget Amendment Policy, item 3.](#)

## II. PROCEDURES

### A. BUDGET PROCESS

1. The Town Manager will meet with all Department Directors to discuss his/her outlook for the coming year and give staff direction as to the financial direction of the [new-year's](#)~~New Year's~~ budget.
2. Department Heads will develop the budgets for their departments based on the recommended direction of the Town Manager.
3. Department Heads will enter their completed budget requests into the computer accounting system with appropriate notes for review by the Town Manager. Individual meetings are held with each of the Department Heads to discuss their budget requests and to assure that the Departments' narratives are complete.
4. The compiled preliminary draft budget is distributed to Council Members and Department Heads. Budget Work Sessions are scheduled to present each budgetary unit to Council, answer questions that may arise, make adjustments as directed, and obtain Council's preliminary approval of the requests. The Finance Department, with the Town Manager's direction, makes final adjustments to the budget and verifies that all information is properly included in the budget document.

5. In June, the Tentative Budget is approved by Council and the budget is advertised in the local newspapers for two consecutive weeks.
6. In July, Public Hearings on the Tentative Budget are held. If no changes have been directed, the Final Budget is adopted and implemented.

#### B. BUDGET AMENDMENT POLICY

1. Once the tentative budget is adopted, the expenditure limitation amount is set for the fiscal year. The Town Council may not approve additional appropriations above that amount.
2. Throughout the fiscal year, amendments may be made to the adopted budget. All budget amendments must be approved by the Town Council. Budget amendments include, but are not limited to, transfers of appropriations between departments, transfers of appropriations from the Contingency to departments and/or funds, and transfers of appropriations between funds.
3. The Town Manager may approve budget reallocations within functional department areas as follows:
  - a. General Government – All “100 & 900” department account numbers
  - b. Magistrate Court – All “300” department account numbers
  - c. Public Works – All “400” department account numbers
  - d. Community Development – All “500” department account numbers
  - e. Marshal's Office – All “600” department account numbers
  - f. Library – All “700” department account numbers
  - g. Parks & Rec – All “800” department account numbers
4. A budget adjustment is requested with the Budget Change/Re-Appropriation Form. The form is submitted to the Finance Director for review.
5. The Finance Director shall submit the completed Budget Change/Re-Appropriation Form to Council for approval.
6. Approved changes to the budget shall be documented, signed and entered by the Finance Director and filed in an annual budget adjustment file.

#### C. BUDGET MONITORING

1. The Finance Department, along with each Department Head, monitors the budget continuously throughout the fiscal year. The Town focuses on the object level (total salary expenditures, total operational expenditures, etc.) of tracking rather than focusing on the sub-object level (each specific line item). This means that instead of tracking each line item to ensure that it remains within the budget appropriation, the focus is on whether the Department as a whole operates within its total budget appropriation.
2. Revenue projections are monitored monthly and statistically projected throughout the remainder of the fiscal year to determine the need to decrease expenditure appropriations in order to maintain a balanced budget.
3. Financial reports are given to the Town Council and Department Heads quarterly detailing the status of each department and the Town as a whole. Along with these reports, the Finance Department also presents a report to Council detailing the revenue projections through the end of the fiscal year and makes recommendations as needed to decrease appropriated expenditures, as a result of any shortfall in our revenue base, which may materialize.

#### D. BUDGET CALENDAR

1. In February of each year, the Finance Director shall obtain approval of the budget calendar for the following fiscal year.

#### E. CAPITAL IMPROVEMENTS

1. The Town will make all capital improvements in accordance with an adopted and funded capital improvement program (CIP). The CIP will provide for adequate design, construction, maintenance and replacement of the Town's capital assets over a five-year period.
2. The Town will use intergovernmental assistance to finance only those capital improvements that is consistent with the Capital Improvement Plan and Town priorities, and whose operating and maintenance costs have been included in the budget.
3. The Town will coordinate development of the capital improvement budget with the development of the operating budget.
4. If funding new facilities, the Parks Fund and other special development impact funds may only be used if those new facilities are included in the Town's master plans.

#### F. FUND ACCOUNTING

1. The Town utilizes fund accounting, which is a method of tracking revenues and expenditures based on restrictions being placed on the revenues requiring that they be used for specific purposes only. Each fund is considered a separate accounting entity. All funds except agency funds are included in the budget document. Agency funds are not required to be included in the budget document as they are monies belonging to separate entities, which the Town holds in trust for them.

#### G. GOVERNMENTAL FUNDS

1. General Fund - The General Fund is the main operating fund of the Town of Camp Verde; it accounts for the majority of the departments within the Town.
2. Special Revenue Funds - Special Revenue Funds are separate accounting records used to track revenues (and the related expenditures) that are legally restricted for specific purposes.
3. Debt Service Fund - Debt Service Fund is used to account for the funding allocations and the payments of general long-term debt principal, interest and related costs.
4. Capital Project Funds - Capital Project Funds are used to track the financial resources to be used for the acquisition or construction of capital assets and for larger 1-time projects that may not ultimately be capitalized. A capital asset is defined by the Town as any item with an extended useful life whose purchase price (or value if donated) is \$5,000 or more.
5. All Governmental Funds are accounted for using the modified accrual basis of accounting. Revenues are recognized when they become measurable and available. Measurable means that the amount of the transaction can be determined. Available means that the funds are collectible within the current period or soon thereafter to pay liabilities of the current period. Expenditures are recognized when the related liability is incurred.

#### H. PROPRIETARY FUNDS

1. Enterprise Fund – Enterprise Funds are used to account for business-type activities where a fee is charged to external users for goods or services and use the full accrual basis of accounting for reporting but use the modified accrual basis of accounting for budgeting purposes.

#### H.I. FIDUCIARY FUNDS

1. Agency Fund - The Agency Fund is used to account for monies belonging to other agencies that the Town holds in a trustee capacity.
2. Fiduciary Funds - Fiduciary Funds are accounted for using the accrual basis of accounting. This method of accounting recognizes the financial effects of transactions and other events and circumstances that have cash consequences in the periods in which transactions, events, and circumstances occur, rather than only in the periods in which cash is received or paid by the government.

## 4.J. BUDGET BASIS

1. The Town maintains its financial records in accordance with Generally Accepted Accounting Principles (GAAP) for government entities. The budgets of General Government Funds are prepared on a modified accrual basis. This includes all fund types managed by the Town of Camp Verde.



# **DEBT POLICY**

## **SECTION**

# **DEBT POLICY**

**PURPOSE:** To establish policies and procedures to provide for the preservation and eventual enhancement of the Town's bond ratings, the maintenance of adequate debt service reserves, compliance with debt instrument covenants and provisions and required disclosures to investors, underwriters, and rating agencies. These policy guidelines will also be used when evaluating the purpose, necessity, and condition under which debt will be issued. These policies are meant to supplement the legal framework of public debt laws provided by the Arizona Constitution, State Statutes, City Charter, federal tax laws, and the Town's current bond resolutions and covenants.

The Town utilizes long-term debt to finance capital projects with long useful lives. Financing capital projects with debt provides for an "intergenerational equity", as the actual users of the capital asset pay for its cost over time, rather than one group of users paying in advance for the cost of the asset.

All projects funded with General Obligation Bonds or Revenue Bonds can only be undertaken after voter approval through a town-wide bond election.

## **I. POLICIES/PROCEDURES**

- A. The overall debt management policy of the Town is to ensure that financial resources of Town are adequate in any general economic situation to not preclude the Town's ability to pay its debt when due.
- B. The Town will not use long-term debt to fund current operations or projects that can be financed from current revenues or resources. The Town will first attempt "pay as you go" capital financing.
- C. The Town does not intend to issue commercial paper (CP) or bond anticipation notes (BANs) for periods longer than two years or for the term of a construction project. If CP or a BAN is issued for a capital project, it will be converted to a long-term bond or redeemed at its maturity.
- D. Whenever the Town finds it necessary to issue revenue bonds, the following guidelines will be adhered to:
  - 1. Revenue Bonds are defined as bonds in which the debt service is payable from the revenue generated from the operation of the project being financed or a category of facilities, from other non-tax sources of the Town, or from other designated taxes such as Highway User's Revenues, excise tax, or special fees or taxes. For any bonds or lease-purchase obligations in which the debt service is paid from revenue generated by the project, that debt service is deemed to be revenue bonds and are excluded from the calculation of the annual debt service limitation.
  - 2. Revenue Bonds of the Town will be analyzed carefully by the Finance Department for fiscal soundness. The issuance of Revenue Bonds will be subject to the most careful review and must be secured by covenants sufficient to protect the bondholders and the name of the Town.
  - 3. Revenue Bonds should be structured to provide level annual debt service over the life of the issue.
  - 4. Debt Service Reserve Funds should be provided when required by rating agencies, bond insurers, or existing bond covenants.
  - 5. Interest earnings on the reserve fund balances will be used to pay debt service on the bonds unless otherwise committed for other uses or purposes of the project.
  - 6. The term of any revenue bond or lease obligation issue will not exceed the useful life of the capital project, facility or equipment for which the borrowing is intended.

7. The target for the term of Revenue Bonds will typically be between twenty and thirty years. The target for the "average weighted maturities" for Revenue Bonds of the Town (except for those issued through the Arizona Water Infrastructure Finance Authority) will be twelve and one half (12 1/2) years.
- E. Improvement District (ID) and Community Facility District (CFD) Bonds shall be issued only when the formation of the district demonstrates a clear and significant purpose for the Town. It is intended that Improvement District and Community Facility District Bonds will be primarily issued for neighborhoods and business districts desiring improvements to their property such as roads, water lines, sewer lines, streetlights, and drainage. The District must provide a specific benefit to the property owner(s). The Town will review each project through active involvement of Town staff and/or selected consultants to prepare projections, review pro-forma information and business plans, perform engineering studies, and analyze minimum debt coverage and value to debt ratios, and other analyses necessary to consider the proposal against specific criteria. Both ID and CFD Bonds will be utilized only when it is expected that they will be outstanding for their full term.
- F. Refunding Bonds will be measured against a standard of the net present value debt service savings exceeding 5% of the debt service amount of the bonds being refunded, or if savings exceed \$750,000, or for the purpose of modifying restrictive covenants or to modify the existing debt structure to the benefit of the Town.
- G. The Town shall comply with all U.S. Internal Revenue Service arbitrage rebate requirements for bonded indebtedness.
- H. The Town shall comply with all requirements of Title 15.1 Arizona Revised Statutes and other legal requirements regarding the issuance of bonds and certificates of the Town or its debt issuing authority.
- I. The Town will maintain regular contact with rating agencies through meetings and visits on and off-site. The Town will secure ratings on all bonds issued if economically feasible.

## II. SHORT-TERM DEBT

- A. The Town may use short-term debt to cover temporary or emergency cash flow shortages. All short-term borrowing will be subject to Council approval by ordinance or resolution.
- B. The Town may issue inter-fund loans, rather than outside debt instruments to meet short-term cash flow needs. Inter-fund loans will be permitted only if an analysis of the affected fund indicates excess funds are available and the use of these funds will not impact the fund's current operations.

## III. LONG-TERM DEBT

- A. The Town will confine long-term borrowing to capital improvements that cannot be funded from current revenues.
- B. Where possible, the Town will use special assessment revenue or other self-supporting bonds instead of general obligation bonds.



# **INVESTMENT POLICIES**

## **SECTION**

# INVESTMENT POLICIES

PURPOSE: To establish policies and procedures to create a guide for the investment of Town funds. The Town also desires to take advantage of resources not available to the Town through the Local Government Investment Pool.

Therefore, it is the investment policy of the Town and its designee, the Finance Director, to maintain the safety of principal, maintain liquidity to meet cash flow needs and provide competitive investment returns as identified below. The Finance Director will strive to invest with the judgment and care that prudent individuals would exercise in their own affairs.

## I. POLICIES/PROCEDURES

### A. GOVERNING AUTHORITY

1. The investment program of the Town shall be operated in conformance with Federal, State and other legal requirements, primarily outlined in A.R.S. §35–323.

### B. APPROVAL OF THE INVESTMENT POLICY

1. The investment policy shall be formally approved and adopted by the Town Council and reviewed on or about July 1 of every odd numbered year by the Town Council or their designee.

### C. SCOPE

1. The Town will consolidate cash and reserve balances from all funds in order to maximize investment earnings and to increase efficiencies with regard to investment management pricing, safekeeping costs and administration costs, except for cash in certain restricted and/or special funds, which are exempted from this policy.
2. Investment income will be allocated to the various funds based on their respective participation and in accordance with generally accepted accounting principles.
3. The Finance Director will follow A.R.S. §35–323 and other investment guidelines mandated by statute. Investments that need to restrict yield for purposes of the Internal Revenue Service's Arbitrage Bond Regulations (Treasury Regulation Section 1.148-1 *et seq.*) will be deposited into a separate account and invested in a manner that meets arbitrage guidelines permitted by the IRS.

### D. INVESTMENT POLICY OBJECTIVES

1. The primary investment objectives of the Town in order of priority are:
  - a. Safety
  - b. Liquidity
  - c. Optimal yield
  - d. Collateralization
2. These objectives are defined below:
  - a. Safety - Investments shall be undertaken in a manner that seeks to ensure the preservation of capital in the overall portfolio. The objective will be to prudently mitigate credit risk and interest rate risk. It is understood by the Town that no investment is completely free of risk.
    - 1) Credit Risk - The Town will seek to mitigate credit risk, which is defined as the risk of loss due to the failure of the security issuer or backer. Mitigating credit risk is to be accomplished by:
      - a) Limiting investments in the portfolio to the asset classes designated as acceptable in A.R.S. §35-323;

- b) Diversifying the investment portfolio so that the impact of potential losses from any one individual issuer held in the portfolio will be limited. Specific diversification parameters will be noted in Section VIII. Portfolio Criteria;
  - c) Utilizing external research and advice regarding the current global economic condition and its impact on the outlook for domestic corporate credit quality.
- 2) Interest Rate Risk - The Town will seek to mitigate interest rate risk, which is defined as the risk that the market value of securities held in the portfolio will decline due to increases in market interest rates subsequent to their purchase. This mitigation will be accomplished by:
- a) Structuring the investment portfolio so that securities mature concurrent with the anticipated cash requirements for ongoing operations, thereby avoiding, as much as possible, the need to sell securities in an adverse market environment prior to maturity;
  - b) Investing funds primarily in shorter-term securities or similar investment pools and limiting the average maturity of the portfolio in accordance with the needs of the Town;
  - c) Utilizing external research and advice regarding the current interest rate outlook and global economic condition to optimize portfolio duration strategy.
- b. Liquidity - The investment portfolio shall remain sufficiently liquid to meet anticipated cash flow requirements. This is to be accomplished by structuring the portfolio so that securities mature concurrent with anticipated cash flow needs (static liquidity). Furthermore, because all possible cash demands cannot be anticipated, the portfolio should consist of securities for which there exist active secondary markets (dynamic liquidity). Alternately, a portion of the portfolio may be placed in money market mutual funds or the Local Government Investment Pool, which offers same-day liquidity for short-term funds.
- c. Optimal Yield - Return on investment is of lesser importance compared to the safety and liquidity objectives described above. The investment portfolio shall be designed to optimize the yield the Town obtains from the portfolio taking into account the criteria of the investment policy, the dynamic liquidity needs of the Town and the current interest rate outlook/economic condition.
- d. Collateralization – Securities will be registered in the name of the Town of Camp Verde.

#### E. INVESTMENT MANAGEMENT AUTHORITY

1. Authority to manage internally or to delegate the management of the investment program of the Town to an external manager is granted to the Finance Director. If authority to manage all or a part of the investment program of the Town is delegated to an external manager, the Finance Director is responsible for:
  - a. Periodic investment portfolio reporting;
  - b. Evaluating the performance of the externally managed portfolio;
  - c. Monitoring manager compliance with the investment policy;
  - d. Conveying the investment needs of the Town to the external manager;
  - e. Developing investment strategy with the external manager.

#### F. BROKERS/DEALERS

1. When the Town is investing directly with Brokers/Dealers, investment transactions shall only be conducted with financial institutions that are licensed, as may be required by law, to do business in Arizona. Primary government securities dealers or broker-dealers, engaged in the business of selling government securities, shall be registered in compliance with section 15 or 15C of the Securities Exchange Act of 1934 and registered pursuant to A.R.S. §44-3101, as amended. In addition, investment transactions shall be conducted only with those direct issuers who meet both credit and capital requirements established by the Finance Director. It shall be the responsibility of the broker-dealer to provide the following:
  - a. Audited, most recent annual financial statements within six months of the close of the fiscal year;
  - b. Unaudited, most recent quarterly financial statements;
  - c. Proof of National Association of Security Dealers certification;
  - d. Proof of Arizona registration (as needed);
  - e. A signed letter acknowledging that they have read and agree to abide by the investment policy.

## G. PORTFOLIO CRITERIA

### 1. Acceptable Asset Classes

As of 4/16/2007, A.R.S. §35-323A defines the acceptable asset classes available for the Town to invest in as follows:

- a. Certificates of deposit in eligible depositories.
- b. Certificates of deposit in one or more federally insured banks or savings and loan associations in accordance with the procedures prescribed in Section 35-323.01.
- c. Interest-bearing savings accounts in banks and savings and loan institutions doing business in this state whose accounts are insured by federal deposit insurance for their industry, but only if deposits in excess of the insured amount are secured by the eligible depository to the same extent and in the same manner as required under this article.
- d. Repurchase agreements with a maximum maturity of one hundred eighty days.
- e. The pooled investment funds established by the state treasurer pursuant to § 35-326.
- f. Obligations issued or guaranteed by the United States or any of the senior debt of its agencies, sponsored agencies, corporations, sponsored corporations or instrumentalities.
- g. Bonds or other evidences of indebtedness of this state or any of its counties, incorporated cities or towns or school districts.
- h. Bonds, notes or evidences of indebtedness of any county, municipal district, municipal utility or special taxing district within this state that are payable from revenues, earnings or a special tax specifically pledged for the payment of the principal and interest on the obligations, and for the payment of which a lawful sinking fund or reserve fund has been established and is being maintained, but only if no default in payment on principal or interest on the obligations to be purchased has occurred within five years of the date of investment, or, if such obligations were issued less than five years before the date of investment, no default in payment of principal or interest has occurred on the obligations to be purchased nor any other obligations of the issuer within five years of the investment.
- i. Bonds, notes or evidences of indebtedness issued by any county improvement district or municipal improvement district in this state to finance local improvements authorized by law, if the principal and interest of the obligations are payable from assessments on real property within the improvement district. An investment shall not be made if:
  - 1) The face value of all such obligations, and similar obligations outstanding, exceeds fifty per cent of the market value of the real property, and if improvements on which the bonds or the assessments for the payment of principal and interest on the bonds are liens inferior only to the liens for general ad valorem taxes.
  - 2) A default in payment of principal or interest on the obligations to be purchased has occurred within five years of the date of investment, or, if the obligations were issued less than five years before the date of investment, a default in the payment of principal or interest has occurred on the obligations to be purchased or on any other obligation of the issuer within five years of the investment.
- j. Commercial paper of prime quality that is rated "P1" by Moody's Investor Service or rated "A1" or better by Standard and Poor's rating service or their successors. All commercial paper must be issued by corporations organized and doing business in the United States.
- k. Bonds, debentures and notes that are issued by corporations organized and doing business in the United States and that are rated "A" or better by Moody's Investor Service or Standard and Poor's rating service or their successors.
- l. All other investments are thereby prohibited from consideration for investment. Furthermore, the Town may desire to be more conservative in its investment portfolio and restrict or prohibit certain of the investments listed above.



H. BENCHMARK

1. The performance of an actively managed portfolio on behalf of the Town will be expected to at least match the performance of the Local Government Investment Pool during any one-year period.
2. Occasionally, based on the liquidity needs and the portfolio strategy of the Town it may be reasonable and desirable to measure portfolio performance against a total return benchmark. The Finance Director shall define such a benchmark after consultation with professionals in the field of financial management and the Town Council.

I. MATURITY PARAMETERS

Funds Maximum Maturity:	<del>3</del> 5 Years
Maximum Maturity for Repurchase Agreements:	180 Days
Portfolio Duration Target:	To be defined by the Finance Director in consultation with the Town Council.
Portfolio Duration Range:	+ / - 20% of the Portfolio Duration Target

J. CONCENTRATION AND DIVERSIFICATION

1. At the time of purchase a maximum of 5% of the market value of the portfolio may be invested in debt issued by any single entity. Debt backed by the United States Treasury or GSE's are exempt from this concentration criterion.

K. MINIMUM ACCEPTABLE CREDIT QUALITY

1. As indicated in the table below, all corporate portfolio holdings at the time of purchase must have a minimum rating (\*) by at least one of the Nationally Recognized Statistical Rating Organizations (NRSRO's).

	<b>S &amp; P</b>	<b>Moody's</b>
Short Term Rating	Not lower than the Town of Camp Verde current G.O. Bond Rating or its commensurate short term rating * (see exhibit 1)	Not lower than the Town of Camp Verde current G.O. Bond Rating or its commensurate short term rating * (see exhibit 1)
Long Term Rating	One grade higher than the Town of Camp Verde current G.O. Bond Rating *	One grade higher than the Town of Camp Verde current G.O. Bond Rating *

\*In no case shall the rating be lower than that required by A.R.S. §35-323, as amended.

L. SAFEKEEPING AND CUSTODY

1. Delivery vs. Payment - All trades of marketable securities will be executed by delivery vs. payment (DVP) to ensure that securities are deposited in an eligible financial institution prior to the release of funds.
2. Safekeeping - Securities will be held by a custodian selected by the Town and evidenced by custodial reports. The safekeeping institution shall annually provide a copy of their most recent report on internal controls (Statement of Auditing Standards No. 70, or SAS 70).

M. REPORTING

1. The Finance Director shall produce for the governing body of the Town or their designee a quarterly investment report.

N. CUSTODIAN RECONCILIATION

1. The report of investment holdings shall be reconciled within 30 days of the close of each month to the Finance Director's custodian bank. Discrepancies shall be reported to the Finance Director.

O. ETHICS AND CONFLICTS OF INTEREST

1. Officers and employees involved in the investment process shall refrain from personal business activities that could conflict with the proper execution and management of the investment program or that could impair their ability to make impartial decisions. Employees and investment officials shall disclose, within ten (10) days, any material interests in financial institutions with which they conduct business. They shall further disclose any personal financial/investment positions that could be related to the performance of the investment portfolio. Employees and officers shall refrain from undertaking personal investment transactions with the same individual with which business is conducted on behalf of the Town.

P. POLICY CONSIDERATIONS

1. Exemption – Any investment currently held that does not meet the guidelines of this policy shall be exempted from the requirements of this policy. At maturity or liquidation, such monies shall be reinvested only as provided by this policy. Any deviation from the preceding policy shall require the prior specific written authority of the Town Council.

Q. INVESTMENT TRAINING

1. Investment officials shall have a finance, accounting or related degree and knowledge of treasury functions. Investment training must take place not less than once in a two-year period and receive no less than ten hours of instruction relating to investment responsibilities from an independent source such as Government Finance Officers Association, Municipal Treasurers Association, American Institute of Certified Public Accountants, Government Finance Officers Association-Arizona, Arizona Society of Public Accounting or other professional organizations.
2. The Chief Financial Officer and all investment officials of the Town shall attend at least one training session relating to their cash management and investment responsibilities within 12 months of assuming these duties for the Town. Training must include education in investment controls, security risks, strategy risks, market risks, and compliance with state investment statutes.
3. A report of the training(s) attended shall be submitted to Council at the time of the bi-annual review of the Investment Policy subject to Section 3-4-4.3.

# **MISCELLANEOUS POLICIES**

## **SECTION**

# **FRAUD POLICY**

**PURPOSE:** To establish policies and procedures to maintain an ethical environment as a top priority for the Town of Camp Verde. The Town's Fraud Policy formalizes the expectations of personal honesty and integrity required of Town officials and employees. The Town of Camp Verde is committed to protecting its revenue, property, information, and other assets from any attempt, either by members of the public, contractors, sub-contractors, agents, intermediaries, or its own employees, to gain by deceit, financial or other benefits. This policy prohibits fraud or misuse of the Town of Camp Verde's assets and sets forth specific guidelines and responsibilities regarding appropriate actions that must be followed for the investigation of fraud and other similar irregularities.

## **POLICIES/PROCEDURES**

- A. The Town of Camp Verde recognizes the importance of protecting the organization, its taxpayers, its employees, and its assets against financial risks, operational breaches and unethical activities. Therefore, the management must clearly communicate the fraud prevention policy to both internal and external customers, vendors and employees.
- B. The impact of misconduct and dishonesty may include:
  - 1. The actual financial loss incurred
  - 2. Damage to the reputation of the Town and our employees
  - 3. Negative publicity
  - 4. The cost of investigation
  - 5. Loss of employees
  - 6. Loss of public confidence
  - 7. Damaged relationships with our contractors and suppliers
  - 8. Litigation
  - 9. Damaged employee morale
- C. The Town of Camp Verde's goal is to establish and maintain an environment of fairness, ethics and honesty for our employees, our citizens, our suppliers and anyone else with whom we have a relationship. To maintain such an environment requires the active assistance of every employee and manager every day.
- D. The Town of Camp Verde is committed to the deterrence, detection and correction of misconduct and dishonesty. The discovery, reporting and documentation of such acts provides a sound foundation for the protection of innocent parties, the taking of disciplinary action against offenders up to and including dismissal where appropriate, the referral to law enforcement agencies when warranted by the facts, and the recovery of assets.
- E. **Definitions** - As used in this policy, the terms listed below shall have the following definitions:
  - 1) **Assets** – the entire property of the Town of Camp Verde. Assets include, but are not limited to, all Town vehicles, building properties, office equipment, software, cash receivables, wages and benefits, equipment, and tools.
  - 2) **Corruption** – the offering, giving, soliciting or accepting of an inducement or reward that may improperly influence the action of a person or entity.
  - 3) **Embezzlement** – any loss resulting from the misappropriation of the Town of Camp Verde's assets.
  - 4) **Employee(s)** – all Town of Camp Verde employees, independent contractors, consultants, temporary workers, and volunteers.

- 5) Fraud – the intentional deception, misappropriation of resources, or the manipulation of data to the advantage or disadvantage of a person or entity.
- 6) Loss – The Town of Camp Verde losing possession or control of any type of asset through fraudulent activities.
- 7) Misappropriate – to take or make use of any item without authority or right.
- 8) Misapplication – illegal or improper use of lawfully held funds or property.

F. Zero Tolerance Policy - The Town of Camp Verde has adopted a zero tolerance policy regarding fraud. No employee of the Town shall remove any Town of Camp Verde asset from the property, misuse any Town asset for one's personal gain, or willfully misappropriate any Town of Camp Verde asset. Any evidence supporting fraud, theft, or embezzlement of the Town of Camp Verde's assets and equipment may be subject to the following actions including, but not limited to: suspension, termination, restitution, and criminal charges. Any Town of Camp Verde employee who is aware of fraud being committed against the Town of Camp Verde by anyone shall report such activity to the Town Manager or the Ethics Hotline (aka Whistle-Blower Hotline).

G. Prohibited Acts

1. Fraud is defined as an intentional deception, misappropriation of resources, or the manipulation of data to the advantage or disadvantage of a person or entity. Some examples of fraud include:
  - a. Falsification of expenses and invoices.
  - b. Authorizing or receiving compensation for goods not received or services not performed.
  - c. Theft of cash or any assets.
  - d. Forgery, unauthorized alteration or falsification of records.
  - e. Improprieties in the handling or reporting of money transactions.
  - f. Knowingly providing false information on job applications.
  - g. Authorizing or receiving compensation for hours not worked.
  - h. Embezzlement, bribery or conspiracy.
  - i. Misappropriation, misapplication, destruction, removal, or concealment of Town of Camp Verde property.
  - j. Misrepresentation of fact.
  - k. Computer-related activity involving unauthorized alteration, destruction, forgery, or manipulation of data or misappropriation of Town-owned software.
  - l. Any apparent violation of Federal, State, or Local laws related to dishonest activities or fraud.

H. Deterring Fraud and Corruption

1. The Town has established internal controls and policies and procedures in an effort to deter, prevent, and detect fraud and corruption. All new full time employees are subject to background investigations including a criminal background check(s). All temporary, part-time, and seasonal employees may be subject to a criminal background check based on position and possible duration or employment. The Town may also verify all applicants' employment history, education and personal references prior to making an offer of employment.
2. All vendors, contractors, and suppliers must be in good standing and be authorized to transact business in the Town of Camp Verde. Vendors, contractors, and suppliers may be subject to screening, including verification of the individual or company's status as a debarred party.
3. When necessary, contractual agreements with the Town may contain a provision prohibiting fraudulent or corruptive acts and will include information about reporting fraud and corruption.
4. Town employees will receive annual fraud and corruption awareness training (ethics training). New employees will receive this policy as part of their training at orientation. Employees will be required to sign an acknowledgement verifying that they received a copy of the fraud policy and attended the awareness training.

5. Each department is responsible for instituting and maintaining a system of internal control to provide reasonable assurance for the prevention and detection of fraud, misappropriations, and other irregularities. Management should be familiar with the types of improprieties that might occur within their area of responsibility and be alert for any indications of such conduct.

I. Reporting of Fraud or Corruption

1. Allegations and concerns about fraudulent or corrupt activity may come from various sources including employees, vendors, members of the public, results of internal and external audit reviews, or from any other interested parties.
2. All employees and officers have a duty to report concerns they have or information provided to them about the possible fraudulent or corrupt activity of any officer, employee, vendor, or any other party with any association with the Town. Any person who has a reasonable basis for believing fraudulent or corrupt acts have occurred has a responsibility to report the suspected act immediately.
3. Employees will be granted whistle-blower protection when acting in accordance with this policy. When informed of a suspected impropriety, neither the Town nor any person acting on behalf of the Town shall:
  - a. Dismiss or threaten to dismiss the employee,
  - b. Discipline, suspend, or threaten to discipline or suspend the employee,
  - c. Impose any penalty upon the employee, or
  - d. Intimidate or coerce the employee.Violations of the whistle-blower protection will result in discipline up to and including termination.
4. Concerns should be reported to any of the following:
  - a. Town Manager
  - b. Town Council
  - c. Human Resources Director
  - d. The employee's immediate supervisor
  - e. Anonymous Ethics Hotline (aka Whistle-Blower Hotline)

5. Reporting Procedures

a. Mayor and Town Council Responsibilities

- 1) If the Mayor or a Town Councilmember has reason to suspect that a fraud has occurred, he or she shall immediately contact the Town Manager (or contact the Town Attorney or Human Resources Director if the Town Manager is involved).
- 2) The Mayor or Town Councilmember shall not attempt to investigate the suspected fraud or discuss the matter with anyone other than the Town Manager (Town Attorney or Human Resources Director if the Town Manager is involved).
- 3) The alleged fraud or audit investigation shall not be discussed with the media by any person other than through the Town Manager in consultation with the Town Attorney and the Human Resources Director.

b. Management Responsibilities

- 1) Management is responsible for being alert to, and reporting fraudulent or related dishonest activities in their areas of responsibility.
- 2) Each manager should be familiar with the types of improprieties that might occur in his or her area and be alert for any indication that improper activity, misappropriation, or dishonest activity is, or was, in existence in his or her area.
- 3) When an improper activity is detected or suspected, management should determine whether an error or mistake has occurred or if there may be dishonest or fraudulent activity.
- 4) If management determines a suspected activity may involve fraud or related dishonest activity, they should contact their immediate supervisor (or contact the Town Manager or Human Resources Director if the supervisor is involved).
- 5) Department Heads should inform the Town Manager (or contact the Town Attorney or Human Resources Director if the Town Manager is involved).

- 6) Management should not attempt to conduct individual investigations, interviews, or interrogations. However, management is responsible for taking appropriate corrective actions to ensure adequate controls exist to prevent reoccurrence of improper actions.
  - 7) Management should support the Town's responsibilities and cooperate fully with the Human Resources Department, other involved departments, and law enforcement agencies in the detection, reporting, and investigation of criminal acts, including the prosecution of offenders.
  - 8) Management must give full and unrestricted access to all necessary records and personnel. All Town furniture and contents, including desks and computers, are open to inspection at any time. There is no assumption of privacy.
  - 9) In dealing with suspected dishonest or fraudulent activities, great care must be taken. Therefore, management should avoid the following:
    - a) Incorrect accusations.
    - b) Alerting suspected individuals that an investigation is underway.
    - c) Treating employees unfairly.
    - d) Making statements that could lead to claims of false accusations or other offenses.
  - 10) In handling dishonest or fraudulent activities, management has the responsibility to:
    - a) Make no contact (unless requested) with the suspected individual to determine facts or demand restitution. Under no circumstances should there be any reference to "what you did", "the crime", "the fraud", "the misappropriation", etc.
    - b) Avoid discussing the case, facts, suspicions, or allegations with anyone outside the Town, unless specifically directed to do so by the Town Attorney.
    - c) Avoid discussing the case with anyone inside the Town other than employees who have a need to know such as the Town Manager, Human Resources Director, Town Attorney, or law enforcement personnel.
    - d) Direct all inquiries from the suspected individual, or his or her representative, to the Town Manager or Town Attorney. All inquiries by an attorney of the suspected individual should be directed to the Town Attorney. All inquiries from the media should be directed to the Town Manager.
    - e) Take appropriate corrective and disciplinary action, up to and including dismissal, after consulting with the Human Resources Director, in conformance with the Town's Personnel Policies and Procedures or the appropriate bargaining document.
- c. Employee Responsibilities
- 1) A suspected fraudulent incident or practice observed by, or made known to, an employee must be reported to the employee's supervisor for reporting to the proper management official.
  - 2) When the employee believes the supervisor may be involved in the inappropriate activity, the employee shall make the report directly to the next higher level of management and/or the Town Manager (or contact the Town Attorney or Human Resources Director if the next higher level of management and/or the Town Manager is involved).
  - 3) If the employee is uncomfortable reporting the information directly to management, the employee may make an anonymous report through the Ethics Hotline (aka Whistle-Blower Hotline).
  - 4) The reporting employees shall refrain from further investigation of the incident, confrontation with the alleged violator, or further discussion of the incident with anyone, unless requested by the Town Manager, Human Resources Director, Town Attorney, or law enforcement personnel.
- d. Human Resources Department Responsibilities
- 1) Upon assignment by the Town Manager, the Human Resources Director will promptly investigate the fraud.
  - 2) In all circumstances where there appears to be reasonable grounds for suspecting that a fraud has taken place, the Human Resources Director, in consultation with the Town Attorney, will contact the Marshal's Department.
  - 3) The Human Resources Director shall be available and receptive to receiving relevant, confidential information to the extent allowed by law.

- 4) If evidence is uncovered showing possible dishonest or fraudulent activities, the Human Resources Director will proceed as follows:
    - a) Discuss the findings with the appropriate management/supervisor and the department director.
    - b) Advise management, if the case involves staff members, to meet with the Human Resources Director (or his/her designated representative) to determine if disciplinary actions should be taken. Any disciplinary action taken will be in accordance with the Town Personnel Rules and any applicable Memorandums of Understanding.
    - c) Report to the External Auditor such activities in order to assess the effort of the illegal activity on the Town's financial statements.
    - d) Coordinate with the Town's Risk Management insurer regarding notifications to insurers and filing of insurance claims.
    - e) Take immediate action, in consultation with the Town Attorney, to prevent the theft, alteration, or destruction of evidentiary records. Such action shall include, but is not limited to:
      - i. Removing the records and placing them in a secure location, or limiting access to the location where the records currently exist.
      - ii. Preventing the individual suspected of committing the fraud from having access to the records.
  - 5) In consultation with the Town Attorney and the Marshal's Department, the Human Resources Department may disclose particulars of the investigation with potential witnesses if such disclosure would further the investigation.
  - 6) If the Human Resources Department is contacted by the media regarding an alleged fraud or audit investigation, the Human Resources Department will consult with the Town Manager and the Town Attorney, as appropriate, before responding to a media request for information or interview.
  - 7) At the conclusion of the investigation, the Human Resources Department will document the results in a confidential memorandum report to the Town Manager and the Town Attorney. If the report concludes that the allegations are founded, the report will be forwarded to the Marshal's Department for subsequent transfer to the County Attorney for disposition.
  - 8) Unless exceptional circumstances exist, a person under investigation for fraud is to be given notice in writing of essential particulars of the allegations following the conclusion of the audit. Where notice is given, the person against whom allegations are being made may submit a written explanation to the Human Resources Department no later than seven calendar days after notice is received.
  - 9) The Human Resources Department will be required to make recommendations to the appropriate department for assistance in the prevention of future similar occurrences.
  - 10) Upon completion of the investigation, including all legal and personnel actions, all records, documents, and other evidentiary material, obtained from the department under investigation will be returned by the Human Resources Department to that department.
6. False Allegations
- a. False allegations of suspected fraud with the intent to disrupt or cause harm to another may be subject to disciplinary action up to and including termination of employment.
7. Corrective Action and Discipline
- a. Final determination regarding action against an employee, vendor, recipient or other person found to have committed fraud or corruption will be made by the Town Manager (or Town Council if the Town Manager is involved).
  - b. Offenders at all levels of the Town will be treated equally regardless of their position or years of service with the Town. Determinations will be made based on a finding of facts in each case, actual or potential damage to the Town, cooperation by the offender and legal requirements.
  - c. Appropriate and timely action will be taken against those proven to have committed fraudulent acts. These remedial actions may include, but are not limited to:
    - 1) Disciplinary action (up to and including immediate termination of employment).
    - 2) Restitution for all losses, including investigation and legal expenses, to the fullest extent of the law.
    - 3) Forwarding information to the appropriate authorities for criminal prosecution.



- 4) Institution of civil action to recover losses.
  - 5) Where the Town of Camp Verde elects to take corrective or disciplinary action, it will proceed under the procedures in place under policy or under any collective bargaining agreement for the respective employment classification.
  - 6) The Town of Camp Verde may take corrective or disciplinary action without awaiting the resolution of criminal or civil proceedings arising from fraudulent conduct.
8. Confidentiality
- a. All investigations will be conducted in confidence insofar as reasonably possible. The names or names of those communicating information about a fraudulent act or the name or names of those suspected of a fraudulent act will only be revealed when required by law in conjunction with the investigation or legal action.
9. Questions or Clarifications Related To This Policy
- a. All questions or other clarifications of this policy and its related responsibilities should be addressed to the Town Manager, who shall be responsible for the administration, revision, interpretation, and application of this policy.

# **CELL PHONE POLICY**

PURPOSE: The purpose of this policy is to provide guidance and procedures governing the use of Town owned cellular telephones. This administrative guideline will also help ensure consistency among Town departments using cellular phones.

## **I. POLICIES**

- A. The Town of Camp Verde issues cellular phones to officials and employees who work in areas or on assignments where standard telephones or other forms of electronic communications equipment are not readily available and where such use will benefit the Town and its citizens.
- B. Cellular phones are intended for special applications such as safety purposes or to assist in the completion of an assigned task or official responsibility. They are not intended for personal convenience.

## **II. UNAUTHORIZED USES OF A TOWN OWNED CELLULAR TELEPHONE**

- A. Any call which could suitably be made from a standard Town telephone or other electronic communications.
- B. Any call made in relation to an official's or employee's personal affairs or personal business enterprise.
- C. Any call for the purpose of entertainment, such as 900 numbers, movie links, etc.
- D. Any usage while driving or operating machinery.

## **III. PROCEDURES**

- A. All requests for cellular telephones require completion of Request for Cellular Telephone Form, approved in advance by the department head and the Town Manager, and then forwarded to the Finance Department.
- B. The user of the cellular telephone shall be required to complete the Cellular Telephone User Agreement prior to being issued a cellular telephone.
- C. The Finance Department tracks all cellular phones issued on the Cell Sign In/Out Log.
- D. All purchases of Town cellular telephones shall be through State of Arizona contract, unless a more advantageous contract is negotiated through an outside provider.
- E. All cellular telephone bills shall be sent to the Finance Department and not to a home or business address.
- F. Cellular telephone bills shall be reviewed each month by the applicable department head and/or supervisor to ensure proper use of the phones.

## **IV. POLICY VIOLATIONS**

- A. Failure to follow this policy may result in loss of cellular phone privileges and, for employees may result in disciplinary action, including termination of employment.

- B. Excessive non-work usage of a Town owned cellular telephone is reviewed by the employee's supervisor to determine whether continued access to a cellular telephone is in the Town's interest.

V. TERMINATED EMPLOYEES

- A. Any employee issued a Town owned cellular telephone must return it no later than the last day of employment. The employee shall be required to sign the Request for Cellular Telephone Form and the Cell Sign In/Out Log to indicate the phone was returned.
- B. Any employee not returning Town owned cellular telephone as of their last day of employment shall be billed for the cost of the phone and any minutes used subsequent to termination.



**Agenda Item Submission Form – Section I**

**Meeting Date:** February 11, 2015 Work Session

- Consent Agenda       Decision Agenda       Executive Session Requested
- Presentation Only       Action/Presentation       Pre-Session Agenda

**Requesting Department:** Finance

**Staff Resource/Contact Person:**

**Agenda Title (be exact):** Discussion, consideration, and possible direction to staff regarding the proposed, updated Camp Verde Library Policy and Procedures Manual.

**List Attached Documents:** Camp Verde Library Policy and Procedures Manual

**Estimated Presentation Time:** 10

**Estimated Discussion Time:** 10

**Reviews Completed by:**

- Department Head: \_\_\_\_\_  Town Attorney Comments: N/A
- Finance Department N/A  
 Fiscal Impact: None  
 Budget Code: N/A \_\_\_\_\_ Amount Remaining: \_\_\_\_\_  
 Comments: \_\_\_\_\_

**Background Information:**

**Recommended Action (Motion):**

**Instructions to the Clerk:** None

**CAMP VERDE COMMUNITY LIBRARY**  
**POLICIES & PRACTICES**

**ADOPTED JANUARY 1993**

**REVISED SEPTEMBER 1999**

**REVISED SEPTEMBER 1999**

**REVISED SEPTEMBER 2009**

**REVISED SEPTEMBER 2014**

## TABLE OF CONTENTS

<a href="#"><u>General Guidelines</u></a>	4
<a href="#"><u>Cell Phone Use Policy</u></a>	5
<a href="#"><u>Circulation Policy</u></a>	6
<a href="#"><u>Collection Development Policy</u></a>	8
<a href="#"><u>Confidentiality Policy</u></a>	10
<a href="#"><u>Copyright Policy</u></a>	11
<a href="#"><u>Disruptive and Inappropriate Behavior Policy</u></a>	12
<a href="#"><u>Donations and Gifts Policy</u></a>	15
<a href="#"><u>Food and Drink Policy</u></a>	17
<a href="#"><u>Group Visits Policy</u></a>	18
<a href="#"><u>Group Visits Reservation Form</u></a>	19
<a href="#"><u>Interlibrary Loan (ILL) and Resource Access and Attainment Policy</u></a>	20
<a href="#"><u>Internet/Computer and Wireless Use Policy</u></a>	22
<a href="#"><u>Library Card Policy</u></a>	25
<a href="#"><u>Library Facilities and Equipment Policy</u></a>	27
<a href="#"><u>Lost and Found Policy</u></a>	28
<a href="#"><u>Materials Return Policy</u></a>	29
<a href="#"><u>Photo Policy</u></a>	30
<a href="#"><u>Photo/Video Release Form for Minors</u></a>	31
<a href="#"><u>Posting and Display Policy</u></a>	32
<a href="#"><u>Reconsideration of Library Materials or Resources Policy</u></a>	33
<a href="#"><u>Reference Services Policy</u></a>	35
<a href="#"><u>Sales or Solicitation of Funds Policy</u></a>	36
<a href="#"><u>Service Dogs and Pets Policy</u></a>	37
<a href="#"><u>Unattended Children and Individuals with Special Needs Policy</u></a>	38
<a href="#"><u>Volunteer Policy</u></a>	39

## APPENDIX

<a href="#"><u>American Library Association Bill of Rights</u></a>	41
<a href="#"><u>American Library Association Freedom to Read Statement</u></a>	42
<a href="#"><u>Freedom to View Statement</u></a>	46
<a href="#"><u>Display Application Agreement</u></a>	47
<a href="#"><u>Materials Request Form</u></a>	48
<a href="#"><u>Request for Review of Library Materials or Resources</u></a>	49
<a href="#"><u>Result of Hearing Form</u></a>	52
<a href="#"><u>ARS § 11-1024</u></a> . Service animals; rights of individuals with disabilities; violation;	53
<a href="#"><u>ARS § 12-941</u></a> . Disposal of certain unclaimed property in the custody of a state, county, city or town agency	56
<a href="#"><u>ARS § 13-2316</u></a> . Computer tampering; venue; forfeiture; classification	57
<a href="#"><u>ARS § 13-3506 &amp; 13-3506.01</u></a> .Furnishing harmful items to minors; internet activity; classification; definitions	59
<a href="#"><u>ARS § 13-3507</u></a> . Public display of explicit sexual materials; classification; definitions	60
<a href="#"><u>ARS § 13-3707</u></a> . Telecommunication fraud; classification; definitions	61
<a href="#"><u>ARS § 34-502</u></a> . Computer access; child pornography; visual depictions harmful to minors; obscene; procedures	63
<a href="#"><u>ARS § 41-151.22</u></a> . Privacy of user records; violation; classification; definition	65

## GENERAL GUIDELINES

### STATEMENT

The purpose of the Camp Verde Community Library (LIBRARY) is to provide library services that satisfy the diverse needs of the citizens of Camp Verde and surrounding communities. It is vitally important that citizens have convenient and free access to the expanding world of ideas, information and creative experiences.

The long-term goal of the LIBRARY is the maximum use of its resources by the greatest number of people.

The LIBRARY'S objectives are to select, acquire, organize and preserve materials and resources that will aid individuals in the pursuit of information, education, and cultural/recreational interests. The LIBRARY serves as a community resource and referral center by providing free access to comprehensive and quality print, media and online informational materials and resources.

In addition to meeting the needs of regular patrons, the LIBRARY employs methods of service that may attract members of the community who have not traditionally been library users.

The policies stated herein will serve as guidelines for the day-to-day operation and function of the LIBRARY. All Library staff and volunteers shall be informed of these policies. Library staff will render services relevant to these expressed objectives.

### REVISIONS OF POLICIES

The LIBRARY policies herein may be revised, as circumstances require, by the Library Director and enforced when adopted by the Town Council.



## **CELL PHONE USE POLICY**

### PRINCIPLE(S):

Cell phones and other mobile devices are an integral part of our lives and are therefore welcome in the LIBRARY.

### PRACTICE:

Patrons should use their cell phones, audible pagers and similar devices in a manner that will not disturb others.

- Turn the ringer to vibrate or off.
- Be considerate of others and keep the conversation short and low.
- Exit the building for extended or personal conversations.

If the noise level disturbs others, the patron may be asked to relocate.

## CIRCULATION POLICY

### PRINCIPLE(S):

Camp Verde Community Library (LIBRARY) supports access to library materials and resources in cooperation with other libraries in the Yavapai Library Network (YLN).

### PRACTICE:

A patron must have a valid library card on an account in good standing to check out any library materials.

Circulation: Regular circulating LIBRARY materials have a 3-week checkout period. Materials designated “For Reference” do not circulate and cannot be checked out.

Due Dates: Some YLN Libraries have different loan periods. The loan period for materials may vary by agency. The due dates and circulation policies of the lending library superseded those of the LIBRARY.

Payments: Payments for fees and fines accrued at other YLN libraries may be resolved at Camp Verde Community Library. When paying by check, ask a library staff person to whom to make the check payable since some payments must be sent to other YLN libraries.

Collections: If the patron does not respond to overdue or final notices, the collection action will be referred to a collection agency. The patron shall be responsible for payment of all fees and costs associated with collection.

No Refunds: Patrons who have paid for lost materials will not receive a refund if the material(s) is/are located by the patron at a later date.

Renewals: LIBRARY materials may be renewed once unless another patron has requested the item or if the lending library does not permit renewals. A renewal request can be made in person, by telephone, or online.

Overdues: Overdue items must be returned or renewed before additional materials can be borrowed.

Overdue Fines: Overdue LIBRARY materials are assessed ten cents (\$ .10) per day per item against the patron’s account. Some YLN libraries have different fine assessments. The fee schedule of the owning library supersedes that of Camp Verde Community Library.

LIBRARY materials are unavailable for checkout when a patron’s overdue account reaches \$10.00. Once the balance is reduced to less than \$10.00, normal library privileges may be restored.

## **CIRCULATION POLICY, continued**

Holds: Items borrowed from other libraries are placed on the HOLDS shelf. Once an item is available on the HOLDS shelf, the requesting patron has ten (10) days to pick up the item. After ten (10) days, the item is returned to the lending library, tagged to fill the next hold request, or re-shelved. An occasional request to extend the Hold period beyond ten (10) days so the item is not sent back before the patron can pick it up may be considered.

Damaged/Lost Materials: When loaned library materials are lost or damaged beyond repair, the patron will be assessed a replacement charge for the cost of each item. Duplicate or donated items will not be accepted in lieu of payment. The cost of a lost or damaged media case will be assessed to the patron's account. The patron's Library privileges may be suspended until the matter is resolved.

Returns with Missing Pieces: Any library material borrowed at the LIBRARY and returned with any missing piece(s) will be set to LOST on the patron's account. A notice of fees and replacement costs for the material will be sent to the patron. When the missing piece(s) is/are returned, the lost status will be removed and charges dropped.

## COLLECTION DEVELOPMENT POLICY

### PRINCIPLE(S):

Authorized selectors add and remove material in a variety of formats (print, electronic, etc.) to and from the LIBRARY collection. Choices about which additions and deletions to make are guided by the general principle that the collection should include materials that are of the greatest direct benefit or interest to the community. Within that broad principle, selectors choose materials that are of requisite and appropriate quality, within the constraints of likely demand, relative cost, available space and potential alternatives. The selection of resources shall be informed by the [Library Bill of Rights](#), the [Freedom to Read Statement](#), and the [Freedom to View Statement](#), adopted by the council of the American Library Association (ALA).

### PRACTICE:

Library materials are selected in part from competent media reviews and basic lists of standard works. Recommendations from the public are welcome.

The Selection of paper and electronic materials or resources and library programs included in the LIBRARY collection or calendar is delegated to the Librarian. That selection may be further delegated by the Librarian to professional staff as deemed appropriate. Authorized selectors exercise discretion in deciding which materials to add or remove from the LIBRARY collection. With the goals of purpose, quality and economy, the collection of the LIBRARY will be built to meet the needs and interests of the community following specific guidelines. In particular, selectors are guided by the following considerations:

- Preference should be given to material that is relevant and timely rather than archival.
- Although the LIBRARY does not provide basic school texts, consideration should be given to providing supplemental materials that enrich the resources available in local schools.
- Consideration should be given to requests made by patrons.
- Consideration should be given to donated items, so long as the items are new (current or previous year) and in excellent condition. The acceptance of donated materials will be governed by the same criteria applied to the selection of purchased materials. Donated materials not selected for inclusion in the collection will be transferred to an ongoing used book sale for fundraising purposes or passed on.
- Selectors work directly with vendors to choose material. Selectors are expected to be aware of purchasing arrangements developed from time to time (e.g. standing order plans, cooperative spending among YLN members, etc.). Selectors are encouraged to coordinate with each other to minimize the duplication of materials. This includes sharing information about visits from vendor sales representatives.
- Consideration should be given to official documents or records of the Town that may have a

## COLLECTION DEVELOPMENT POLICY, continued

special historical interest, and other specific cultural, historical or biographical interest to the community.

Selection of materials will be made on the basis of the total effect of the materials as follows:

- Relation of work to existing collection
- Popular demand
- Authority of author
- Accuracy
- Topics of current interests
- Standard works of permanent value
- Price, durability and ease of use
- Basic standard research and reference materials

LIBRARY staff shall evaluate the collection through inventory and maintenance, identifying current strengths, weaknesses, gaps and saturation categories. Generally materials will be removed from the collection that: (a) lack demand, (b) are obsolete, or (c) are in poor condition from use, age or abuse. Library staff shall determine whether such items will be replaced.

Patrons may provide input on the selection process by filling out the [Materials Request Form](#) and submitting it to the Librarian. Whether the item is purchased for inclusion in the collection, placed on hold for the patron or requested through Interlibrary loan shall be at the discretion of the Librarian.

## CONFIDENTIALITY POLICY

### PRINCIPLE(S):

It is the policy of the LIBRARY to ensure the privacy of any patron who uses the services of the LIBRARY. Information requested and selection of material must remain confidential.

Pursuant to Arizona law ([ARS § 41-151.22](#)), and except as provided by law, the Camp Verde Community Library shall not disclose any record or information that identifies a user of library services as requesting or obtaining specific materials or services or as otherwise using the LIBRARY.

### PRACTICE:

LIBRARY staff and volunteers will follow the State of Arizona Privacy of User Records law ([ARS § 41-151.22](#)) as stated below:

- A. Except as provided in subsection B of this section, a library or library system supported by public monies shall not allow disclosure of any record or other information, including e-books, that identifies a user of library services as requesting or obtaining specific materials or services or as otherwise using the library.
- B. Records may be disclosed:
  - 1. If necessary for the reasonable operation of the library.
  - 2. On written consent of the user.
  - 3. On receipt of a court order.
  - 4. If required by law.
- C. Any person who knowingly discloses any record or other information in violation of this section is guilty of a class 3 misdemeanor.
- D. For the purposes of this section, "e-book" means a book composed in or converted to digital format for display on a computer screen or handheld device.

All patron information records are confidential. Any staff member or volunteer can be dismissed for a violation of this confidentiality policy.

For the privacy and safety of patrons, staff and volunteers, personal information will not be given over the phone. A message will be taken or the call forwarded when requests are made for information regarding a person's presence in the LIBRARY building.

Records, which may be required in controlling the use of library materials, are for the sole purpose of protecting LIBRARY property. Such records are not to be used directly or indirectly to identify personal information or the kinds of materials used by individual library patrons.

Only the Library Director shall process a request for restricted information. The request must be in writing and in a form that is legally appropriate and sufficient for the Library

## **COPYRIGHT POLICY**

### **PRINCIPLE(S):**

LIBRARY staff and volunteers will, in good faith and to the best of their ability, comply with U.S. Copyright Law and Related Laws contained in the United States Code.

### **PRACTICE:**

LIBRARY staff will not knowingly or willfully assist or facilitate any infringement of copyright, a violation of copyright laws or the fair use guidelines, breach of a license agreement, or act in any manner that counteracts or contravenes a copyright holder's stated permission or exclusive rights.

No volunteer shall knowingly copy materials in willful violation of copyright law, fair use guidelines, license agreement or copyright holder's stated permission or exclusive rights.

LIBRARY staff will obtain the required permissions and licenses when using copyright protected materials. LIBRARY staff shall make every reasonable effort to comply with the applicable fair use guidelines to avoid any copyright infringement.

## DISRUPTIVE AND/OR INAPPROPRIATE BEHAVIOR POLICY

### PRINCIPLE(S):

It is the policy of Camp Verde Community Library to prohibit disruptive behavior in any part of the LIBRARY premises. This Policy is intended to supplement any federal statute or regulation, Arizona statute or regulation, Camp Verde Town Code provision, or Camp Verde Town Policy which may also apply to any part of the LIBRARY premises.

Persons in the LIBRARY or on LIBRARY grounds are expected to conduct themselves in a manner that enables library patrons and staff to accomplish their intended library tasks in a safe, pleasant, and orderly environment. Staff will take appropriate action when a person's behavior and/or actions cause disruption to others. Staff respects and responds to complaints from patrons and will exercise professional judgment in taking appropriate action on a case-by-case basis.

Disruptive behavior is any behavior likely to (a) interfere with the ability of patrons to reasonably use/enjoy Library resources/services, (b) interfere with effective operation of the LIBRARY, (c) reduce the safety of patrons and Library personnel, or (d) cause damage or loss to Library facilities, furnishing, equipment, materials or property. Examples of disruptive and/or inappropriate behaviors include, but are not limited to:

- Use of profanity and/or language that is offensive to others
- Selling, soliciting funds, or panhandling in the LIBRARY or on LIBRARY premises
- Boisterous play or rough-housing, running, pushing, throwing, chasing or shoving others.
- Creating a disturbance or potentially unsafe situation by behavior such as: yelling, running, throwing or misusing LIBRARY facilities, lying on the floor, playing in or around the dumpster, elevator or stairs and entrances or LIBRARY patios
- Skateboarding (or comparable wheeled activity), anywhere on LIBRARY property
- Destroying, damaging, defacing or illegally removing library materials or property
- Inappropriate displays of affection or physical, sexual or verbal abuse in any form, of patrons or staff
- Disturbing or harassing other patrons or staff by behavior such as: unwelcome attention or conversation, following or stalking patrons or staff in the LIBRARY building or parking lot, staring fixedly or leering at staff or other patrons
- Engaging in annoying behavior, such as loud conversations at computer and inconsiderate use of cell phones.
- Sleeping in the LIBRARY or using the LIBRARY as a place to bathe or wash personal items



**DISRUPTIVE AND/OR INAPPROPRIATE BEHAVIOR POLICY, continued**

- Entering non-public areas without permission
- Consumption or exchange of alcohol or tobacco.
- Consumption of food or drink in non-designated areas (see [Food & Drink Policy](#))
- Criminal activity such as assault, trespass, criminal damage, arson, theft, gang activity, weapons violations, gambling, illegal drug use, sexual offenses, exploitation of minors, etc.
- Display of obscene material (including display on view screens or any device)
- Entering the LIBRARY without being completely clothed (including shirts and shoes)
- Failure to properly supervise children or individuals with special needs that are your responsibility (see the [Unattended Children and Individuals with Special Needs Policy](#))
- Misuse of LIBRARY furnishing, equipment or materials
- Personal bodily hygiene that is offensive so as to constitute a nuisance to others
- Use of LIBRARY telephones (except with approval of LIBRARY personnel)

**PRACTICE:**

In addition to any other penalty which may be applied by other agencies for disruptive behavior in any part of the LIBRARY premises, failure of LIBRARY patrons or other persons to comply with this Policy may result in their expulsion from LIBRARY premises and loss of future LIBRARY privileges for up to one year.

- Cell phones may be used in the Library building in accordance with the [Cell Phone Use Policy](#).
- Non-alcoholic beverages in closed containers are permitted in the LIBRARY. Alcoholic beverages are prohibited in the LIBRARY at all times.
- Food may be consumed in designated areas and/or during specific programs or activities.
- Personal items must be kept with you at all times while in the Library or on LIBRARY grounds. Library staff, volunteers and other patrons will not be responsible for your personal possessions.
- Guns or other weapons (except on the person of a law enforcement official) may not be brought into the LIBRARY building, on LIBRARY premises, or brought to any LIBRARY programs or activities.
- Use of alcohol, drugs or tobacco products in the LIBRARY or on LIBRARY grounds is prohibited. Smoking is only permitted outside in designated smoking areas.

## **DISRUPTIVE AND/OR INAPPROPRIATE BEHAVIOR POLICY, continued**

- Only assistance animals accompanied by their owners or animals working in a LIBRARY program may be brought into the LIBRARY building. Service animals are expected to follow LIBRARY standards of behavior and be in compliance with Town Code.
  - Parents, guardians or caregivers will be responsible for the behavior of children and individuals with special needs while in the Library.
  - Acceptable behavior, as outlined in the Internet Computer & Wireless Use Policy will be enforced.
1. If patrons are non-compliant with LIBRARY personnel's request to refrain from disruptive and/or inappropriate behavior, they may be asked to leave the LIBRARY.
  2. If disruptive and/or inappropriate behavior appears to be escalating, LIBRARY personnel may call the Camp Verde Marshal's Office for assistance.
  3. If a minor has engaged in disruptive or inappropriate behavior, LIBRARY personnel may ask the minor to call a parent or guardian informing them that they are being asked to leave the LIBRARY. LIBRARY personnel may then ask to speak to the parent or guardian.
  4. In the event the police are called to assist with a disruptive behavior incident, the resulting police report will be reviewed by the Library Director. The Library Director and Camp Verde Town Marshal reserve the right to revoke all library privileges of the individual(s) based upon the disruptive incident and resulting police report

## DONATIONS AND GIFTS POLICY

### PRINCIPLE(S):

The LIBRARY welcomes the donation of current books or other library materials in good condition as an aid to increasing the Library collection or for sale in the Used Book Sale. Donations and gifts will be used in the best interest of the LIBRARY, and subject to the terms of the donation. The following guidelines are provided for donors.

### PRACTICE:

The LIBRARY may accept any donations. Unless specifically required in writing otherwise, donations are accepted with the understanding that they may or may not be added to the collection or, if added, they may be purged at the sole discretion of the LIBRARY. All donated items become Library property and are subject to Library policies.

Money donated to the LIBRARY should be made payable to Camp Verde Library Endowment (CVLE) or Citizens' Committee for Camp Verde Library (CCCVL) for a nonprofit tax deduction or to Camp Verde Community Library if not tax deduction is sought.

Books and audio-visual materials will be assessed for use according to the [Collection Development Policy](#). Items that will not be placed in the collection will be given to the Camp Verde Library Endowment Group or current organization to put in their Used Book Sale.

The LIBRARY cannot make appraisals on donated items for tax deduction purposes. A letter acknowledging receipt of materials by the LIBRARY will be provided at the donor's request.

The LIBRARY reserves the right to refuse donations of materials that are in a condition unsuitable for library use or sale. Before bringing books or other materials to the LIBRARY for donation purposes, the following points should be considered.

- Condition of materials: No materials will be accepted that are not in good, clean, useable condition. Materials that contain any hint of mold, mildew, pests (insects or mice), highlighted text or other scribbling, or that smell strongly of tobacco smoke should NOT be brought to the library.
- Appropriate formats: Hardback books and paperback books in good condition will be considered. Audiovisual material such as DVDs, music CDs, and audiobooks on CD or MP3 must be the original item produced for sale with the original labeling.
- Age of materials: Encyclopedia sets, general reference sets, nonfiction books and textbooks that are less than two (2) years old may be considered. Other nonfiction materials such as cookbooks, craft books gardening books, history books, etc. will be considered on an individual basis.
- Periodicals: Magazines (not catalogs) less than 1 year old and in good condition may be considered.

## **DONATIONS & GIFTS POLICY, continued**

- Entire collections: Large or extensive gifts of materials will be evaluated and accepted or rejected by the Library Director or designated staff after consideration of the implications for library resources.

Members of the public seeking to donate items other than library materials or money should submit their contact information along with a short written description or photograph of the item(s) to be donated to Camp Verde Community Library for consideration. consult the LIBRARY's Gifts Policy.

Funds donated to the LIBRARY for use in a specific purchase of books, audiovisual or other materials will be subject to [\*Collection Development Policy\*](#). Funds donated for other purposes will be accepted at the discretion of the Library Director.

## FOOD AND DRINK POLICY

### PRINCIPLE(S):

Camp Verde Community Library supports a comfortable, hospitable environment.

### PRACTICE:

All food and drink items shall be kept away from computers, copiers, printers, tablets and other electronic devices.

Beverages may be enjoyed in a spill-proof container with a lid.

Dry snacks, such as nuts, pretzels, crackers, cookies, fruit or vegetables may be consumed in designated areas of the library.

Other food items may be permitted during specific programs or activities supervised by Library staff and/or volunteers.

Consideration for others and for the LIBRARY environment is paramount if this *Food and Drink Policy* is to remain in effect. Properly discard empty wrappers and containers and report spills to Library staff immediately.

## GROUP VISITS POLICY

### PRINCIPLE(S):

The LIBRARY encourages group visits by local schools, organizations and other groups willing to explore the diverse and wide range of subjects, disciplines and topics made available at the public library.

### PRACTICE:

To meet the needs of the visiting group, and accommodate without disruption the normal function of the LIBRARY, the following practice is recommended.

- Schedule the visit at least two (2) weeks in advance of the date requested to avoid scheduling conflicts with other groups and library activities and ensure appropriate availability of library staff and resources.
- Communicate expectations ahead of time if a specific theme is desired. Fill out the *Reservation Form for Group Visits* and return it to the Youth Librarian when scheduling the visit.
- Plan enough adults to adequately supervise members of the visiting group. Adults should accompany and stay with the members during the group visit
- Any members of the visiting group may checkout library material and must provide a valid library card to at the time of checkout. The LIBRARY's [Circulation Policy](#) will be followed.
- All members of the visiting group are expected to follow established LIBRARY policies while in the Library building or on LIBRARY grounds.

GROUP VISIT RESERVATION FORM

DATE OF VISIT: \_\_\_\_\_

TIME OF VISIT: \_\_\_\_\_

SCHOOL OR GROUP NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

LEADER'S NAME: \_\_\_\_\_

AGE OR GRADE: \_\_\_\_\_

NUMBER IN GROUP: \_\_\_\_\_

TYPE OF PROGRAM: \_\_\_\_\_

LIST OF TOPICS BEING RESEARCHED/STUDIES (if applicable): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## INTER LIBRARY LOAN (ILL) AND RESOURCE ACCESS AND ATTAINMENT POLICY

### PRINCIPLE(S):

Library material not owned by Camp Verde Community Library may be borrowed from a Yavapai Library Network (YLN) member library. For material not available through the YLN, the LIBRARY shall comply with the *Arizona Resource Access and Attainment Policy for Public Libraries Agreement*.

### PRACTICE:

Any library patron holding a valid LIBRARY card may request ILL services.

No charges are assessed by the LIBRARY for materials obtained through the ILL system, except when the lending library may charge for materials supplied to the patron. The patron is responsible for these individual charges and will be advised of the charge policy prior to incurring the charge.

Some materials may not be available through the ILL system. The patron will be informed if the materials are not available.

The loan period of the ILL materials is determined by the lending library. An ILL may not be renewed. A per diem fine will be charged per day on overdue ILL materials. The patron is responsible for lost or damaged ILL items.

The following is the Arizona State Library [Resource Access and Attainment Policy \(AzRAP\) for Public Libraries Agreement](#) which Camp Verde Community Library follows:

### Receive:

- Access to FirstSearch WorldCat;
- Worldcat Resource Sharing Subscription (public libraries).

### Agree To:

1. Work with patrons, at no charge, to locate materials.
2. Provide specific information on attaining material. Patrons may be offered several options to attain material including:
  - patron purchase of low-cost materials;
  - library purchase of materials;
  - database and web sources;
  - and inter-library loan (ILL).
3. When materials can only be attained through ILL, offer to secure the loan for the patron. With prior notice to patrons, postage costs for materials sent to any and from any library will be capped at \$6 per item, and fees charged by non-Arizona public, regent or community college libraries, may be passed on to the patron; no other fees or charges



## **ILL AND RESOURCE ACCESS AND ATTAINMENT POLICY, continued**

may be passed on to the patron. Libraries may limit ILL requests to six per patron at any one time and may limit requests to print materials published more than one year ago; not currently on a nationally recognized best-seller list; or not needed by the library's own patrons. The sharing of circulating non-print materials is encouraged, but not required.

4. Write and publish a detailed Resource Access and Attainment Policy, and provide an electronic copy to the Arizona State Library each time the policy is updated.

## INTERNET/COMPUTER AND WIRELESS USE POLICY

### PRINCIPLE(S):

The Internet allows the LIBRARY to offer access to a wealth of material that is personally, professionally and culturally enriching to individuals; information that would otherwise be unavailable in the LIBRARY collection. However, it also enables access to material that may be offensive, disturbing, illegal, inaccurate or incomplete. Users are encouraged to evaluate the validity and appropriateness of information accessed via the Internet.

To fulfill its mission of providing public access to information, Camp Verde Community Library offers free, time-limited, public access to computers, including various software applications and the Internet to patrons of all ages. The LIBRARY also offers free wireless access for personal electronic devices.

### Internet Disclaimer Notice

*The Internet is a global electronics information network that is not regulated by local, state, federal or international authority. Some information found on the Internet may include material that is offensive, controversial, erroneous or illegal.*

*Camp Verde Community Library disclaims any warranty of the accuracy, timeliness, authoritativeness or usefulness of the materials found on the Internet, and shall have no liability for any direct, indirect or consequential damages related to the use of such materials.*

### PRACTICE:

Computer use is provided free of charge, but there is a fee per page printed. Use will be limited according to current time restrictions. Users agree to the Camp Verde Community Library *Internet/Computer/Wireless Use Policy* and the [Conditions of Use of the Internet/Wireless](#) by using a library computer, tablet or wireless device while in the LIBRARY or on LIBRARY grounds.

The LIBRARY employs filtering software to comply with the Children's Internet Protection Act (CIPA) and [ARS § 34-502](#) regarding computer access and restricting access to information or depictions that are harmful to minors. Filtering software cannot block out all objectionable sites and does sometimes block useful material, including sites that are suitable for children, teens and adults. A request to access a blocked site shall be submitted to the LIBRARY's IT support staff for consideration and may take several days to process.

LIBRARY staff is willing to help patrons find information on the Internet, learn to use Internet search tools, and learn to use Internet and computer-based LIBRARY resources but, they cannot provide extensive one-on-one instruction without an appointment.

The LIBRARY is not responsible for any damage, any loss of data, or liability that may occur while using a library Internet computer or while connected to the wireless network.

**INTERNET/COMPUTER AND WIRELESS USE POLICY, continued**

Material on the library's Internet computers can be downloaded to personal portable storage devices. Any files downloaded to the library computer's hard drive will be erased when the library computer is shut off. Personal software may not be installed on a library computer.

Due to unexpected power outages and other anomalies, the LIBRARY cannot be responsible for loss of data or incorrect use of programs. The patron is responsible to read the screen, pay attention to time warnings and backup material to a personal storage device.

Library staff may or may not be able to help with simple computer tasks or problems. Staff may limit help to 5-15 minutes per session unless an appointment is made ahead of time. Library staff cannot help with financial, medical, legal or other personal information.

Patrons may not use the Internet for any activity that violates Arizona State laws. Such behavior is also considered a violation of the LIBRARY'S codes and standards. Any staff person may end a-user's session at the computer for violation of any law, or LIBRARY codes and standards.

Conditions of Use of the Internet/Wireless

1. Internet computers are available for walk-in use on a first-come, first-served basis only.
2. Use of the Internet is subject to availability. A normal session on a LIBRARY computer is 60 minutes per day. Requests to extend time may be considered but are not to exceed 120 minutes per day. Internet computers shut down 15 minutes prior to closing.
3. All library card holders, including minors, automatically have Internet privileges. It is the responsibility of the parent or guardian to determine and monitor the minor's use of computers.
4. Patrons will be charged for all pages printed. It is the responsibility of the patron to properly select the pages to print. Please ask for assistance with printing if needed.
5. In accordance with U.S. copyright law, users are prohibited from producing or distributing reproduce or distribute copyright protected material without proper permission. The proper use of copyrighted material is the responsibility of the user.
6. Users are prohibited from accessing and displaying explicit sexual material pursuant to Arizona Statute ([ARS § 13-3507](#)).
7. Users are prohibited from exhibiting any material depicting minors engaged in harmful conduct pursuant to Arizona Statute ([ARS § 13-3507](#)).
8. Users are prohibited from furnishing obscene or harmful items to minors pursuant to Arizona Statute ([ARS § 13-3506 and ARS § 13-3506.01](#)).

## **INTERNET/COMPUTER AND WIRELESS USE POLICY, continued**

9. Users are prohibited from committing telecommunications fraud pursuant to Arizona Statute ([ARS § 13-3707](#)).
10. Users are prohibited from committing computer fraud pursuant to Arizona Statute ([ARS § 13-2316](#)).
11. Internet traffic is filtered in compliance with Federal, State and local laws and policies.
12. The LIBRARY can provide no technical support for wireless devices.
13. Headphones are required for sound.

Failure of any library user to act in an ethical and legal manner, or to adhere to the conditions of use set forth above, may result in expulsion from the LIBRARY, loss of library privileges, and/or prosecution in a court of law. A library shall not allow disclosure of any record or other information which identifies a user of library services ([ARS § 41-151.22](#)).

## LIBRARY CARD POLICY

### PRINCIPLE(S):

Camp Verde Community Library (LIBRARY) supports access to library materials in cooperation with other libraries in the Yavapai Library Network (YLN).

The LIBRARY protects patron privacy. Personal information is not disclosed unless required by law.

### PRACTICE:

Eligibility: A LIBRARY card is free to all Yavapai County residents with proper identification and documentation. Children 12 years of age and under must have a parent or legal guardian present to obtain a card. A minor from 13 -17 years of age may obtain a 3-month temporary card with limited privileges until the parent or guardian comes into the library and gives consent for full access.

Any person who does not have a current Yavapai County address, may get a temporary library card with limited privileges until proof of residency is provided.

A LIBRARY card includes automatic access to the Internet on public Internet computers filtered for compliance with the Children's Internet Protection Act (CIPA) and ARS § 34-502 to prevent access to visual depictions that are harmful to minors.

Application: All required information is entered into the Integrated Library System of the YLN; either from an application or directly from the patron. LIBRARY staff must see:

- 1) A government or school issued picture ID with proof of Yavapai County residency. Items such as utility bills or a lease/rental agreements are acceptable proof of residency if the picture ID does not show residency.
- 2) A piece of U.S. mail addressed to the applicant, postmarked within 30 days of the application.

Responsibility: Patrons are responsible for all items checked out on their library card(s). The library card remains active if used one or more times in a two year period. Active library cards do not expire. Patrons with inactive library cards may reapply for a library card.

If a library card is lost or stolen, call the LIBRARY immediately to report it (928-554-8380). Responsibility for items checked out on a lost or stolen card continues until the card is reported lost or stolen.

There is a \$3 charge to replace a library card.

## LIBRARY CARD POLICY, continued

Library cards found in the LIBRARY or in library materials will be scanned to determine the owner and held for pickup.

By signing the library card, the patron acknowledges responsibility for all use of the card. This includes sites viewed on and information downloaded from the Internet and all other materials accessed while in the library or checked out.

Parents/guardians who sign the library card for children under 17 years of age acknowledge and assume responsibility for the use of library cards. This includes sites viewed on and information downloaded from the Internet and all other materials accessed while in the library or checked out.

*By obtaining a library card, the patron agrees to the Yavapai Library Network Agreement.*

### **Yavapai Library Network Agreement**

I agree to comply with all Library rules and regulations; to be responsible for materials borrowed from any Yavapai Library Network library with this card and for fees and fines incurred, including charges for lost and damaged Library materials; to give immediate notice of changes of address and loss of my Library card.

Whenever necessary, the Library uses the services of a collection agency to retrieve overdue materials. In the event of loss or damage to Library materials, or uncollected late fines or charges, I agree to pay all costs of collection, including but not limited to reasonable attorney's fees.

I understand that my card will be accepted at all Yavapai Library Network libraries and my patron information will be accessible to staff at those libraries.

## **LIBRARY FACILITIES AND EQUIPMENT POLICY**

### PRINCIPLE(S):

Camp Verde Community Library staff and volunteers are delighted to provide access to resources and services to community members. LIBRARY buildings, furnishings, equipment and grounds are provided at public expense for the benefit of all and must be protected from damage or loss beyond reasonable wear and tear.

### PRACTICE:

The Library facility will be open to the public.

A paid staff person who has been trained in library standards will be on duty during any hours that the LIBRARY is open for service.

Library furnishings and equipment may only be used for LIBRARY and/or TOWN sponsored activities.

The telephone at the library is for library business and may be used by the public for emergency use only, and at the sole discretion of the Librarian.

At staff's discretion, access to facilities and equipment may be terminated when deemed necessary.

## LOST AND FOUND POLICY

### PRINCIPLE(S):

Camp Verde Community Library assumes no responsibility for articles lost or stolen during scheduled events or during other occupancy or use of the LIBRARY.

### PRACTICE:

Items found in the LIBRARY which appear to be lost personal items of patrons are placed in a designated location.

In dealing with such items, Library staff shall be guided by the following considerations:

- Where items have indications of identification on them, staff will make reasonable attempts to identify and notify owners that the item is being held. Lost library cards are handled according to the [Library Card Policy](#).
- Where possible, wallets, cell phones, iPods, jewelry or similar items of value will be kept in a locked cabinet.
- Items not retrieved within a 30-day period will be turned over to the Town and handled in accordance with ([ARS § 12-941](#)).



## **MATERIALS RETURN POLICY**

### PRINCIPLE(S):

LIBRARY materials should be returned and made available for all patrons to use and enjoy.

### PRACTICE:

The LIBRARY provides an overnight materials return slot for the convenience of patrons.

Damage may occur when some items are put in the materials return slot, so do not return the following items via the slot:

- Magazines
- Interlibrary Loan Material
- Any item from any library that has a Do Not Return in Book Drop label

Items should not be forced into the materials return slot. The cost of items that have been damaged by being forced or jammed into the return slot may be charged to the patron.

## PHOTO POLICY

### PRINCIPLE(S):

Camp Verde Community Library posts information including photos on bulletin boards, to the LIBRARY website, and participates in Social Media sites like, Facebook, YouTube and Twitter.

### PRACTICE:

The LIBRARY reserves the right to use photographs or video take at the library or at library-sponsored programs and events for publicity and informational purposes in printed materials and online.

All LIBRARY patrons consent to the use of their photo taken at the library or during library-sponsored programs and events, unless they specifically inform staff of an objection to such use.

Photos of minors are used with signed permission from parents or guardians.

## Photo/Video Release Form for Minors

I hereby grant to Camp Verde Community Library (CVCL) the absolute and irrevocable license, right and unrestricted and continuing permission in respect of photographic portraits, or any pictures CVCL had taken of my minor child named \_\_\_\_\_, or in which he/she may be included with others, editorial or any other media such as film or video, to copyright the same; to re-use, publish and republish the same in whole or in part, individually or in conjunction with other photographs, and in conjunction with any printed matter, in any and all media now or hereafter known, including web pages and social networking media, and for any other lawful purpose whatsoever, for illustration, promotion, art, editorial, advertising and trade, or any other purpose whatsoever without restriction as to alteration; from time to time, or reproductions thereof in color, black and white or otherwise made through any media.

I hereby waive any right that I may have to inspect or approve the finished products or the advertising copy or printed matter that may be used in connection therewith or the use to which it may be applied.

I hereby release, discharge and agree to defend, save and hold harmless CVCL, its employees, officials, representatives, successors, and assigns and all persons acting under its permission or authority, from any liability in connection with the use of the photographs, video and/or film as aforesaid or by virtue of any alteration, processing or use thereof in composite form, whether intentional or otherwise, as well as any publication thereof.

I understand that the photographs, video and/or film taken by CVCL will be included into stock files. I agree that the photographs, the transparencies thereof, video and/or film, and the rights to copyright the same, shall be the sole property of CVCL, with full right of lawful disposition in any manner.

I hereby grant permission to CVCL to photograph the CVCL Teen Advisory Board applicant or participant during activities and to use the photographs, video and/or film in CVCL audio-visual and printed materials without compensation or with all the rights established herein.

Printed Name of Parent or Guardian: \_\_\_\_\_

Printed Name of Minor: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Parent or Guardian: \_\_\_\_\_

Address \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email/Phone: \_\_\_\_\_

## POSTING & DISPLAY POLICY

### PRINCIPLE(S):

Camp Verde Community Library supports the sharing of and access to community information.

### PRACTICE:

#### Posting:

Community postings must be approved by the Library Director or designee. Approval to post shall be signified by the date-stamp and initials of the Library Director or designee. Information without date and initials will be removed.

Priority is given to information related to Camp Verde Community Library, the Town of Camp Verde, Yavapai Library Network members, non-profit entities supporting reading, education or literacy, and other non-profit groups providing civic or social services. For-profit groups and private parties will not be permitted to place or distribute information in the Library.

Posters larger than 8.5 x 11 inches will not be accepted. Handouts may be placed on the LIBRARY's Free Shelf with permission from the Library Director or designee.

Information must be timely. Expired information will be removed and discarded.

#### Display:

The LIBRARY will consider displays of educational, cultural, civic or recreational nature on a first-come, first-served basis or as space is available.

Persons or organizations providing displays in the library will complete a [Display Application/Agreement](#) form that may be obtained upon request.

Acceptance of a display by the LIBRARY does not constitute an endorsement of the contributing group or individual's policy or beliefs.

Displays shall not be salacious in nature. Only identifying information may accompany a display. No price tags are permitted.

It is the responsibility of the person or organization to set up and remove the displays. The LIBRARY will not provide storage for the property of individuals or organizations.

The LIBRARY will not insure or be responsible for any items that are displayed and/or owned by individuals or organizations.

## RECONSIDERATION OF LIBRARY MATERIALS OR RESOURCES POLICY

### PRINCIPLE(S):

The LIBRARY endorses the following intellectual freedom statements, which may be found in the Appendix:

- [Freedom to Read](#) (American Library Association)
- [Freedom to View](#) (Educational Film Library Association)
- [Library Bill of Rights](#) (American Library Association)

Preference for library materials or resources by patrons is a personal decision. Individuals who have a question about the selection of materials or resources in the library collection are referred to the LIBRARY's [Collection Development Policy](#).

Responsibility for library materials selected by minors and adolescents resides with their parents or legal guardians.

### PRACTICE:

1. The selection of paper and electronic materials or resources and library programs included in the LIBRARY collection or calendar is delegated to the Librarian. That selection may be further delegated by the Librarian to professional staff as deemed appropriate. The selection of materials and resources shall be within the discretion of these individuals informed by the [Library Bill of Rights](#), the [Freedom to Read Policy](#), the [Freedom to View Statement](#), and the LIBRARY's [Collection Development Policy](#).
2. Patrons may submit a request for reconsideration of library materials or resources by completing a Request for Review of Library Materials or Resources form and submitting it to the Librarian.
3. The Librarian shall review the Request form with the professional staff to whom selection of materials, resources or programs is delegated as the Librarian deems appropriate. The decision from this review shall be communicated in writing to the patron within thirty (30) days.
4. In the event the patron is dissatisfied with the decision of the Librarian, the patron may request in writing to have the matter reviewed by a committee. Any such request must be in writing, received by a committee member within fourteen (14) days after the patron received the Librarian's decision. Such request must set forth in detail the basis of the disagreement with the Librarian's decision and shall not be considered confidential.

The Committee is the group responsible for reviewing reconsideration cases and consists of the following members:

- Library Director

## RECONSIDERATION OF LIBRARY MATERIALS OR RESOURCES POLICY, continued

- Town Manager
- Recording Secretary
- Town Council Member
- Member of the Community (Requester)

*The Requester and the recording secretary do not vote.*

The Requester submitting the Request for Review of Library Materials and Resources form will be referred to the [Collection Development Policy](#).

Once the written request for review has been completed, signed and turned in by the Requester, the matter will be submitted to the Committee. The specific library material outlined in the written request form will be circulated to committee members prior to the review date.

The Committee will set up a hearing date, not to exceed thirty (30) days from the date the form is filed by the Requester, and will notify the Requester in writing of such date, time and place not less than ten (10) working days prior to the scheduled hearing. The hearing between the Committee and the Requester will serve to formally review the material in question. The hearing will be posted and conducted in compliance with the [Open Meeting Law](#).

At the hearing, the Requester may present information pertaining to the request. A final determination by vote of the Committee may be taken at the end of the hearing or at such time as the hearing may be continued. The determination on the request shall be at the sole discretion of the Committee, informed by the LIBRARY's [Collection Development Policy](#) and the Intellectual freedom statements referred to at the beginning of this policy. Availability of materials and/or resources shall not be affected until a final vote of the Committee is taken.

The results of the hearing will be summarized on the [Result of Hearing Form](#) and signed at the conclusion of the hearing by the Requester and the Committee members.

The [Result of Hearing Form](#) and the minutes of the proceedings will be kept on file at the Library and in files of the Town of Camp Verde.

## REFERENCE SERVICES POLICY

### PRINCIPLE(S):

It is the LIBRARY's policy that questions and requests for information be answered to the best of our ability and availability of reference resources. All questions will remain confidential. LIBRARY staff will not interpret medical, legal or consumer citations.

LIBRARY staff will provide reference services to patrons on an equal, nondiscriminatory and nonjudgmental basis.

### PRACTICE:

Whenever possible, staff will use Camp Verde Community Library resources, then resources available through the Yavapai Library Network. If an answer cannot be provided immediately using local resources, appropriate materials will be requested or located on the patron's behalf through Interlibrary Loan.

1. Most questions will be answered immediately. If a question cannot be answered immediately, the patron will be given an estimated time by which they will receive the answer.
2. Questions asked in person will take priority over telephone and e-mail queries.
3. Holds may be placed by LIBRARY staff on items, based on availability. The patron will be notified of the items arrival and the pick-up deadline. If the item is not picked up within the ten (10) days as specified in the [Circulation Policy](#), the material will be returned to circulation or its home library.
4. Interlibrary Loans and requests to purchase an item can only be placed for patrons with a valid library card.
5. Reference staff cannot provide any type of professional advice. LIBRARY staff may read directly from a cited source or invite the patron to use the Library's resources in person, but may not offer advice, interpretation, recommendation, opinion or personal experience.

## **SALES OR SOLICITAION OF FUNDS POLICY**

### PRINCIPLE(S):

LIBRARY property falls under Town Code [Article 9-2: Off-Premises Canvassing and Signage](#) and all violations will be treated accordingly.

### PRACTICE:

Only Camp Verde Library Endowment (CVLE), Citizens Committee for Camp Verde Library (CCCVL) or CVCL Teen Advisory Board (TAB) will be allowed to sell and solicit funds or articles on the premises.

Persons other than those stated above, attempting to sell and/or solicit funds or articles on LIBRARY grounds are subject to Town Code [Article 9-2: Off-Premises Canvassing and Signage](#) and will be asked by Library staff to cease activity and/or leave the property.



## SERVICE DOGS AND PETS POLICY

### PRINCIPLE(S):

No animals may be brought into the LIBRARY building. Except, service animals as defined by law are allowed.

Pursuant to Arizona law ([ARS § 11-1024](#)), service dogs that perform work or tasks directly related to an individual's disability are allowed to accompany the individual into the LIBRARY.

### PRACTICE:

Persons with pets may be asked to by Library staff or volunteers to leave the LIBRARY or LIBRARY premises.

Staff may ask the patron if they are accompanied by a service animal being used because of a disability. According to [ARS § 11-1024 B](#):

It is not discriminatory to exclude a service animal from a public place if one or more of the following apply:

1. The animal poses a direct threat to the health or safety of others.
2. The animal fundamentally alters the nature of the public place of the goods, services or activities provided.
3. The animal poses an undue burden.

No animal shall be unattended in compliance with Town Code [Section 60102, Dogs at Large, Subsection F-5](#), except under the conditions provided in the Code.

If an animal is left unattended for more than fifteen (15) minutes or restrained in a manner that interferes with people entering or exiting the LIBRARY, staff will attempt to locate the owner.

1. The owner will be given a copy of the *Service Dogs and Pets Policy* and asked to remove the animal from LIBRARY property.
2. If the owner cannot be located after a reasonable effort is made by Library staff, Camp Verde Marshal's Dispatch will be called and asked to remove the animal.

## **UNATTENDED CHILDREN & INDIVIDUALS WITH SPECIAL NEEDS POLICY**

### **PRINCIPLE(S):**

The LIBRARY welcomes and encourages patrons of all ages to use its facilities and services. However, the LIBRARY shall not be responsible for unattended children or care for individuals with special needs.

The responsibility for the safety and behavior of children and/or individuals with special needs in the LIBRARY rests with their parents, legal guardians, or other authorized and designated caregivers. The LIBRARY is not and shall not become responsible for the care of unaccompanied children or individuals with special needs. If the parent, guardian or caregiver is not onsite with the child or individual with special needs, law enforcement personnel will be called.

### **PRACTICE:**

Children under the age of five (5) years old and any individual with special needs who requires support must be accompanied by an adult or responsible caregiver (16 years of age and up) at all times while in the LIBRARY or on LIBRARY grounds.

Children between the ages of five (5) and ten (10) must have an adult or responsible caregiver present in the building at all times.

Children aged eleven (11) and over may be in the LIBRARY unattended if interacting appropriately. They must be able to provide emergency contact information and have arranged transportation in advance with the parent, guardian, or caregiver.

The parent, guardian or caregiver must remain in the building during the time a child ten (10) or younger is attending a program.

Disruptive behavior will be handled according to the Disruptive Behavior Policy.

The LIBRARY is not and shall not become responsible for the care of unaccompanied children or individuals with special needs prior to opening or after closing. If unattended minors and/or individuals with special needs are in the LIBRARY at closing, more than one staff member will wait ten (10) minutes for the parents or adult caregivers to arrive. If the parent or adult caregiver does not arrive by 10 minutes after closing, The Camp Verde Marshal's Office will be called. LIBRARY staff will wait for the police officer to arrive.

Under no circumstances will a staff person or volunteer transport children or individuals with special needs in a vehicle or accompany them home.

## **VOLUNTEER POLICY**

### **PRINCIPLE(S):**

The LIBRARY Volunteer program is designed to expand and enhance services to the patrons of the LIBRARY by providing support services to the Library staff.

Volunteers are expected to act in accordance with the policies of the LIBRARY and the Yavapai Library Network (YLN).

### **PRACTICE:**

The selection of volunteers is based on their qualifications in relation to the needs of the LIBRARY and their ability to commit to a consistent weekly schedule.

Persons interested in volunteering must complete the Library *Volunteer Application* form, available upon request.

The Volunteer Coordinator will interview the applicant. Applicants eighteen (18) years and up are required to submit to a fingerprint background check or present a valid fingerprint clearance card before being accepted as a volunteer at the LIBRARY.

The Volunteer Coordinator will schedule training sessions if the applicant is selected. A probationary period will allow the applicant and the LIBRARY to determine if the relationship is comfortable for both parties.

Volunteers are used at the sole discretion of the LIBRARY. If the volunteer is unable to adequately perform the assigned duties or is unable to keep to the schedule, the volunteer will be removed from service.

Breach of the LIBRARY Policy is grounds for dismissal.

## **APPENDIX**

## THE AMERICAN LIBRARY ASSOCIATION LIBRARY BILL OF RIGHTS

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; inclusion of "age" reaffirmed January 23, 1996

## **AMERICAN LIBRARY ASSOCIATION FREEDOM TO READ STATEMENT**

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove books from sale, to censor textbooks, to label "controversial" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to avoid the subversion of politics and the corruption of morals. We, as citizens devoted to the use of books and as librarians and publishers responsible for disseminating them, wish to assert the public interest in the preservation of the freedom to read.

We are deeply concerned about these attempts at suppression. Most such attempts rest on a denial of the fundamental premise of democracy; that the ordinary citizen, by exercising his critical judgment, will accept the good and reject the bad. The censors, public and private assume that they should determine what is good and what is bad for their fellow-citizens.

We trust Americans to recognize propaganda and to reject it. We do not believe they need the help of censors to assist them in this task. We do not believe they are prepared to sacrifice their heritage of a free press in order to be protected against what others think may be bad for them. We believe Americans still favor free enterprise in ideas and expression.

We are aware, of course, that books are not alone in being subjected to efforts at suppression. We are aware that these efforts are related to a larger pattern of pressures being brought against education, the press, films, radio and television. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy.

Such pressure toward conformity is perhaps natural to a time of uneasy change and pervading fear. This is especially true when so many of our apprehensions are directed against an ideology, the expression of a dissident idea becomes a thing feared in itself, and we tend to move against it as against a hostile deed, with suppression. And yet, suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, any enforcement of orthodoxy, diminishes the toughness and resilience of our society and leaves it less able to deal with stress.

Now, as always in our history, books are among our greatest instruments of freedom. They are almost the only means for making generally available ideas or manners of expression that can initially comment only a small audience. They are the natural medium for the new idea and the untried voice from which came the original contributions to social growth. They are essential to the extended discussion which serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture.

We believe that these pressures towards conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend.

We believe that every American community must jealously guard the freedom to publish and to

circulate, in order to preserve its own freedom to react.

We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the United States Constitution. Those with faith in free men will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those which are unorthodox or unpopular with the majority.

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until his idea is refined and tested. Totalitarian systems attempt to maintain their power by the ruthless suppression of any concept, which challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconforming idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can be democratic mind attaining the strength demand by times like these.

We need to know not only what we believe but also why we believe it.

Publishers, librarians and booksellers do not need to endorse every idea or presentation contained in the books they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what books should be published or circulated.

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors and patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any Single librarian or publisher or government or church. It is wrong that what one man can read should be confined to what another thinks proper.

It is contrary to the public interest for publishers or librarians to determine the acceptability of a book on the basis of the personal history or political affiliation of the author.

A book should be judged as a book, no art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free man can flourish which draws up fists of writers to whom it will not listen, whatever they may have to say.

There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.

To some, much of modern literature is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life.

Parents and teachers have a responsibility to prepare the young to meet the diversity of

experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing children from reading works for which they are not yet prepared.

In these matters taste differs, and taste cannot be legislated; nor can machinery be devised which will suit the demands of one group without limiting the freedom of others.

It is not in the public interest to force a reader to accept with any book the prejudgment of a label characterizing the book or author as subversive or dangerous.

The idea of labeling presupposes to existence of individuals or groups with wisdom to determine by authority what is good or bad for the citizen. It presupposes that each individual must be directed in making up his mind about the ideas he examines. But Americans do not need others to do their thinking for them.

It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contrast encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large.

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and inoffensive.

It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the Quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a bad book is a good one; the answer to a bad idea is a good one.

The freedom to read is of little consequence when expended on the trivial; it is frustrated when the reader cannot obtain matter fit for his purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and sold. Books are the major channels by which the intellectual inheritance is handed down, and the principal means of its testing and growth.

The defense of their freedom and integrity, and the enlargement of their service to society, require of a publishers and librarians the utmost of their faculties, and deserve of all citizens the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of books. We do so because we believe that they are good, possess of enormous variety and usefulness, worthy of cherishing and keeping free.

We realize that the application of the propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life,



but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

*A Joint Statement by:*

American Library Association

Association of American Publishers

Subsequently endorsed by:

American Booksellers Foundation for Free Expression

The Association of American University Presses, Inc.

The Children's Book Council

Freedom to Read Foundation

National Association of College Stores

National Coalition Against Censorship

National Council of Teachers of English

The Thomas Jefferson Center for the Protection of Free Expression

## FREEDOM TO VIEW STATEMENT

The FREEDOM TO VIEW, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantees of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

**DISLAY APPLICATION/AGREEMENT**

The undersigned hereby wishes to have on display works of art or other materials in the Camp Verde Community Library. In consideration of the privilege of exhibiting them in the library, the Camp Verde Community Library, the Town of Camp Verde, and any of its agents are released from any responsibility for loss, damage or destruction while they are on the library premises.

Description of Exhibit:

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Time Period Loaned: From: \_\_\_\_\_ To: \_\_\_\_\_

Name of Individual or Organization:

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Name of Contact (person responsible for setup and takedown):

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Address: \_\_\_\_\_ Phone: \_\_\_\_\_

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

**MATERIALS REQUEST FORM**

Materials Request

Phone # \_\_\_\_\_

**Looking for a book? or movie? or?**

Your Name \_\_\_\_\_

Email Address \_\_\_\_\_

Library Card # \_\_\_\_\_

Do you want something new? Part of a series or set?

Something due out in a month or two? Something older? **We'd like to help!**

Please fill out this slip and turn it in to a Librarian.

Title \_\_\_\_\_

Author \_\_\_\_\_

Series \_\_\_\_\_

# in series \_\_\_\_\_

Circle One:

Regular

Large Print

Audiobook

Music CD

DVD

## Request for Review of Library Materials or Resources

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

Title: \_\_\_\_\_

Author: \_\_\_\_\_

Requesters Name: \_\_\_\_\_

Address: \_\_\_\_\_

Represents: Self: \_\_\_\_\_

Organization: \_\_\_\_\_

(If requester represents an organization)

Name of Organization: \_\_\_\_\_

Address of Organization: \_\_\_\_\_

Organization Official: \_\_\_\_\_

Please answer the following questions.

1. How did you learn about this library resource?

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2. Have you read the entire book/material?  
If no, what parts did you read?

(circle one) Yes No

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3. Why do you object to this library resource? (If specific pages/scenes, please site)

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4. What harm do you feel might be the result of reading/viewing the library resource?

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## Request for Review of Library Materials or Resources

5. Is there anything worthwhile in the library resource?

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4- 6. Have you read any professional reviews of the ~~book/material~~ library resource? (circle one) Yes No

If yes, please list names of critics and sources of review.

A.

B.

C.

D.

7. After reading professional review, do you still object to the library resource?

(circle one) YES NO

8. What do you believe is the purpose, theme or message of this library resource? How well does the creator/author accomplish this purpose?

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9. In view of the creator/author's purpose, would you say he/she succeeded or failed? Explain.

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10. Does this library resource enrich and support the personal needs of the users, taking into consideration their Varied interests, abilities and learning styles?

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## Request for Review of Library Materials or Resources

11. If the subject is fantasy, is it the type that has imaginative appeal and is suitable for children?

YES            NO            For young adults?    YES            NO

If both are marked, "no" for what age group would you recommend this library resource?

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12. Will the reading, viewing or listening to this library resource result in more compassionate understanding of the human condition? Explain.

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13. Does it offer an opportunity to better understand and appreciate the aspirations, achievements and problems of various minority groups? Explain.

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14. Are any questionable elements of the resource an integral part of a worthwhile theme or message? Explain.

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15. Additional Comments:

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Signature of Requestor:

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Date Received:

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**RESULT OF HEARING FORM**

Author: \_\_\_\_\_

Title: \_\_\_\_\_

Date of Hearing: \_\_\_\_\_ Date of this Document: \_\_\_\_\_

Summary of Results:

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Signatures of Members of the Committee:

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

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\_\_\_\_\_

Signature of Requester:

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

Signature of Recorder/Transcriber:

\_\_\_\_\_ Date \_\_\_\_\_



**ARS § 11-1024. Service animals; rights of individuals with disabilities; violation; classification; definitions**

- A. Any person or entity that operates a public place shall not discriminate against individuals with disabilities who use service animals if the work or tasks performed by the service animal are directly related to the individual's disability. Work or tasks include assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, providing nonviolent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to the presence of allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities and helping individuals with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort or companionship do not constitute work or tasks.
- B. It is not discriminatory to exclude a service animal from a public place if one or more of the following apply:
1. The animal poses a direct threat to the health or safety of others.
  2. The animal fundamentally alters the nature of the public place or the goods, services or activities provided.
  3. The animal poses an undue burden.
- C. Public places may maintain a general no pets policy if it is not used to exclude service animals and if it does not grant rights to any person to bring the person's pet into a public place that otherwise does not permit pets.
- D. A service animal handler is liable for any damage done to a public place by the service animal or service animal in training.
- E. Any trainer or individual with a disability may take an animal being trained as a service animal to a public place for purposes of training it to the same extent as provided in subsections A, B and C of this section.
- F. A zoo or wild animal park may prohibit a service animal, including a dog guide or service dog, from any area of the zoo or wild animal park where the service animal may come into direct contact with the animals contained in the zoo or wild animal park. Service animals shall not be excluded from public walkways or sidewalks or from any area that allows for physical barriers between the service animals, dog guides or service dogs and the animals in the zoo or wild animal park. Any zoo or wild animal park that prohibits dog guides and service dogs shall provide without cost adequate facilities for the temporary confinement of dog guides and service dogs. The facilities shall be adequate to accommodate the anticipated attendance of legally blind, deaf or physically disabled persons, shall be in an area not accessible to the general public, shall provide water for the dog guides and

service dogs and shall otherwise be safe, clean and comfortable. The zoo or wild animal park on request by a legally blind person who is required to leave that person's dog guide or service dog pursuant to this subsection shall provide a sighted escort if the legally blind person is unaccompanied by a sighted person.

- G. The driver of a vehicle approaching a legally blind pedestrian who is carrying a cane that is predominately white or metallic in color, who is using a service animal or who is assisted by a sighted person shall yield the right-of-way and take reasonable precautions to avoid injury to the pedestrian and the service animal. The pedestrian has the same rights as any other person whether or not the pedestrian is carrying the cane, using a service animal or being assisted by a sighted person. Drivers shall take the same precautions with respect to pedestrians who have a disability other than blindness and their service animals. A driver who violates this subsection is liable for damages for any injury caused to the pedestrian or the service animal.
- H. Any person or entity that violates subsections A through G of this section is guilty of a class 2 misdemeanor.
- I. This section is not intended to affect any civil remedies available for a violation of this section.
- J. For the purposes of this section:
  - 1. "Direct threat to the health or safety of others" means that a significant risk to the health or safety of others exists and cannot be eliminated by modification of policies, practices or procedures or by the provision of auxiliary aids or services.
  - 2. "Discriminate" means discriminatory actions prescribed in section 41-1492.02 and includes:
    - (a) Refusing to permit an individual with a disability to enter a public place with a service animal or interfering with the individual's right to enter or use the public place.
    - (b) Failing to provide an individual with a disability the same services and access to the same areas of the premises as afforded to others.
    - (c) Attempting to impose a charge, fee or deposit because an individual with a disability is accompanied by a service animal.
    - (d) Requiring an individual with a disability to disclose disability related information. However, a public accommodation may ask if the animal is a service animal being used because of a disability.
    - (e) Requiring provision of identification for the service animal
  - 3. "Individual with a disability" means an individual who has a physical or mental impairment that substantially limits one or more of the major life activities of the individual.

4. "Public place" means any office or place of business or recreation to which the general public is invited, whether operated by a public or private entity and includes all forms of conveyance, including taxis, tow trucks and ambulances.
5. "Service animal" means any dog or miniature horse that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual or other mental disability. Service animal does not include other species of animals, whether wild or domestic or trained or untrained.
6. "Wild animal park" means an entity that is open to the public on a regular basis, that is licensed by the United States department of agriculture as an exhibit and that is operating primarily to conserve, propagate and exhibit wild and exotic animals.

**ARS § 12-941. Disposal of certain unclaimed property in the custody of a state, county, city or town agency**

- A. A state, county, city or town agency shall dispose of all property that was used as evidence and that remains unclaimed in the hands of the agency, after final disposition of the cause in which so used, or that was seized by a peace officer as being used unlawfully or for an unlawful purpose and that was held unclaimed from the date of seizure, or that came into the hands of the agency as unclaimed or contraband. A law enforcement agency may retain and use those items that have a useful value to that law enforcement agency.
- B. Found property turned over to a state, county, city or town agency may be returned to the person who found and turned it over if all of the following conditions apply:
  - 1. The property is not contraband or a firearm.
  - 2. The property remains unclaimed for thirty days after reasonable efforts have been made to locate and notify the owner.
  - 3. The person who found and turned over the property is not a public officer or employee of the federal, a state or a local government who found the property in the course of performing the duties of the office or employment.
- C. If United States currency is delivered to the proper agency pursuant to subsection A of this section, it shall be deposited in the general fund of the state, county, city or town, as the case may be.
- D. A record of all transactions shall be maintained for at least twenty-four months.

**ARS § 13-2316. Computer tampering; venue; forfeiture; classification**

- A. A person who acts without authority or who exceeds authorization of use commits computer tampering by:
1. Accessing, altering, damaging or destroying any computer, computer system or network, or any part of a computer, computer system or network, with the intent to devise or execute any scheme or artifice to defraud or deceive, or to control property or services by means of false or fraudulent pretenses, representations or promises.
  2. Knowingly altering, damaging, deleting or destroying computer programs or data.
  3. Knowingly introducing a computer contaminant into any computer, computer system or network.
  4. Recklessly disrupting or causing the disruption of computer, computer system or network services or denying or causing the denial of computer or network services to any authorized user of a computer, computer system or network.
  5. Recklessly using a computer, computer system or network to engage in a scheme or course of conduct that is directed at another person and that seriously alarms, torments, threatens or terrorizes the person. For the purposes of this paragraph, the conduct must both:
    - (a) Cause a reasonable person to suffer substantial emotional distress.
    - (b) Serve no legitimate purpose.
  6. Preventing a computer user from exiting a site, computer system or network-connected location in order to compel the user's computer to continue communicating with, connecting to or displaying the content of the service, site or system.
  7. Knowingly obtaining any information that is required by law to be kept confidential or any records that are not public records by accessing any computer, computer system or network that is operated by this state, a political subdivision of this state, a health care provider as defined in section 12-2291, a clinical laboratory as defined in section 36-451 or a person or entity that provides services on behalf of a health care provider or a clinical laboratory.
  8. Knowingly accessing any computer, computer system or network or any computer software, program or data that is contained in a computer, computer system or network.
- B. In addition to section 13-109, a prosecution for a violation of this section may be tried in any of the following counties:
1. The county in which the victimized computer, computer system or network is located.

2. The county in which the computer, computer system or network that was used in the commission of the offense is located or in which any books, records, documents, property, financial instruments, computer software, data, access devices or instruments of the offense were used.
  3. The county in which any authorized user was denied service or in which an authorized user's service was interrupted.
  4. The county in which critical infrastructure resources were tampered with or affected.
- C. On conviction of a violation of this section, the court shall order that any computer system or instrument of communication that was owned or used exclusively by the defendant and that was used in the commission of the offense be forfeited and sold, destroyed or otherwise properly disposed.
- D. A violation of subsection A, paragraph 6 of this section constitutes an unlawful practice under section 44-1522 and is in addition to all other causes of action, remedies and penalties that are available to this state. The attorney general may investigate and take appropriate action pursuant to title 44, chapter 10, article 7.
- E. Computer tampering pursuant to subsection A, paragraph 1 of this section is a class 3 felony. Computer tampering pursuant to subsection A, paragraph 2, 3 or 4 of this section is a class 4 felony, unless the computer, computer system or network tampered with is a critical infrastructure resource, in which case it is a class 2 felony. Computer tampering pursuant to subsection A, paragraph 5 of this section is a class 5 felony. Computer tampering pursuant to subsection A, paragraph 7 or 8 of this section is a class 6 felony.

**ARS § 13-3506. Furnishing harmful items to minors; applicability; classification**

- A. It is unlawful for any person, with knowledge of the character of the item involved, to recklessly furnish, present, provide, make available, give, lend, show, advertise or distribute to minors any item that is harmful to minors.
- B. This section does not apply to the transmission or sending of items over the internet.
- C. A violation of this section is a class 4 felony

**ARS § 13-3506.01. Furnishing harmful items to minors; internet activity; classification; definitions**

- A. It is unlawful for any person, with knowledge of the character of the item involved, to intentionally or knowingly transmit or send to a minor by means of electronic mail, personal messaging or any other direct internet communication an item that is harmful to minors when the person knows or believes at the time of the transmission that a minor in this state will receive the item.
- B. This section does not apply to:
  - 1. Posting material on an internet web site, bulletin board or newsgroup.
  - 2. Sending material via a mailing list or listserv that is not administered by the sender. For the purposes of this paragraph, "mailing list" or "listserv" means a method of internet communication where a message is sent to an internet address and then is retransmitted to one or more subscribers to the mailing list or listserv.
- C. It is not a defense to a prosecution for a violation of this section that the recipient of the transmission was a peace officer posing as a minor.
- D. A violation of this section is a class 4 felony.
- E. The failure to report a violation of this section is a class 6 felony as prescribed by section 13-3620.
- F. For the purposes of this section:
  - 1. "Internet" means the combination of computer facilities and electromagnetic transmission media, and related equipment and software, comprising the interconnected worldwide network of computer networks that employ the transmission control protocol or internet protocol or any successor protocol to transmit information.
  - 2. "Internet web site" means a location where material placed in a computer server-based file archive is publicly accessible, over the internet, using hypertext transfer protocol or any successor protocol.

**ARS § 13-3507. Public display of explicit sexual materials; classification definitions**

- A. It is unlawful for any person knowingly to place explicit sexual material upon public display, or knowingly to fail to take prompt action to remove such a display from property in his possession or under his control after learning of its existence.
- B. A person who violates any provision of this section is guilty of a class 6 felony.
- C. For the purposes of this section:
  - 1. "Explicit sexual material" means any drawing, photograph, film negative, motion picture, figure, object, novelty device, recording, transcription or any book, leaflet, pamphlet, magazine, booklet or other item, the cover or contents of which depicts human genitalia or depicts or verbally describes nudity, sexual activity, sexual conduct, sexual excitement or sadomasochistic abuse in a way which is harmful to minors. Explicit sexual material does not include any depiction or description which, taken in context, possesses serious educational value for minors or which possesses serious literary, artistic, political or scientific value.
  - 2. "Public display" means the placing of material on or in a billboard, viewing screen, theater marquee, newsstand, display rack, vending machine, window, showcase, display case or similar place so that material within the definition of paragraph 1 of this subsection is easily visible or readily accessible from a public thoroughfare, from the property of others, or in any place where minors are invited as part of the general public.

13-3507



**ARS § 13-3707. Telecommunication fraud; classification; definitions**

- A. A person commits telecommunication fraud if the person does any of the following:
1. With the intent to defraud another of the lawful charge for telecommunication service, obtains or attempts to obtain any telecommunication service by:
    - (a) Charging or attempting to charge the telecommunication service either:
      - (i) To an existing electronic mail address, telephone number or credit card number without the authority of the person to whom issued or the subscriber to or the lawful holder of the address or number.
      - (ii) To a nonexistent, counterfeit, revoked or canceled credit card number.
    - (b) Any method of code calling.
    - (c) Installing, rearranging or tampering with any facility or equipment.
    - (d) The use of any other fraudulent means, method, trick or device.
  2. With the intent that the same be used or employed to evade a lawful charge for any telecommunication service, sells, rents, lends, gives or otherwise transfers or discloses or attempts to transfer or disclose to another, or offers or advertises for sale or rental, the number or code of an existing, canceled, revoked or nonexistent electronic mail address, telephone number or credit card number or the method of numbering or coding that is employed in the issuance of telephone numbers, account identification codes or credit card numbers.
  3. Knowingly makes, constructs, manufactures, fabricates, erects, assembles or possesses any software, instrument, apparatus, equipment or device, or any part of any software, instrument, apparatus, equipment or device, that is designed or adapted or that can be used either:
    - (a) To obtain telecommunication service by fraud in violation of this subsection.
    - (b) To conceal from any supplier of telecommunication service or from any lawful authority the existence or place of origin or of destination of any telecommunication in order to obtain telecommunication service by fraud in violation of this subsection.
  4. Knowingly sells, rents, lends, gives, or otherwise transfers or discloses or attempts to transfer or disclose to another, or offers or advertises for sale or rental, any:
    - (a) Software, instrument, apparatus, equipment or device described in paragraph 3 of this subsection.

- (b) Plans, specifications or instructions for making or assembling any software, instrument, apparatus, equipment or device with the intent to use or employ such software, instrument, apparatus, equipment or device, or any part of any software, instrument, apparatus, equipment or device or to allow any software, instrument, apparatus, equipment or device to be used or employed, for a purpose described in paragraph 3 of this subsection.
  - (c) Plans, specifications or instructions with the intent that the plans, specifications or instructions be used for making or assembling such software, instrument, apparatus, equipment or device, or any part of any software, instrument, apparatus, equipment or device.
- B. Subsection A, paragraph 3 of this section does not prohibit the use or possession of any software, instrument, apparatus, equipment or device by either of the following:
- 1. Law enforcement officers who are acting in their official capacity within the scope of their authority and in the line of duty.
  - 2. Employees or agents of communication service providers as defined in section 13-3001 who are acting in their official capacity within the scope of their employment for the purpose of protecting the property or legal rights of the provider.
- C. This section applies when the telecommunication service originates or terminates or both originates and terminates in this state.
- D. Telecommunication fraud is a class 3 felony.
- E. As used in this section:
- 1. "Credit card number" means the card number appearing on a credit card, telephone calling card or access device as defined in section 13-2001 that is issued to a person by any supplier of telecommunication service and that permits the person to whom the card or access device has been issued to obtain telecommunication service.
  - 2. "Telecommunication service" includes electronic communication services, subscription computer services, telephone and telegraph services and all other services that involve the transmission of information by wire, radio, cellular, wireless transmission or similar means.

**ARS § 34-502. Computer access; child pornography; visual depictions harmful to minors; obscene; procedures**

- A. A public school that provides a public access computer shall deploy and enforce a technology protection measure to prevent minors from gaining access to visual depictions that are child pornography, harmful to minors or obscene. The governing board of every school district shall prescribe policies, standards and rules for the enforcement of this subsection. Every school district shall make its policies, standards and rules available to the public
- B. A public library that provides a public access computer shall do both of the following:
1. Deploy and enforce a technology protection measure to prevent minors from gaining access to visual depictions that are child pornography, harmful to minors or obscene.
  2. Deploy and enforce a technology protection measure to prevent anyone from gaining access to visual depictions that are child pornography or obscene
- C. An administrator, supervisor or other representative of a public library may disable a technology protection measure described in subsection B of this section if both of the following apply:
1. The request is from a library patron who is not a minor.
  2. The technology is disabled only to enable access for research or other lawful purposes.
- D. The director of the Arizona state library, archives and public records shall adopt rules for the enforcement of subsection B of this section. The director of the Arizona state library, archives and public records shall make the rules available to the public. A public library shall post the rules and its policies in a conspicuous place for library patrons to view.
- E. A governing body that operates a public library shall develop a policy for the library to implement the rules developed pursuant to subsection D of this section that are adopted at an open meeting. The governing body shall review the policy at least every three years. The policy shall:
1. State that it restricts access to internet or online sites that contain material described in this section.
  2. State how the library intends to meet the requirements of this section.
  3. Require the public library to inform patrons that administrative procedures and guidelines for the staff to follow in enforcing the rules have been adopted and are available for review at the library.
  4. Require the public library to inform patrons that procedures for use by patrons and staff to handle complaints about the rule, its enforcement or about observed patron behavior have been adopted and are available for review at the library.

- F. A public school that complies with subsection A of this section or a public library that complies with subsection B of this section shall not be criminally liable or liable for any damages that might arise from a minor gaining access to visual depictions that are child pornography, harmful to minors or obscene through the use of a public access computer that is owned or controlled by the public school or public library.
- G. If the state board of education or the superintendent of public instruction determines that a school district or charter school is in violation of subsection A of this section, the state board of education or the superintendent of public instruction shall notify the school district or charter school that it is in violation of subsection A of this section. If the state board of education or the superintendent of public instruction determines that the school district or charter school has failed to comply with subsection A of this section within sixty days after a notice has been issued pursuant to this subsection, the state board of education or the superintendent of public instruction may direct the department of education to withhold up to ten per cent of the monthly apportionment of state aid that would otherwise be due the school district or charter school. The department of education shall adjust the school district or charter school's apportionment accordingly. When the state board of education or the superintendent of public instruction determines that the school district or charter school is in compliance with subsection A of this section, the department of education shall restore the full amount of state aid payments to the school district or charter school.
- H. If the governing body that operates a public library determines that the public library is in violation of subsection B of this section, the governing body shall notify the public library that it is in violation of subsection B of this section. If the governing body determines that the public library has failed to comply with subsection B of this section within sixty days after a notice has been issued pursuant to this subsection, the governing body may direct the appropriate department or agency to withhold up to ten per cent of the monthly apportionment of public monies that would otherwise be due to the public library. When the governing body determines that the public library is in compliance with subsection B of this section, the governing body shall restore the full amount of public monies to the public library.

**ARS § 41-151.22. Privacy of user records; violation; classification; definition**

- A. Except as provided in subsection B of this section, a library or library system supported by public monies shall not allow disclosure of any record or other information, including e-books, that identifies a user of library services as requesting or obtaining specific materials or services or as otherwise using the library.
- B. Records may be disclosed:
  - 1. If necessary for the reasonable operation of the library.
  - 2. On written consent of the user.
  - 3. On receipt of a court order.
  - 4. If required by law.
- C. Any person who knowingly discloses any record or other information in violation of this section is guilty of a class 3 misdemeanor.
- D. For the purposes of this section, "e-book" means a book composed in or converted to digital format for display on a computer screen or handheld device.



**Agenda Item Submission Form – Section I**

**Meeting Date:** February 11, 2015 Work Session

- Consent Agenda       Decision Agenda       Executive Session Requested
- Presentation Only       Action/Presentation       Pre-Session Agenda

**Requesting Department:** Finance

**Staff Resource/Contact Person:**

**Agenda Title (be exact):** Discussion, consideration, and possible direction to staff regarding the proposed, updated Camp Verde Marshal's Office General Orders

**List Attached Documents:** Camp Verde Marshal's Office General Orders

**Estimated Presentation Time:** 10

**Estimated Discussion Time:** 10

**Reviews Completed by:**

- Department Head: \_\_\_\_\_  Town Attorney Comments: N/A
- Finance Department N/A  
     **Fiscal Impact:** None  
     **Budget Code:** N/A \_\_\_\_\_ **Amount Remaining:** \_\_\_\_\_  
     **Comments:**

**Background Information:**

**Recommended Action (Motion):**

**Instructions to the Clerk:** None



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**Table of Contents**

**CHAPTER 1**

**LAW ENFORCEMENT ROLE, RESPONSIBILITY, AND RELATIONSHIPS**

- 1.01 Department Mission and Values
- 1.02 Code of Conduct
- 1.03 Limits of Authority
- 1.04 Department Jurisdiction

---

**CHAPTER 2**

**ORGANIZATION, MANAGEMENT, AND ADMINISTRATION**

- 2.01 Organizational Structure
- 2.02 Chain of Command
- 2.03 Supervisory Responsibilities
- 2.04 Standard Operating Procedures Manual
- 2.05 Goals and Objectives
- 2.06 Planning and Research
- 2.07 Allocation and Distribution of Personnel
- 2.08 Fiscal Management
- 2.09 HIPPA
- 2.10 Fit For Duty
- 2.11 Drug and Alcohol Testing
- 2.12 Social Media
- 2.13 Recognition Program

---

**CHAPTER 3**

**PERSONNEL STRUCTURE**

- 3.01 Recruitment and Selection
  - 3.02 Classification, Compensation, Benefits, and Conditions of Work
  - 3.03 Training
  - 3.04 Transfer, Assignment, and Career Development
  - 3.05 Promotion
  - 3.06 Off-Duty Employment
  - 3.07 Limited Duty Assignments
  - 3.08 Compensatory and Overtime
-



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**Table of Contents**

**CHAPTER 4**

**LAW ENFORCEMENT OPERATION**

- |      |                                |      |                              |
|------|--------------------------------|------|------------------------------|
| 4.00 | Use of Force                   | 4.07 | Citizen Observer Program     |
| 4.01 | Internal Investigation Process | 4.08 | Hate Crimes                  |
| 4.02 | Line Inspections               | 4.09 | Organized Crime and Violence |
| 4.03 | Staff Inspections              | 4.10 | Operation of Dept. Vehicles  |
| 4.04 | Uniforms/Equipment             | 4.11 | Unusual Occurrences          |
| 4.05 | Evacuations                    | 4.12 | Traffic Operations           |
| 4.06 | Bias Based Policing            |      |                              |

---

**CHAPTER 5**

**OPERATIONS SUPPORT**

- |      |                         |      |                                       |
|------|-------------------------|------|---------------------------------------|
| 5.00 | Property and Evidence   | 5.05 |                                       |
| 5.01 | Animal Control          | 5.06 | Records Manual                        |
| 5.02 | Victim Witness Assist   | 5.07 | Communications/Dispatch               |
| 5.03 | Confidential Informants | 5.08 | Interagency Cooperation and Relations |
| 5.04 | Legal Process           | 5.09 | Criminal Investigation Unit           |





## **POLICY**

The Camp Verde Marshal's Office is committed to the reduction of crime, solving community problems, the protection of life and property, and the preservation of laws, ordinances and the constitutional rights of all persons within our jurisdiction. The Department exists to serve the public and improve the quality of life for the citizens of Camp Verde.

## **PROCEDURE**

### **A. Mission Statement**

“A Marshal's Office whose employees feel valued, works together in partnerships with other law enforcement entities to be a model of excellence in policing, and embracing the community to deliver the highest level of public trust and safety.”

### **B. Vision Statement**

1. Our vision is to become a role model for other law enforcement agencies.

### **C. Values**

The values represent the basis for Marshal's Office employees to follow. They define certain actions and expectations of employees.

1. **ACCOUNTABILITY**  
All members of the Marshal's Office are accountable for their actions in accordance with the mission.
2. **HONESTY**  
Employee integrity and honesty is an expectation of the Marshal's Office and is vital to gaining the respect of the citizens we serve.
3. **EMPLOYEE INVOLVEMENT**  
Employees are encouraged and expected to be involved in the organizational decision making and research. Employees should feel comfortable providing their input and if they are unhappy with a process they should work to come up with a solution rather than complaining.
4. **CUSTOMER SERVICE** We strive to exceed the expectations of our internal and external customers. This is accomplished, in part, through timely follow-up, courteous service, and having mutual respect and compassion for all those with whom we interact.
5. **PROFESSIONALISM**  
We will strive to make the organization more professional, we recognize the importance of providing services in a professional manner. The manner in which we interact with others is professional, the work product is professional, and our appearance is professional.



**6. TEAMWORK**

There is no difference in terms of organizational importance regarding “sworn” or “civilian” positions. All members of the Marshal's Office will work to accomplish the same goals. We will support each other and work to reduce crime, educate the public and provide a synergy that creates an atmosphere of cohesiveness.

**7. COMMUNICATION**

Fostering an environment where there is an exchange of information between employees of the Marshal’s Office and the citizens we serve. Communicating ways to improve processes rather than creating an atmosphere of dissension and negativity.

**D. Primary Duties:**

The primary duty of a deputy marshal is to uphold and enforce the law. The application and enforcement of the law must be accomplished in the spirit set forth by the framers of the Constitution.

1. The rights of each citizen are equal with those of the state, which might accuse them.
2. The Constitution provides for fundamental enforcement of the law with fairness and equity.
3. The laws of the State of Arizona allow for their application to be made fairly, and within the spirit of the law, rather than blind adherence to the strict construction of a statute.
4. Deputies shall direct their efforts to the impartial application of the spirit of the law, for the purpose set forth in the statutes.
5. Prior to accepting the status of a peace officer, a person must take an oath of office, as defined in A.R.S. 38.231, to enforce the law and uphold the Constitution of the United States and the Constitution of the State of Arizona.
6. In the application of the law, officers shall exercise mature judgment and discretion within the limits of statutory authority and Department policy.
7. Enforcement action should not be taken in grudging adherence to the rights of the accused, but in the spirit of ensuring that the rights of accused persons are protected by the police.
8. In the enforcement of criminal statutes, any conduct that would violate the law must be avoided. The commission of any crime cannot be justified to effect the expedient enforcement of the law.
  - a. In addition to that conduct listed above, sworn employees of the Department (also referred to as “officers”) will:



- i. Preserve the public the peace
- ii. Suppress all types of types crime
- iii. Detect and arrest violators of the law
- iv. Protect life and property
- v. Enforce the laws of the State of Arizona and the Ordinances of the Town of Camp Verde

#### E. Role of Peace Officers

1. All sworn officers shall sign and abide by the following Arizona Peace Officer Standards and Training (AZ POST) Code of Ethics for the duration of their certification, which reads as follows:
  - a. "I will exercise self-restraint and be constantly mindful of the welfare of others. I will be exemplary in obeying the laws of the land and loyal to the State of Arizona, my agency, and its objectives and regulations. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept secure unless revelation is necessary in the performance of my duty".
  - b. "I will never take selfish advantage of my position and will not allow my personal feelings, animosities or friendships to influence my actions or decisions. I will exercise the authority of my office to the best of my ability, with courtesy, and vigilance, without favor, malice, or ill will, and without compromise. I am a servant of the people and I recognize my position as a symbol of public faith. I accept it as a public trust to be held so long as I am true to the law and serve the people of Arizona."
2. In addition, all Town of Camp Verde employees shall be required to sign and abide by the following Loyalty Oath, which reads as follows:
  - a. "I, (*Name of Employee*), do solemnly swear that I will support the Constitution of the United States and the Constitution and Laws of the State of Arizona; and that I will bear true faith and allegiance to the same and defend them against all enemies foreign and domestic, and that I will faithfully and impartially discharge the duties of the office of (*Job Title*) of the Town of Camp Verde according to the best of my ability, so help me God."
3. The police preserve public favor by constantly demonstrating impartial service to the law without regard to the justice or injustice of the substance of individual laws.
  - a. Impartiality is gained by offering individual service to all members of society regardless of race or social standing, the exercise of courtesy, and by readily offering individual sacrifice in protecting and preserving life.
  - b. The scope and limits of law enforcement authority, as it pertains to the enforcement of



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
4 OF 4**

**Department Mission and Values**

**101**

laws, statutes and ordinances, will comply with the limits established in A.R.S. 13.3871.

4. Physical force will be used only to the extent necessary to secure observance of the law, or to restore order when the exercise of persuasion, advice, and warning is found to be insufficient to achieve police objectives.
5. The police should direct their efforts toward their function, and not usurp the powers of the judiciary by avenging individuals or the State, judging guilt, or punishing the guilty.
6. The test of police effectiveness is the absence of crime and the preservation of public order, not the evidence of police action in dealing with crime and disorder.



## CAMP VERDE MARSHAL'S OFFICE GENERAL ORDERS

PAGE  
1 OF 15

### Code of Conduct

102

#### POLICY

The Camp Verde Marshal's Office recognizes that effective public service is dependent on the trust and confidence of the community it serves. Employees shall conduct themselves in a professional and courteous manner and exhibit only that conduct which would exemplify commitment to both the community and the integrity of police professionals.

#### PURPOSE

- The purpose of this section is to assist all Department employees in determining what level of corrective action will be taken when deficiencies occur. It is also designed to provide guidance in determining what constitutes grounds for disciplinary action, in addition to the town's Personnel Rules and Regulations.
- When an incident is grounds for disciplinary action, the action to be taken will be guided by the category of the violation and by the culpable mental state of the employee at the time the violation was committed.
- A process of progressive discipline is followed to ensure employees are afforded adequate opportunity to correct unacceptable behavior. The seriousness of the offense may dictate overriding progressive discipline, and serious offenses may lead to immediate dismissal.

The Chart of Disciplinary Sanctions (see attached chart) will be used as a guideline for the

- range of discipline.
  1. Mitigating or aggravating circumstances may be grounds or justification for going outside of the chart.
  2. Subsequent violation of a particular section will be considered a first offense for the purpose of discipline if three (3) years have passed from the date of the prior offense.

#### PROCEDURE

##### A. General Rules of Conduct

1. All Department employees shall be familiar with these rules of conduct and shall abide by them. A violation constitutes grounds for disciplinary action up to and including termination.
2. The purpose of this policy is to provide guidelines for all Department employees as it relates to our conduct and the fulfillment of our Vision, Mission and Values.
3. All Marshal's Office employees, regardless of position, rank or compensation, shall be provided a copy of this order, and will be responsible for their familiarity and compliance with all provisions contained therein, in addition to the Camp Verde Marshal's Office policy and procedures which can be located on the "S Drive."
4. Employees, regardless of rank or position, will be responsible for the completion of assigned duties and will be held accountable to their supervisors for the satisfactory performance of those duties.

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
2 OF 15**

**Code of Conduct**

**102**

5. Employees will have assigned duty hours and will be considered off-duty at all other times, unless specified by Department policy. The Department has the authority, under certain circumstances, to recall any employee from off-duty status.
6. All employees will abide by the Department's Code of Ethics for their respective job classifications, i.e., sworn or civilian.
7. All volunteers of the Camp Verde Marshal's Office serve "at will" and can be terminated from the Camp Verde Marshal's Office without cause. Volunteers shall review this policy and adhere to its contents and they will be afforded the same professionalism as any compensated employee. Volunteers do not have the same privileges offered to employees regarding appealing corrective action as outlined in the Town of Camp Verde Rules and Regulations.

**B. DEFINITIONS**

1. **Associate:** To have frequent or extended duration contact with a person(s) and/or organization(s) during off duty hours.
2. **Chain of Command:** The unbroken hierarchy of authority within the organization linking supervisors and subordinates.
3. **Conduct Unbecoming:** Conduct unbecoming is limited to, and defined as, any violation of Statute, Law, Town Ordinance, Department Policy and/or written procedure.
4. **Law Enforcement Action:** Any action taken by a sworn law enforcement officer to prevent or halt a public offense, including the taking into custody of persons suspected of committing, or having committed, an offense.
5. **Law Enforcement Identification:** Any action, word, or physical item that identifies the person displaying the item as a police officer. Items may include but are not limited to:
  - a. Shirt badge
  - b. Flat badge
  - c. Commission/police department identification card
  - d. Verbally identifying themselves as a police or law enforcement officer.
6. **Lawful Order:** An order in keeping with the performance of any duty prescribed by law or rule of the Department, or for the preservation of order, efficiency and proper discipline.
7. **Lie:** Presenting false material information or concealing material and/or relevant facts or evidence. This can occur by omissions, statements, conduct, or assertions which the employee knows or believes are false, misleading, or deceptive.
8. **Off-Duty Incidents:** A situation in which a sworn law enforcement officer takes law enforcement action while off duty.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
3 OF 15**

**Code of Conduct**

**102**

9. **On-Duty:** Employees are considered on duty when they are eligible for compensation. On duty includes working an extra duty assignment as a representative of the Camp Verde Marshal's Office

**C. Assignment of Personnel:** Personnel assignments will be made in the best interest of the department.

1. No employee will be permitted to directly supervise a member of their immediate family; which includes parent, child, spouse, sibling, other household members, step-parent, step-child, or person with whom they are carrying on a romantic relationship.
2. Two or more members of the same family will not be permitted to work under the direction of the same immediate supervisor on-duty. These members are also prohibited from working the same extra-duty/off-duty jobs at the same time unless prior approval is granted by the Town Marshal or his/her designee.

**D. Attention to Duty:**

1. Employees will maintain a professional approach to their duties at all times.
2. **Cowardice:** No sworn police employee of the Marshal's Office shall display cowardice or fail to support their fellow police employee's in the performance of their lawful duty. They shall act together and assist and protect each other in the maintenance of law and order.
3. Employees will not leave their assigned duty, post or the Town limits while on-duty unless on official business, in pursuit of a criminal or criminal traffic violator or prior authorization has been received by a supervisor.
4. Employees will not read newspapers or magazines while on-duty and in public view, unless such conduct is part of their assigned duties.
5. Employees shall remain awake while on-duty. If unable to do so, they shall report to their supervisor, who shall determine and order the proper course of action.
6. Employees are to utilize their duty time in the furtherance of the Department's mission and to enhance their law enforcement effort by remaining on the constant lookout for the criminal element in the community and areas of assigned responsibility.
7. All Department employees will show courtesy and respect for all other employees within this Department. While in public, sworn subordinate ranks and civilian employees will address sworn superior ranks by their appropriate titles.
8. Specific duty assignments and rank will not alter an officer's obligation to take police action in situations requiring immediate attention. While on-duty employees shall limit any personal business, to include the use of personal cellular telephones and pagers, to that which in no way interrupts the delivery of law enforcement and community service, as well as the productivity of the individual employee. Employees will check their e-mail, voice mail, and physical mailboxes at least once during each tour of duty. They will return messages in an expeditious manner. The Town's briefing books, bulletin boards, mailboxes, e-mail, and internet systems shall not be used for anything other than official Town business. Employee assigned mailboxes are the property of the Town and mail is subject to being opened and personal mail should not be delivered to the Town or Marshal's Office as all mail is subject to and be delivered to the employees home

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
4 OF 15**

**Code of Conduct**

**102**

9. All Department employees shall maintain a working telephone and will notify their immediate supervisor within twenty-four hours of any change of address or telephone number.
10. Employees should bring to the attention of their supervisor any information that, by its nature or inference, could disclose or cause to be addressed any condition or situation that is detrimental to the image of the Town of Camp Verde or that they regard as a threat of liability, a threat to safety or a breach of law.
11. The Town and Marshal's Office will not retaliate against any employee who makes such a disclosure in good faith.
12. Any employee sued for any act performed while engaged in a Department function, either on or off-duty, shall report this fact in writing to the Office of the Town Marshal through the chain of command.
13. Any employee who receives a moving vehicle citation or any employee, who is involved as a witness, victim or suspect in any situation under investigation by another law enforcement agency, shall make notification, in writing, to their supervisor.

**D. Specific Rules of Conduct**

**1. Violation of Procedure**

a. Non-exclusive listing of violations:

- I. **Courtesy:** All Marshal's Office employees will be respectful, courteous and civil with the public and each other, and shall not use coarse, profane, or insolent language toward any individual. The employee has been abusive in attitude, language, behavior, or conduct toward a fellow employee, a supervisor, or the public. Employees shall be courteous at all times to others. (Range 1) Chart of Sanctions
- II. The employee is responsible for the escape of a prisoner due to carelessness. (Range 2)
- III. The employee has failed to turn over seized, found, or recovered property directly to the property custodian, court, or owner. (Range 2)
- IV. The employee is responsible for the loss of seized, found or recovered property by Negligence. (Range 1)
- V. The employee is responsible for the proper use of Department or town communications and computer systems and devices. This will include regulations established by the FCC, NCIC, ACJIS or other entities, which have governing authority over use of the Internet or computer software applications. (Range 1)
- VI. Employees shall be punctual in all court attendance and administrative hearing proceedings in which a subpoena or an appearance request has been properly issued and received. Employees will return all telephone calls received from prosecuting attorneys or attorneys representing the Town of Camp Verde in a timely manner, as





**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
5 OF 15**

**Code of Conduct**

**102**

directed by a supervisor and in no case later than the end of the first working day following receipt of the message. Employees will be properly prepared for all proceedings and will bring all of the necessary or requested evidence and/or paperwork to their scheduled appearance. Employees shall wear proper attire during all pre-planned court proceedings. Proper attire is described as either clean and pressed authorized police uniform or clean business attire. Employees should consult with the prosecuting agency as to which attire would be most appropriate for the proceeding. Employees will abide by the respective court's rules regarding firearms inside the courtroom. If officers are not permitted to carry their weapon into the courtroom; they must place the weapon inside a secure court approved lock box along with their vehicle keys. Court approved lock boxes are generally located in the judge's chambers. Employees will conduct themselves in a professional and truthful manner when giving testimony in any administrative hearing or court proceeding. The employee failed to appear and / or be prepared for any court appearance, hearing, scheduled meetings or training session after being duly notified or subpoenaed.(Range 1)

- VII. **Insubordination:** All employees shall obey and properly execute any lawful order emanating from a superior or a supervisor whether oral or written. Any employee whose speech or conduct to a superior or supervisor is discourteous, abusive, profane, or threatening shall be deemed to be insubordinate. A deliberate refusal to obey a lawful order given by a supervisor or any disrespectful, rebellious, defiant, offensive or abusive language or action towards a supervisor whether in or out of their presence (Range 3)
- VIII. **Loss or Damage to Town Equipment:** Marshal's Office employees will not abuse Town equipment and will immediately report any damages or losses of Town equipment to their supervisor. The employee has failed to properly care for assigned equipment, which results in damage or loss due to neglect or carelessness. (Range 2)
- IX. An alleged act or failure to act, by personnel that is contrary to verbal and/or written rules, regulations, procedures, directives, or orders of the Department and/or supervisor. (Range 1)
- X. The employee has spoken, written, recorded or communicated electronically an unprofessional, inappropriate or offensive remark (Includes in-person, by MDT,
- XI. e-mail, faxes, pictures, voice mail or any other typed, visual, or auditory communication). (Range 1)
- XII. The employee failed to comply with departmental pursuit guidelines. (Range 2)
- XIII. The employee failed to comply with the Department Use of Force departmental guidelines. (Range 2)
- XIV. **Civil Process Prohibition:** No employee will serve as a Civil Process Server, either on or off duty, unless the Town of Camp Verde is a party to the action or the employee is acting in an official capacity for the Town Court. This does not preclude a sworn officer from serving valid court orders, i.e., Orders of Protection or Confinement, as long as the sworn officer has proper justification and authority from the issuing court and the order is relevant to a law enforcement function. (Range 2)



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
6 OF 15**

**Code of Conduct**

**102**

- XV. Use of Tobacco: Employees on-duty use of all tobacco products (cigarettes, cigars, pipes, snuff, chewing tobacco, etc.) will be in accordance with existing Town policies and procedures. Employees are prohibited from using any tobacco products while in the public's view. This includes while on a call, detail, or other assigned or in-view activity. This does not include break time and while out of the public's view. Employees using tobacco products are responsible for cleaning any residue (cigarette or cigar butts, loose and/or partially burnt tobacco, or spit from tobacco use) from Town facilities, vehicles or equipment. Employees are prohibited from smoking cigarettes, cigars and pipes while in a Town owned vehicles. (Range 1)

**E. Violation of Neutrality**

1. In the role of law enforcement, strict objectivity is essential in the performance of the duties of a police employee. These violations are cases where employees compromise their objectivity, thereby hindering their own efforts to carry out their duties in an objective manner.
  - a. Non-exclusive listing of violations:
    - I. **Political Activity in Uniform:** Employees shall not participate in political management; political affairs or political campaigns while in uniform or on-duty other than to cast a vote. The employee has engaged in political activity while on-duty. (Range 1) Chart of Sanctions
    - II. All Marshal's Office employees must recognize that our success is dependent on the trust and confidence of the citizens of the community, which we serve; therefore we shall always engage in behavior, which is beyond reproach and reflects the integrity of police professionals. Officers as professionals, shall maintain an awareness of those factors affecting their responsibilities. Officers shall not allow their personal convictions, beliefs, prejudices, or biases to interfere with their official acts or decisions. Officers shall not consider their badge of office as a license designed to provide them with special favor or consideration. Officers shall maintain a level of moral conduct in their personal and business affairs, which is keeping with the highest standards of the law enforcement profession. Officers shall not participate in any incident involving moral turpitude, which impairs their ability to perform as law enforcement officers or causes them or the department to be brought into disrepute. Officers shall not use their official authority to detain any individual, or to restrict the freedom of any individual, except in the manner and means permitted or prescribed by law. The employee failed to remain impartial in the performance of duties or delivery of police services. (Range 1)
    - III. **Recommendation for Professional Services:** While on-duty, employees shall not recommend the employment of any particular attorney, bail bond organization or individual, Alarm Company, wrecker, tow service, or other service for which a fee is charged to any citizen. The employee made a specific recommendation to the public as to private vendor services. (Range 1)
    - IV. **Discrimination:** Employees will recognize that the Town of Camp Verde is committed to a culturally diverse work place. Employees shall not discriminate against or harass other employees or the public on the basis of race, citizenship, age, sex, ethnic background, disability, national origin, religion, or sexual orientation.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
7 OF 15**

**Code of Conduct**

**102**

- V. The employee failed to comply with the Department's diversity policy, or otherwise discriminated against any person in the performance of duties. (Range 3)
- VI. **Pornographic Material:** Employees, while on duty, shall not have in their possession (except in the course of duty), read, distribute, display or circulate adult oriented literature which is defined as books, magazines, computer generated materials, emails, periodicals or treatises characterized by an emphasis on specified sexual activities. (Range 2)

**F. Violation of Work Ethics**

- 1. Police employees violate their work ethics through incompetence, inefficiency, or neglect of duty.
  - a. Non-exclusive listing of violations:
    - I. The employee failed to properly complete an investigation and make necessary reports. (Range 2) Chart of Sanctions
    - II. The employee failed to take on-duty police action when necessary. (Range 1)
    - I. **Handling Monies and Property:** Employees shall deliver to the property custodian any monies or other property coming into their possession which is not their own and make a report of the transaction. Employees shall put property whether it is found property, seized property, or evidence into the property and evidence room prior to securing from their shift for the day. Employees shall not appropriate for their own use any evidence or lost, found, stolen, recovered, or Town property. Employees shall obtain permission from the Town Marshal or designee before duplicating any keys or other Town property. The employee failed to thoroughly search for, and properly collect, identify, and record evidence of persons, property, and locations in any arrest or investigation. (Range 2)
    - II. **Absence without proper leave:** No employee shall be absent from duty without proper leave nor shall they be absent from duty without permission, except when unable to report for duty due to sickness or injury to him/herself, their immediate family, or other personal emergency. Employees will not leave their assigned duty post or job assignment without prior supervisory approval. The employee failed to make proper notification to their supervisor when being absent due to illness or injury (Range 1). The employee failed to notify a supervisor prior to leaving a post or work station, or failed to make arrangements for coverage of continued police services prior to leaving a post or work station (Range 1).
    - III. The Department has the right, under certain circumstances, to recall any employee from off-duty status. Department employees who are "called-out" to perform duties at crime scenes, serious traffic accidents, or any similar investigation will respond in a timely manner, usually within 1 hour. The employee was absent without leave. (Range 2)



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
8 OF 15**

**Code of Conduct**

**102**

- VI. The employee conducted private business on duty without specific supervisory authority. (Range 1)
- VII. The employee was inattentive to duties. (Range 1)
- VIII. **Conduct – Personal:** Employees shall not engage in acts which are subversive to the good order and discipline of the Department, or acts which tend to bring discredit to the Department, even though such conduct is not specifically set forth in these rules. The employee violated the code of ethics, their oath of office, or reverence for the law (Range 3)
- IX. **Professional Interaction with Subordinates:** All employees assigned to a position of supervision shall treat other department employees they directly or functionally supervise with professionalism. Supervisors whose speech or actions to a subordinate are abusive, profane, or threatening shall be considered unprofessional. A supervisor failed to properly perform required supervisory responsibilities, to include ensuring employees perform required duties, and the investigation and reporting of actual or alleged incidents of misconduct. (Range 2)
- X. **Conduct – Unbecoming:** Marshal's Office employees will not engage in any conduct unbecoming of a sworn officer or a civilian employee of the Camp Verde Marshal's Office while on or off-duty. Department employees will not engage in any conduct unbecoming of a sworn officer or civilian employee of the Department while on or off-duty. Conduct unbecoming is limited to, and defined as, any violation of statute, law, Town Ordinance, Town or Department policy or procedure. The employee's conduct, on or off duty, is unbecoming and/or interfering with the effectiveness or the reputation of the employee and/or the department. (Range 2)
- XI. Employees will not engage in any business transaction with a person in custody. (Range 1)
- XII. **Games of Chance/Gambling:** Police employees will not engage in games of chance while on-duty, except with the approval of a supervising officer or in conjunction with an official investigation as defined in the Arizona Revised Statute. (Range 1)
- XIII. No employee will serve as a civil process server, either on or off-duty, unless the Town of Camp Verde is a party to the action or the employee is acting in an official capacity for the Camp Verde Municipal Court. This does not preclude a sworn officer from serving valid court orders (i.e., orders of protection or confinement) as long as the sworn officer has proper jurisdiction and authority from the issuing court and the order is relevant to a law enforcement function. (Range 1)
- XIV. Employees shall not publicly criticize or ridicule the Department, its policies or personnel by speech, writing or other expression, where such expression is defamatory, obscene or unlawful. (Range 2)
- XV. **Public Appearances:** Employees, as representatives of the Department, shall not address public gatherings, appear on radio or television, prepare any articles for publication, act as correspondents to a newspaper or periodical, release or divulge investigative information or any other matters of the Department without obtaining



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
9 OF 15**

**Code of Conduct**

**102**

prior authorization from the Town Marshal or his designee. Nor, shall Employees make public appearances in which the Camp Verde Marshal's Office its employees or Departmental policy will be the topic of discussion without obtaining prior authorization from the Town Marshal or designee. (Exception: Certain units or individuals may be pre-approved to make specific presentations, i.e., Motors, Public Education Specialist, Canine Handler, etc.) (Range 2)

XVI. Employees shall obtain the approval of the Office of the Town Marshal prior to introducing non-Department approved software into any Department owned computer and will abide by Town Policies and Procedures regarding electronic mail, computer, and on-line services usage. (Range 2)

**G. Violation of Position**

1. Police employees violate their positions through conduct which uses or appears to abuse their position for their own advantage or for personal gain.

a. Non-exclusive listing of violations:

The employee solicited or accepted rewards for performance of duties, asked for gratuities, or used their position or gave the appearance of using their position to seek individual favors of any kind. (Range 3) Chart of Sanctions

Police employees will follow the same policy for all town employees regarding gratuities. This policy states; employees in uniform shall not accept any gratuities, including discounted services, food or merchandise. Police employees may accept those discounts that are available to all town employees while not in uniform. (Range 2)

**Confidential Information:** No Department employee, regardless of rank or position, will release any confidential information, Police confidential business, investigation or circumstance, to any person or organization unless that person or organization is authorized by law to receive such, and has an established and approved need to know. Releasing such information to unauthorized individuals or organizations will be considered neglect of duty and a possible violation of law. The employee divulged criminal records or other computer records accessed in the course of police business of one person to another in an unauthorized manner. (Range 3)

Department employees will utilize Town owned or Department issued equipment for its intended purpose and refrain from use for personal reasons. This regulation shall not preclude or prevent authorized personnel from taking a Department vehicle to lunch, to and from meetings on workdays as needed, stopping to complete personal errands when in a Department vehicle when the destination point is in conjunction with official or authorized business, and other nominal uses as permitted by the Town Marshal or his designee. The employee used a Department vehicle for other than official business or for personal use and benefit without the permission of a supervisor. (Range 1)



## H. Violation of Integrity

1. Honesty is the most important trait for a police employee. Employees violate their integrity when they demonstrate they cannot be honest/truthful in job related matters or commit a criminal violation.

a. Non-exclusive listing of violations:

- i. Officers, whether on or off-duty, shall obey all laws of the United States and any state or local jurisdiction in which the officer is present, except in the performance of duty under proper authority. The employee was involved in the commission of a crime. (Range 3)
- ii. The employee committed an offense involving dishonesty, unlawful sexual conduct or physical violence. (Range 3)
- iii. Each employee has an ethical duty to report and shall report to their supervisors any unlawful acts committed on or off-duty by another employee. This reporting requirement shall be followed regardless of the other employee's rank or supervisory status. Whenever an officer observes or is informed of the conduct of another officer, which is in violation of any of these rules, he or she shall take necessary action and report the incident to their immediate supervisor, who shall forward it to the Town Marshal via chain of command. The employee failed to report the knowledge of the commission of a crime or other serious misconduct by another Department employee. (Range 3)
- iv. The employee failed to report to a Supervisor when required by General Orders and Operational Orders (Range 3)
- v. **Duty to Give Statement during Official Investigation:** During the course of any official investigation by the Department, all employees shall give a full, complete and truthful written response and/or oral statement, if directed. Employees will not make false statements or cause to be recorded in any Department report, performance evaluation, or other written format any false or misleading statements. This order does not preclude employees from including into a report any information given to them by a suspect, witness, victim, etc., that the employee believes to be false (i.e., suspect denies involvement in a crime and the employee knows this to be false). The employee failed to answer truthfully to any question or request for information in any investigation, hearing, or departmental concern or procedure. Police employees have an absolute requirement to be truthful and it is the policy of the Department to be intolerant of dishonesty. Termination will occur for violation of this code, unless the totality of the circumstances for the incident clearly establishes that discipline less than termination is warranted. (Range 3)
- vi. **False Statements, Records, etc.:** Employees will not make false statements, reports, records, or knowingly cause to be recorded in any report, performance evaluation, or Department book any false or misleading statements. The employee knowingly caused to be made or recorded any false or inaccurate statement, reports or records with the intent to deceive. (Range 3)
- vii. The employee feigned illness or injury. (Range 3)



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
11 OF 15**

**Code of Conduct**

**102**

- viii. **Substance Abuse:** Violations of the below categories related to substance abuse fall within the (Range 3).
- ix. Employees, on or off-duty, will not intentionally abuse any controlled substance or legal substance that would impair them to such a state that would discredit the Department.
- x. Plain-clothes officers may consume alcohol or non-alcohol beer or wine substitute on-duty while acting in an undercover capacity with prior approval from their supervisor.
- xi. Employees, while in uniform or wearing any identifiable part of the uniform, regardless of rank or position, shall not taste, drink or purchase alcoholic beverages nor will they consume beverages, which approximate the appearance or smell of an intoxicating beverage. Employees shall not report to duty while impaired to any degree by the use of alcohol. Impairment includes the smell of an intoxicating beverage on an employee's breath, which would give reasonable cause to administer an intoxilyzer examination for the purpose of conducting an internal investigation. Officers shall not consume intoxicating beverages while in uniform or on-duty except in the performance of duty and while acting under proper and specific orders from a superior officer. Officers shall not appear for duty while under the influence of intoxicants to any degree, or with the odor of intoxicants on their breath, unless unavoidable and under proper authority. Officers shall not in uniform or on-duty enter any place where intoxicating liquor is sold or furnished except in the performance of duty. Exceptions apply to gas stations, restaurants, grocery stores, etc., when the officer is conducting an activity unrelated to alcohol purchase or consumption.
- xii. Officers, while off-duty, shall refrain from consuming intoxicants to the extent that results in intoxication or obnoxious behavior, which makes them ineffective in their job, or renders the officer unfit to report for their next tour of duty.
- xiii. Employees shall not use or possess for use any controlled substance, narcotic or dangerous drug in violation of any Federal, State or local law.
- xiv. Officers shall not possess or use any controlled substances, narcotics, or hallucinogens except in the proper performance of duty or when prescribed by a physician or dentist. When such drugs are prescribed, officers shall notify the Town Marshal in writing, if the officer would be under the influence of the drug while on-duty. Officers shall not store or bring into any police facility or vehicle, alcoholic beverages, controlled substances, narcotics, or hallucinogens except those taken and held as evidence. Employees may possess controlled substances, narcotics, or dangerous drugs for official law enforcement purposes (i.e., impound, destruction, Service Dog Unit training, etc.). Any employee using a prescribed medication which affects that employee's performance will immediately notify their supervisor. Employees shall be granted all protection provided under the Americans with Disabilities Act and Arizona Civil Rights Laws. In working with employees who are taking medications that may impact their performance of essential job functions, supervisors shall be aware of the confidentiality and non-discrimination provisions of the law.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
12 OF 15**

**Code of Conduct**

**102**

**I. Limitations of Conduct:**

1. **Association with Suspects/Felons:** Employees shall not associate with any person(s) or organization(s) which is (or is believed to be) under investigation for a felony offense, being sought by a law enforcement agency, is a known convicted felon, or a member of a known criminal organization. The only exception to this rule involves a member of an employee's immediate family. (Range 2)
2. **Chain of Command:** All employees shall use the Department and Town chain of command and comply with Town and Department policies, grievance procedures, and protocols when attempting to resolve work related issues, except as otherwise authorized by law or Town policy. When it is possible to resolve a conflict or disagreement it is recommended that the employee make an attempt to resolve the issue at the lowest level by discussing the issue with the employee or supervisor with whom the disagreement involves. (Range 1)
3. **Dress Code Uniform Appearance:** All Marshal's Office employees will adhere to the adopted dress code relevant to their specific assignments. (Range 1)
4. Employees will not submit any type of fraudulent report for monetary gain, i.e., overtime slips, employee reimbursement, etc. Employees will not use department funds for personal or other unauthorized reasons. Employees will not file false claims and/or abuse disability benefits. This order does not preclude employees from including in a report any information given to them by a suspect, witness, victim, etc., that the employee believes to be false (i.e., suspect denies involvement in a crime and the employee knows this to be false.) This does not prohibit an employee from making false statements during the course of investigation as authorized by law. (Range 3)
5. **Judicial Proceeding Participation:** Unless specifically asked by the prosecuting attorney, employees shall not recommend punishment or reduction of sentence for any offense unless the employee is the arresting officer, the primary victim or a witness to the offense. Such recommendations will be accomplished only as a means of cooperation with the prosecuting agency in the interest of justice. (Range 1)
6. **Law Enforcement Identification:** All sworn employees will carry their Department issued Police Commission/Identification cards on their person at all times while on-duty. Personnel working in an undercover capacity shall be exempt from carrying Police issued ID's if doing so would compromise the officer and/or the assignment. (Range 1)
7. All uniformed personnel working extra-duty shall have their Department issued Police Commission/Identification cards in their possession. Plain clothed, extra-duty employees working in a law enforcement or security capacity shall carry their Department issued Police Commission/Identification cards. Off-duty sworn officers, not employed in an extra-duty capacity and/or not in possession of an off-duty firearm, are not required to carry their Department issued Commission cards; however, may do so at their discretion. (Range 1)





**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
13 OF 15**

**Code of Conduct**

**102**

8. Officers are reminded, when they identify themselves as a police employee by displaying their police identification, they are required to comply with all Department policies governing on-duty employee behavior. Except when impractical or where identity is obvious, sworn personnel shall identify themselves as Police Officers by displaying their Commission cards and badges. All on-duty employees or employees identifying themselves police department employees shall courteously provide their names, serial numbers and/or other forms of police identification upon the request of a citizen. Employees will sign their names and print their serial numbers in a legible manner on all police and related documents requiring signatures. (Range 1)

**J. Nepotism/Fraternization Prohibited:**

1. Employees shall not fraternize with, engage the services of, accept services from, or do favors for any person being investigated or arrested by the Department, for a felony offense, except as set forth in writing by the Town Marshal. Employees shall not associate or socialize with, or fraternize with, the spouse or known family member of any person being investigated for a felony offense, or arrested by the Department. (Range 2)
2. Employees of the Marshal's Office shall not date or become romantically involved with any students/recruits during their assignment to the academy and during their field training program following police academy graduation. No department employee shall be permitted to conduct a performance review of, supervise, be placed within the direct chain of command of, or otherwise serve in a position to directly supervise, direct the work, or review the performance of another Department employee with whom he or she is related, is a relative of, is a household member of, or with whom he or she is having a romantic relationship. (Range 1)

**K. Off Duty Actions/Conduct:**

1. While off-duty, officers are permitted to take law enforcement action when observing a felony or serious misdemeanor offense in progress, unless such action would place bystanders or the officer at an unacceptable risk of bodily harm. Non-sworn personnel, Volunteers and police officer recruits are not peace officers and will not take any off-duty law enforcement action, but may act as citizens, and should notify the appropriate law enforcement agency concerning criminal activity and act as a witness to the incident. (Range 2)
2. Off duty officers shall not use their police authority to become involved in neighborhood disputes while off-duty unless serious injury or death is likely to result if immediate action is not taken. Such matters will be adjudicated by a disinterested party, including the appropriate law enforcement agency. Sworn officers shall not make arrests in their personal quarrels or those of family members or neighbors unless such action is warranted by the immediate threat of physical injury or significant loss or damage of property. (Range 3)



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
14 OF 15**

**Code of Conduct**

**102**

3. An officer who initiates, or is a participant in, a law enforcement action while off-duty shall notify his/her supervisor, or the on-duty supervisor of the incident. This notification shall take place as soon as practical after the incident. Within 24 hours of any off-duty incident involving enforcement action, the officer shall complete a memorandum and submit it to his/her supervisor. If the incident or an arrest occurs in another agency's jurisdiction, the officer will cooperate with officers of the other agency to ensure that a complete investigation is made of the incident. (Range 2)
4. Any employee who has a need to display their department authorized or issued firearm in an off-duty capacity for any reason other than target practice or hunting, shall make notification to the Commander as soon as possible after the incident, and in no case later than 24 hours following the incident. If the Commander cannot be contacted, the Town Marshal shall be notified. The employee shall submit a memorandum to their supervisor detailing the complete circumstances of the display no later than the first work day following the date of the incident. (Range 2)
5. **Personal Information Notification:** The Department is entitled to have the correct name, current residence address, and telephone number of every member and employee, and to know whom to notify in case of an emergency. Cell phones are acceptable. Employees will notify their immediate supervisor in writing within 24 hours of any change of address or telephone number. (Range 1)
6. **Personal Involvement in Police Related Cases:** Sworn officers will not apply for a warrant on a crime of any kind committed against them or file a civil suit for damages involving a Marshal's Office matter without first notifying the Town Marshal. Sworn officers will not investigate, nor will they use any of the rights, powers or privileges associated with their positions to further an investigation into a crime where a family member, household member, a friend or a business acquaintance/associate are involved as a victim, witness, suspect or investigative lead or have a personal or business interest in the investigation, unless there is an immediate need for action, authorized by the Town Marshal (Range 2)
7. **Professional Memberships:** Employees must receive written approval from the Town Marshal prior to accepting professional memberships (relative to their work assignment) when such memberships could require an employee's active participation while being compensated by the Town (i.e., conducting membership duties during duty hours or in order to fulfill membership obligations.) Once a professional membership has been approved, employees must receive permission from the Town Marshal prior to running for or accepting any office in that membership. (Range 1)
8. **Recording:** Employees will only audio/video record the statements of another Town or Marshal's Office employee after advising the second or subsequent Town or Marshal's Office employee in the conversation their statements are being recorded. This declaration must be made each time a new Town or Marshal's Office employee becomes involved in the conversation. (Range 3)
9. This does not preclude the recording of conversations of any persons for criminal investigations purposes. Pursuant to Arizona Law, the Town Marshal or designee may authorize an employee or officer to record a Camp Verde Marshal's Office employee without their consent when it is deemed necessary.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

PAGE  
15 OF 15

**Code of Conduct**

**102**

	First Offense		Second Offense		Third Offense	
Range	Minimum	Maximum	Minimum	Maximum	Minimum	Maximum
1	Counseling Memo	Written Reprimand	Oral Reprimand	80 hour Suspension	Written Reprimand	Dismissal
2	Oral Reprimand	120 hour Suspension	Written Reprimand	<b>160</b> hour Suspension	40 hour Suspension	Dismissal
3	8 hour Suspension	Dismissal	40 hour Suspension	Dismissal	Dismissal	



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
1 OF 7**

**LIMITS OF AUTHORITY**

**103**

**POLICY**

The Camp Verde Marshal's Office is committed to managing its employees and resources in a manner that maximizes operational efficiency and service to our citizens within the constraints set forth by federal and state laws and town ordinances.

**PROCEDURE**

**A. Authority**

1. In accordance with the laws of the State of Arizona and Camp Verde Town Code, the Town of Camp Verde is empowered to establish a Police Department consisting of a Town Marshal and such other personnel as may be required. Under the direction of the Town Marshal, the Department's sworn personnel have the following authority:
  - a. To enforce the Camp Verde Town Code and the statutes of the State of Arizona within jurisdictional limits as conferred by law and to arrest and charge the violators thereof.
  - b. Investigate or direct the investigation of criminal acts occurring within the jurisdiction and file or supervise the filing of necessary reports.
  - c. To direct traffic and ensure the orderly flow thereof and investigate and make reports on traffic accidents within the jurisdiction of the Town.
  - d. To inspect and ascertain the condition of traffic control devices of every description which have been erected within the Town on the authority of the Town Manager and to notify the Town Manager of any defects found therein.
  - e. To perform such additional duties as may be required by Town Council or the Town Manager.
  - f. The authority of sworn personnel may extend to any place within the state where the officer has the prior consent of the agency head with peace officer jurisdiction, or his/her duly authorized representative, who has the primary responsibility for law enforcement within the jurisdiction or territory and general powers of arrest as stated in Arizona Revised Statute (ARS) 13-3883.

**B. Use of Discretion**

1. Department policies and procedures are based on the requirements imposed by town, state, and federal governments and other law enforcement facts of law, as well as organization and the time tested experiences of Department employees. It is the responsibility of supervisors to direct subordinates to perform their job duties within the parameters of established policies and procedures and to use proper judgment and discretion in situations not specifically covered in manuals.
  - a. A supervisor in an emergency situation may issue orders that deviate from Department policies and procedures. However, all such instances must be justified and reported in writing as soon as the emergency has been brought under control.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
2 OF 7**

**LIMITS OF AUTHORITY**

**103**

2. Arrest by an Officer without a Warrant

- a. A peace officer may, without a warrant, arrest a person if the officer has probable cause to believe that:
  - i. A felony has been committed and probable cause to believe the person to be arrested has committed the felony.
  - ii. A misdemeanor has been committed in the officer's presence and there is probable cause to believe the person to be arrested has committed the offense.
  - iii. The person to be arrested has been involved in a traffic accident and has violated any criminal section of Title 28 of the Arizona Revised Statutes, and that such violation occurred prior to or immediately following the traffic accident.
  - iv. A misdemeanor or petty offense has been committed and there is probable cause to believe the person to be arrested has committed the offense.
- b. A peace officer may stop and detain a person to investigate an actual or suspected violation of any traffic law committed in the officer's presence, and may serve a copy of the traffic complaint for any alleged civil or criminal traffic violation. A peace officer who serves a copy of the traffic complaint shall do so within a reasonable time after the alleged criminal or civil traffic violation.

3. Warrant Arrest

- a. A person may be arrested by an officer based upon a valid misdemeanor or felony warrant. It is the responsibility of the officer executing the warrant to determine that:
  - i. The suspect is the one for whom the warrant was issued (confirmed by date of birth, social security number, physical description, fingerprint, photograph, or other means of positive identification).
  - ii. The warrant is valid on its face.
  - iii. The conditions of a valid local warrant are:
    - a) It is issued in the name of the "State of Arizona."
    - b) It must specify the name of the person whose arrest is ordered, if it is known. If unknown, then some reasonably definite description must be given of the person.
    - c) It must state that the person is accused of some offense against the laws of the state naming the offense.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
3 OF 7**

**LIMITS OF AUTHORITY**

**103**

- d) It must be signed by the magistrate, and their office named in the body of the warrant, or in connection with their signature.
- iv. The conditions of a valid out of state warrant are:
  - a. It is issued in the name of the state that is willing to extradite.
  - b. It must specify the name of the person whose arrest is ordered, if it is known. If unknown, then some reasonably definite description must be given of the person
  - c. It must state that the person is accused of some offense against the laws of the state, naming the offense.
  - d. It must be signed by the magistrate, and their office named in the body of the warrant, or in connection with their signature.
  - v. No arrest shall be made on a warrant until that warrant has been confirmed.
  - vi. On warrants from this Department, the officer shall confirm with the Communications Unit that the warrant is still active.
  - vii. The Communications Unit shall check the warrant files, the physical hard copies of active warrants, and have the actual warrant in hand before confirming it.
  - viii. Warrants from other agencies shall be considered valid upon confirmation from the Communications Unit.
  - ix. The Communications Unit will contact the originating agency and advise them that an arrest has been made on their warrant by the Department.
  - x. It is the responsibility of the agency originating the warrant to ensure that their warrant is removed from the ACIC/NCIC systems when an arrest is made on their warrant.

**C. Alternatives to Arrest**

1. If a person is arrested for a misdemeanor or a petty offense, the arresting officer may release the arrestee from custody in lieu of taking them to a detention facility (or before a magistrate) by use of the procedure prescribed in this section.
  - a. In accordance with ARS 13-3601.A and B, the release procedures in ARS 13-3903 do not apply to arrests for domestic violence offenses.
  - b. If the arrestee is severely intoxicated and disruptive, the officer should make every effort to make contact with a friend or relative of the subject to provide a safe mode of transport or arrange for a taxicab to take them home as is appropriate. If none of these options are available, the officer will transport the arrestee to the Yavapai County Adult Detention Facility as is appropriate.
3. If a person is arrested for a misdemeanor, the arresting officer may prepare a written notice to appear/complaint, containing the name and address of the individual arrested, the offense charged, and the



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
4 OF 7**

**LIMITS OF AUTHORITY**

**103**

time when and the place where the individual shall appear in court. Additionally:

- a. The time specified in the notice to appear will be at least ten (10) days after the arrest.
- b. Misdemeanor offenses shall be cited into the Camp Verde Municipal Court. Misdemeanor offenses occurring outside the Town of Camp Verde shall be cited into the appropriate court of jurisdiction.
- c. In order to secure this type of release, the arrestee must promise to appear in court by signing at least one copy of the written notice/complaint prepared by the arresting officer. The officer shall then deliver a copy of the notice/complaint to the person promising to appear and release them from custody.
- d. The original written notice/complaint shall be forwarded to the Records Unit within forty-eight (48) hours of its issuance. The Records Unit shall then forward the notice to the specified court.
- e. If the offense is a DUI, Sex offense, or Domestic Violence offense (where exigent circumstances require deviation from state law) and the officer is going to issue a citation in lieu of detention, the officer will;
  - i. Complete a Notice of Need to be Fingerprinted Form.
  - ii. Obtain a photograph of the arrestee or a legible photocopy of the arrestee's picture identification.
- f. None of the preceding shall be construed as affecting a peace officer's authority to conduct an otherwise lawful search incident to arrest.

**3. Petty Offense Enforcement**

- a. Officers will only enforce petty offenses upon complaint and will normally make an educational contact with the violator. In aggravated situations, a Basic Case Report may be submitted for a complaint. Violators will not be booked.

**4. If a person is arrested for a felony offense that is designated by the felony waiver policy of the County Attorney's Office as an "open ended" offense, the officer may release the arrestee from custody in lieu of taking them to a detention facility (or before a magistrate) by use of the procedure prescribed in section C.1. of this policy.**

**5. Civil Rights Violations**

- a. Complaints of alleged civil rights violations made to the Department will be referred directly to the Federal Bureau of Investigation. No arrests will be made for these violations.

**D. Immunity from Arrest**

**1. Legislator Immunity**

- a. Legislators are immune from arrest and are not subject to any civil process, including civil traffic citations, while the Legislature is in session, for 15 days prior to the start of the session, and while traveling from their residences to attend a session or returning home from a session.
  - i. This immunity does not apply in cases of treason, felonies, or misdemeanors amounting to a breach of the peace.
  - ii. Officers will make arrests for misdemeanors only in cases of an offense by violence, an



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
5 OF 7**

**LIMITS OF AUTHORITY**

**103**

immediate disturbance of the public order, or for driving a motor vehicle while under the influence of an intoxicating beverage or drug.

- iii. The interpretation of a breach of peace and the decision to arrest will be referred to a supervisor in all cases.
- iv. Per ARS 28-1591, civil traffic citations shall be treated as civil matters. Legislators are immune from such processes if they wish to exercise their privilege of immunity from civil traffic citations.

**2. Foreign Consuls**

- a. A foreign consul is a citizen of a foreign country employed by a foreign government and authorized to provide assistance on behalf of that government to that government's citizens in a foreign country.
  - i. Foreign consuls can be identified by identification cards issued to them by the United States Department of State.
- b. Foreign consuls, their families, servants, and employees are not immune from arrest, except as follows:
  - ii. The Mexican Consul is immune from arrest for misdemeanor offenses but Deputy Consuls are immune only if they are citizens of Mexico
  - iii. The courtesy of immunity is not extended to the families, servants, or employees of the Consulate. However, they will be released on a misdemeanor offense in lieu of booking, pending the issuance of a complaint for the offense.
  - iv. Vehicles bearing any Consular Corps license plates will not be given parking citations nor will drivers assigned to the Mexican Consulate be cited for traffic violations when operating a vehicle bearing such plates.
  - v. Offenses committed by members, families, or employees of all other Foreign Consulates will be referred to a supervisor.

**3. Consular Notification & Access for Foreign Nationals**

- a. Whenever a foreign national is arrested in the United States, when a government official becomes aware of the death of a foreign national, or when guardianship or trusteeship is being considered with respect to a foreign national who is a minor or incompetent, there are legal requirements to ensure that the foreign national's government can offer him/her appropriate consular assistance.
  - i. It is the responsibility of the arresting officer to determine whether consular notification is at the option of the foreign national or whether it is mandatory.
  - ii. It is the responsibility of each officer without delay, to notify the foreign national's consular officials when required by following the guidelines listed in this policy and by referring to the Consular Notification and Access Manuals that shall be maintained at the Main Station in the Communications Center and also in the briefing room at the substation. Officers may also obtain a copy of the manual from the on-duty shift supervisor.

**4. Arrest of Foreign Nationals**





**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
6 OF 7**

**LIMITS OF AUTHORITY**

**103**

- a. When an officer arrests any person who is a foreign national, the following procedure will be followed:
    - i. The arresting officer will determine the foreign national's country. In the absence of other information, assume this is the country whose passport or other travel documents the subject travels under.
    - ii. If the foreign national's country is not on the mandatory notification list of the Consular Notification and Access Manual, the arresting officer shall offer without delay, to notify the foreign national's consular officials of the arrest.
    - iii. If the foreign national asks that the consular notification be given, the arresting officer shall notify the nearest consular officials of the foreign national's country without delay.
    - iv. If the foreign national's country is on the list of mandatory notification countries listed on the Consular Notification and Access Manual, the arresting officer shall notify the country's nearest consular officials, without delay, of the foreign national's arrest. The officer shall advise the foreign national that he/she is making this notification.
    - v. The notification will be made by facsimile using the Consular Notification Form.
    - vi. Officers are required to document in their Basic Case Report that they made consular notification either because it was required or that it was requested on the part of the arrestee. If notification was not mandatory, the officer must document in the Basic Case Report that the arrestee was offered the opportunity to have his/her consulate notified of the arrest.
  - c. A copy of the facsimile sent to the consular officials shall accompany the Basic Case Report.
  - d. Under no circumstances should any information indicating that a foreign national may have applied for asylum in the United States or elsewhere be disclosed to that person's government.
5. Serious Physical Injury or Deaths of Foreign Nationals
- a. If a sworn officer becomes aware of the serious physical injury or death of a foreign national in the United States, they must ensure that the nearest consulate of the national's country is notified of the death.
  - b. It is the responsibility of the officer taking disposition of the original Basic Case Report to notify the nearest consulate.
  - c. The notification must be documented in the Basic Case Report indicating the time, date, and who was notified.
    - i. If the disposition officer is unsuccessful in making contact with the appropriate consulate, the officer will document this information in the Basic Case Report. The Basic Case Report will be left pending and CIU personnel will be responsible for making the notification as soon as possible.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
7 OF 7**

**LIMITS OF AUTHORITY**

**103**

6. Appointment of Guardians or Trustees for Foreign Nationals.

- a. Whenever a legal authority appoints a guardian or trustee with respect to a foreign national who is a minor or an adult lacking full capacity, the nearest consular authorities for that national's country must be informed without delay.
  - i. An example of a guardian or trustee would include Child Protective Services or Adult Protective Services.
- b. It is the responsibility of the officer or detective taking disposition of the original Basic Case Report to notify the nearest consulate.
- c. The notification must be documented in the Basic Case Report indicating the time, date, and who was notified.
  - i. If the disposition officer is unsuccessful in making contact with the appropriate consulate, the officer will document this information in the Basic Case Report. The Basic Case report will be left pending and CIU personnel will be responsible for making the notification.

7. Federal Employees

- a. Federal employees operating federally owned vehicles are subject to the same enforcement policy as other citizens who are in violation of traffic ordinances, except that they will not be cited for driver license violations.
  - i. Military personnel are not required to have an Arizona driver license or Arizona vehicle registration if they possess a valid driver license or vehicle registration from another state or the District of Columbia.
  - ii. Arizona National Guard members are immune from arrest, except felony offenses, while en route to or from an armory drill, encampment, formation, or other training activity, but may be cited for traffic violations not demanding detention.
    - a) If a National Guard member in an immune status commits a misdemeanor offense, which could result in an arrest, an investigation will be made so that a warrant or summons may be obtained after the period of immunity expires.

8. Witnesses

- a. A witness under subpoena is immune from arrest except for treason, felony, or a breach of the peace while attending or traveling to or from court.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
1 OF 3**

**Department Jurisdiction**

**104**

**POLICY**

The Camp Verde Marshal's Office is committed to cooperating with all law enforcement agencies and other related entities to the fullest extent possible when such cooperation would enhance the Department's mission of service and protection to the community.

**PROCEDURES**

**A. Primary Jurisdiction**

1. The geographical area in which the Department maintains responsibility for managing and executing its law enforcement function including emergency response, initial and follow-up investigations, and traffic control enforcement is the established Town limits of the Town of Camp Verde. A detailed official map, which includes the boundaries of Town jurisdiction, shall be maintained in the Communications Unit.

**B. Concurrent Jurisdiction with County Law Enforcement Agencies**

1. The Department shares primary jurisdiction with the following county law enforcement agencies:
  - a. The Yavapai County Department of Adult and Juvenile Probation and Parole: Probation and Parole officers have primary jurisdiction over persons sentenced to terms of court ordered probation and/or parole.
  - b. The Yavapai County Sheriff's Department (Y.C.S.D.): Y.C.S.D. deputies have primary jurisdiction over incidents occurring in unincorporated areas of Yavapai County.

**C. Concurrent Jurisdiction with State Law Enforcement Agencies**

1. The Department shares primary jurisdiction with the following state law enforcement agencies:
  - a. The Arizona Department of Liquor Licensing and Control: Liquor control investigators have primary jurisdiction over violations of state liquor laws and administrative violations of Arizona Revised Statutes Title 4.
  - b. The Arizona Department of Game and Fish: Game and Fish officers have primary jurisdiction over state laws regarding the taking and handling of wildlife and native plants.
  - c. The Arizona Department of Agriculture – Livestock: Livestock officers have primary jurisdiction over state agriculture and dairying laws. They also investigate reports of contagious diseases affecting livestock and assist in ownership disputes regarding livestock.
  - d. The Arizona Attorney General's Office: Special agents of the Attorney General's Office have primary jurisdiction over organized crime, commercial fraud, and civil rights violations.
  - e. The Arizona Department of Public Safety (D.P.S.): Arizona D.P.S. Officers have primary jurisdiction over Interstate-17 relative to all traffic incidents. However, it should be noted that the Camp Verde Marshal's Office, in an effort to expedite various situations, will respond to non-criminal traffic incidents on Interstate-17, on an as needed basis, when requested by Arizona D.P.S.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
2 OF 3**

**Department Jurisdiction**

**104**

**D. Concurrent Jurisdiction with Federal Law Enforcement Agencies**

1. The Department shares primary jurisdiction with the following Federal law enforcement agencies:
  - a. The United States Immigration and Naturalization and/or Border Patrol Services: I.N.S. and Border Patrol agents have primary jurisdiction over all undocumented persons attempting illegal entry into the United States. Federal law provides that only I.N.S. Agents can take undocumented persons into custody and does not specifically provide for the delegation of this authority to other law enforcement officers.
  - b. Bureau of Alcohol, Tobacco and Firearms (B.A.T.F.): B.A.T.F. agents have primary jurisdiction for enforcing tax laws that relate to the manufacture of alcohol and tobacco and for enforcement of the Gun Control Act of 1972.
  - c. The Internal Revenue Service (I.R.S.): I.R.S. agents have primary jurisdiction over the administration and enforcement of federal tax laws.
  - d. The United States Customs Service: U.S. Customs Service agents have primary jurisdiction over the illegal importation of foreign goods, the collection of duties and the prevention of smuggling.
  - e. The United States Postal Inspection Service: Postal Service Inspectors have primary jurisdiction over offenses which relate to the integrity and security of the Postal establishment.
  - f. The Drug Enforcement Administration (D.E.A.): D.E.A. agents have primary jurisdiction over the illegal use and distribution of illegal narcotics and other dangerous drugs.
  - g. The Federal Bureau of Investigation (F.B.I.): F.B.I. agents have primary jurisdiction over all federally insured bank robberies and federal fugitive investigations occurring within the Town of Camp Verde.
  - h. The United States Secret Service: Secret Service agents have primary jurisdiction on all counterfeit U.S. currency cases occurring in the Town of Camp Verde.
  - i. The United States Marshals Service: U.S. Marshals Service deputies have primary jurisdiction over United States District Court security, federal prisoner transports, and all federal laws that are not the specific responsibility of some other federal law enforcement agency.
2. On all other matters of mutual interest, federal law enforcement personnel will be afforded all courtesies extended to all other law enforcement agencies.

**E. Court Jurisdictions**

1. Civil Incidents:
  - a. If a civil incident occurs in the Town of Camp Verde on property governed by the Town, the case will be referred to the Camp Verde Municipal Court.
  - b. If a civil incident occurs outside the Town of Camp Verde and is not on property governed by the Town, the case will be referred to the appropriate court of jurisdiction.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
3 OF 3**

**Department Jurisdiction**

**104**

**2. Criminal Incidents:**

- a. If a misdemeanor criminal incident occurs within the Town of Camp Verde on property governed by the Town, the case will be referred to the office of the Camp Verde Town Prosecutor and the Camp Verde Municipal Court.
- b. If a misdemeanor criminal incident occurs outside the Town of Camp Verde on property not governed by the Town, the case will be referred to the appropriate prosecutor's office and the appropriate court of jurisdiction.
- c. Felony incidents investigated by Department officers, occurring in Yavapai County, will be referred to the Yavapai County Attorney's Office. Exceptions to this rule may be made by the Yavapai County Attorney.
- d. Felony incidents investigated by Department officers, occurring outside Yavapai County, will be referred to the appropriate court of jurisdiction.
- e. If a Camp Verde Peace officer is involved in an incident where arrestees are charged with a violation of federal law, the case will be forwarded to the Office of the United States Attorney by the appropriate federal law enforcement agency.

**F. Jurisdictional Disputes**

1. When a disagreement arises concerning jurisdiction, officers of the Camp Verde Marshal's Office will make appropriate investigations.
  - a. Where there is a possibility that an incident has occurred inside Department jurisdiction, Department officers will assume responsibility for response and reporting.
  - b. Officers shall assist in emergency situations when in a position to do so, regardless of jurisdiction.
  - c. Every attempt will be made to provide assistance to any agency requesting assistance from the Marshal's Office as back up to a call or to provide assistance with an investigation (man power permitting), if the Marshal's Office is not able to provide assistance for some particular reason contact should be made to the on-duty supervisor of the requesting agency explaining why we are unable to assist.
  - d. Sworn personnel will not take police action on Tribal Jurisdiction without first contacting the Tribal Police to discuss the incident and when necessary contacting the appropriate court system for the issuance of a warrant. These instances should first be discussed with the Town Marshal, Commander or designee. The exception to this is in emergency situations to provide backup per the Tribal Police Department's request.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
1 OF 4**

**ORGANIZATIONAL STRUCTURE**

**201**

**POLICY**

The Camp Verde Marshal's Office shall be organized in such a manner as to promote the philosophy of community oriented policing, to provide exceptional customer service and to promote the efficient and effective allocation of resources that will assist in the successful accomplishment of the Department's mission and goals.

**A. Department Administration**

1. The Department is under the direction of the Town Marshal who reports directly to the Town Manager.
2. The Marshal's executive authority for the Department is established by Town of Camp Verde Town Code, and by Title 9, Chapter 2, Section 240 of the Arizona Revised Statutes. The Town Marshal will have the ultimate responsibility for the protection of life and property, preservation of law and order, investigation and suppression of all crimes (including organized crime and vice), and the enforcement of State laws and Town ordinances. In addition, the Town Marshal is responsible for direction and/or management of all Police Department personnel, equipment, and resources.

**B. Department Organization**

1. The Department's organizational structure is depicted graphically in an organizational chart that is reviewed annually and updated as needed. The Department is organized into three (3) major components. These components include the Support Services and Operations Divisions, each of which has Supervisors assigned who report to a Commander who reports directly to the Town Marshal and the Office of the Town Marshal. Each division shall be responsible for the achievement of departmental goals, the compliance of employees to policies, procedures, and other duties as delegated by the Town Marshal.

2. **Support Service Division**

**Records Supervisor**

- Records Clerks

**Communications Supervisor**

- E911 Dispatchers

**Animal Control / Code Enforcement**

- Volunteer

**Property and Evidence Custodian**

**Criminal Investigations Unit**

- Detective(s)
- PANT Detective(s)
- Crime Scene Investigators
- Crime Analysis



**3. Operations Division**

**Sergeants**

- Deputy
- Canine Unit
- Traffic Unit
- School Resource Officer
- SWAT
- School Resource Officer
- 

**4. Office of the Town Marshal**

Professional Standards  
 Community Resources  
 Budgeting and Financial Responsibility  
 Planning and Research  
 Internal Affairs  
 Training

**C. Functions and Responsibilities of Agency Components**

1. Support Services Division: Overall Control is handled by the Commander or Marshal

<b>COMPONENT</b>	<b>RESPONSIBILITIES</b>
<b>Records</b>  <i>Under the direction of a Supervisor</i>	<ul style="list-style-type: none"> <li>• Collects, disseminates, and retains all relevant police-related information.</li> <li>• Performs data entry functions in the SPILLMAN system.</li> <li>• Provides information as appropriate and necessary to courts, attorneys, insurance agencies and the public.</li> <li>• Provides clerical and receptionist functions as necessary.</li> <li>• Provides customer service to all walk-in traffic.</li> </ul>
<b>Communications</b>  <i>Under the direction of a Supervisor</i>	<ul style="list-style-type: none"> <li>• Maintains the effective and efficient operation of telecommunications and radio equipment.</li> <li>• Processes 9-1-1 and other incoming calls for service.</li> <li>• Processes calls for service that can be handled by telephone through the call-back function.</li> </ul>



**ORGANIZATIONAL STRUCTURE**

**201**

<p align="center"><b>Criminal Investigations Unit</b></p> <p align="center"><i>Under the direction of a Sergeant</i></p>	<ul style="list-style-type: none"> <li>• Conducts follow-up investigation of all crimes.</li> <li>• Maintains liaison with prosecuting attorneys, CPS, hospitals, and other related agencies.</li> <li>• Communicates with other law enforcement agencies to exchange information pertinent to criminal activity.</li> <li>• Responsible for officers assigned to P.A.N.T. and/or other Investigative Task Force</li> <li>• Receives, catalogs, and stores all impounded property and evidence.</li> <li>• Protects the security of all property and evidence.</li> <li>• Disposes of all impounded property and evidence as required by departmental policy and in the manner prescribed by law.</li> </ul>
<p align="center"><b>Animal Control</b></p> <p align="center"><i>Under the direction of a Sergeant</i></p>	<ul style="list-style-type: none"> <li>• Responds to all calls for service involving animals</li> <li>• Enforces Chapter 6 of the Town's Animal Control Code</li> <li>• Investigates Animal Bite complaints</li> <li>• Operates and maintains an animal shelter and adoption program</li> </ul>

**2. Operations Division: Overall control handled by the Commander**

COMPONENT	RESPONSIBILITIES
<p align="center"><b>Uniformed Patrol</b></p> <p align="center"><i>Under the direction of a Sergeant</i></p>	<ul style="list-style-type: none"> <li>• Deploys forces consistent with the needs of the town in order to maintain public order, to provide preventative patrol, and to respond to calls for service, including emergency calls.</li> <li>• Conducts initial investigations of crimes and incidents to include the arrest of offenders.</li> <li>• Investigates traffic accidents and enforces motor vehicle laws.</li> <li>• Utilizes and assigns special patrol units such as K9 unit and DUI/Traffic unit to assist the patrol function.</li> <li>• Supervises the School Resource Officer Program</li> </ul>
<p align="center"><b>Volunteer Program</b></p> <p align="center"><i>Under the direction of a Deputy</i></p>	<ul style="list-style-type: none"> <li>• Is a support function to patrol, investigations, property and evidence as well as other areas of CVMO as needed</li> <li>• Conducts vacation watches</li> <li>• Conducts patrol visibility in marked vehicle</li> <li>• Assists with scene security</li> <li>• Assists with juvenile transports</li> <li>• Assists with DUI task forces</li> <li>• Assists with town events</li> <li>• Assists with road closures and traffic control</li> <li>• Assists CIB</li> <li>• writes parking violations</li> </ul>





**3. Office of the Town Marshal**

<b>COMPONENT</b>	<b>RESPONSIBILITIES</b>
<b>Professional Standards</b>	<ul style="list-style-type: none"><li>• Updates departmental policies and procedures.</li><li>• Conducts compliance inspections and internal performance audits to establish the effectiveness of current operational controls and procedures.</li><li>• Conducts evaluations of all police activities to appraise the utility of existing policies, procedures, and programs</li><li>• Conduct and/or assign internal investigations</li><li>• Assist the Department with recruitment/selection processes</li><li>• Schedules, organizes, and directs Department training.</li></ul>
<b>Community Resources</b>	<ul style="list-style-type: none"><li>• Acts as liaison with police/citizen councils and other human relations agencies within the Town</li><li>• Develops programs for presentation to various groups.</li></ul>
<b>Budgeting and Financial Responsibility</b>	<ul style="list-style-type: none"><li>• Prepares annual budget requests</li><li>• Monitors expenditures to prevent over-spending department's allocated budget</li><li>• Reviews purchases to ensure they are encumbered and paid from the appropriate line item categories</li></ul>
<b>Planning and Research</b>	<ul style="list-style-type: none"><li>• Planning and research on special projects.</li><li>• Research, development, and dissemination of the Departmental Strategic/multi-year plan</li><li>• Development, maintenance, management, and control of Departmental forms</li><li>• Preparation and submission of special request analytical reports</li></ul>

**D. Job Descriptions**

The Town of Camp Verde Human Resources Department maintains complete and detailed job descriptions of all Town of Camp Verde employees.



## **POLICY**

In order to facilitate the decision-making process, the Camp Verde Marshal's Office will utilize a structured chain of command for communication, command, and direction of agency personnel.

### **A. Ranks of Police Personnel**

1. In order of descending authority, the ranks of police personnel are:
  - a. Town Marshal/Chief of Police
  - b. Commander
  - c. Sergeant
  - d. Lead Deputy
  - e. Field Training Officer
  - f. Deputy/Officer
  
2. Civilian employees who are assigned to supervisory positions will exercise the same authority and responsibility over their subordinates as that of a sworn supervisor in the same capacity.

### **B. Unity of Command**

1. Each employee is accountable to only one supervisor at any given time and each organizational component is under the direct command of only one supervisor.
  
2. All employees are responsible for following the chain of command in all daily operations.
  - a. Employees are responsible to their immediate supervisor in daily operations.
  
  - b. Employees assigned to multiple tasks covered by more than one supervisory chain of command shall be responsible to that chain of command covering the task they most often perform.

### **C. Authority and Accountability**

1. Supervisors are accountable for every aspect of their command, which includes accountability for the activities of employees under their immediate control.
  
2. Commensurate authority will accompany each level of responsibility, and with each supervisory level, employees will receive increased responsibilities. Commensurate authority is the authority given to an individual in a particular position or assignment enabling them to make decisions necessary for the effective execution of their responsibilities.

### **D. Delegated Authority**



1. A lower ranking employee may be delegated authority for a situation based on seniority or expertise. In these situations a supervisor will delegate authority and the order will be treated as though it came from the delegating supervisor. Each employee shall be accountable for the use of delegated authority, as well as for the failure to use delegated authority.

#### **E. Command Protocol**

1. The Town Marshal shall have final authority to designate command authority. In the absence of the Town Marshal, whereas he/she is unavailable to Department personnel, the Commander shall have final authority. In prolonged absences the Town Marshal may designate, in writing, the ranking employee who shall possess all powers and who shall perform all duties of the Town Marshal. The ranking employee acting as Town Marshal shall carry out orders of the Town Marshal previously given. Except in extreme emergencies, these orders shall not be countermanded or set aside. When an order is disregarded, a report stating the reason shall be provided to the Town Marshal. When the Town Marshal or Commander is not in the office, but available to Department personnel for direction, each supervisor will be responsible for making decisions related to their position.
2. In an exceptional situation in which the Town Marshal becomes incapacitated, the Commander will take overall command until the Town Manager designates, in writing, that the Commander will possess all powers and perform all duties of the Town Marshal until the Town Marshal is able to resume command.
3. Superior ranking officers shall not assume command outside of their own area of the organizational structure except when failure to do so would seriously endanger the community or the Department.
4. In incidents involving two or more organizational components, the following guidelines shall apply:
  - i. The first patrol unit on scene is in charge of a crime scene unless relieved of the responsibilities by a supervisor or command officer.
  - ii. Command of Department resources at a police incident rests with the highest-ranking AZPOST certified employee on the scene. Such person has the authority to direct the operation and is responsible for its outcome.
  - iii. A senior supervisor, subsequently arriving at the scene, may make suggestions; however, he or she may not actively direct the operation unless they properly relieve the subordinate of command.
  - iv. Appearance of a ranking employee at a scene by itself does not indicate they have assumed command unless they make an announcement indicating they are assuming command.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
3 OF 3**

**Chain of Command**

**202**

- v. A supervisor at an emergency scene who does not choose to take command may be held accountable for unfavorable developments, which he or she could have prevented by assuming control.

**F. Lawful Order**

1. All employees will obey any lawful order of a supervisor, including any order relayed from a supervisor by an employee of the same or lesser rank.
2. When an employee receives an order that conflicts with a previously issued order, the employee will inform the supervisor of the conflict. The supervisor will then resolve the conflict.
3. Employees at every level of rank will keep their supervisor informed of any unusual activity, situation, or course of action, and of the day-to-day accomplishment of their assigned duties.
4. There shall be no obedience to unlawful orders.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
1 OF 4**

**SUPERVISORY RESPONSIBILITIES**

**203**

**POLICY**

It is the policy of the Camp Verde Marshal's Office to provide direct supervision for employees. Supervisors will direct their efforts towards the intelligent, efficient and effective performance of the functions of the Police Department and shall require their employees to do the same. Supervisors are responsible for the proper performance of their employees under a variety of conditions and circumstances. In the absence of a full time sworn or civilian supervisor, an employee may be applied to a relief supervisor position.

**PROCEDURE**

**A. Extent of Supervision**

1. Each and every employee shall be accountable to only one supervisor at any given time, this generally being the supervisor immediately above that employee in his or her Chain of Command.

**B. Span of Control**

1. Under normal Departmental operating conditions, no supervisor will have more than ten (10) employees under his immediate control, for effective direction, coordination and control.

**C. Expectations of Department Supervisors**

1. All supervisors shall function as public administrators who are responsible for the Department's effective adaptation to changes in the economic, political, and sociological environment. This requires supervisors to continually analyze immediate and future law enforcement and public issues as they relate to administration and criminal justice. In response to this analysis, the supervisors are charged with development of long-range, short-range and strategic plans for their respective divisions. This requires setting objectives, development of long-range and short-range action plans and formulation of policies for the Department. To accomplish the above, it is expected that supervisors will work as a team rather than autonomous units. Supervisors are expected to deal with one another and all levels of the organization (civilian and commissioned) in a courteous, respectful and honest manner. In addition to the above, conduct perceived, as being intimidating, manipulative, or condescending shall not be tolerated.
2. Supervisors are expected to be leaders and role models for the law enforcement community as well as for all employees of the Camp Verde Marshal's Office. Therefore, it is expected that supervisors will conduct their professional and private lives as examples of integrity and moral leadership for the organization and community. This includes conducting their professional and personal lives in ways, which preclude any suspicion or suggestion of illegal or improper activities regarding civil, domestic, or criminal acts. Professional or domestic behavior, which discredits the member and/or this Department, shall not be tolerated.
3. All supervisors, in addition to complying with expectations listed in these sections, will be required to comply with all policies, procedures and responsibilities enumerated for supervisors.

**D. General Authority and Responsibility of the Supervisor**

1. Supervisors shall at all times, in dealing with Department members and citizens, be examples of intelligence, efficiency, promptness, accuracy, trustworthiness, and courtesy.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
2 OF 4**

**SUPERVISORY RESPONSIBILITIES**

**203**

2. Supervisors shall promptly obey all orders of their superiors and ensure that subordinates do the same. They shall give such orders or instructions, written or oral, as may be necessary for the efficient operation of their units when not in conflict with orders or instructions issued by higher authority. They shall be responsible for the proper execution of orders by their subordinates. The supervisor shall be accountable for the proper execution of every order and supervise such execution by:
  - a. Personal presence;
  - b. Established policies and procedures;
  - c. Instruction given;
  - d. Delegation of authority; and
  - e. Exemplary conduct and appearance.
3. Supervisors shall ensure that subordinates make all required reports promptly, accurately, and completely on proper departmental forms. Supervisors shall instruct their subordinates in the proper methods of reporting, and such reports shall be subject to inspection and approval.
4. Supervisors shall be responsible for the maintenance and care of all departmental property assigned to their units. They shall inspect such property in order to ensure the property is in good repair.
5. Supervisors shall ensure that all subordinates who do not report for scheduled duty have previously received approval for leave or have called in sick.
6. Supervisors shall not discriminate against any Department member on the basis of national origin, religion, political opinion or affiliation, race, sex, age, physical disability or other improper criteria.
7. A supervisor shall not reprove an employee in the presence of others (or via radio transmission) but shall take the necessary corrective action as soon as possible. When action beyond verbal reprimand is deemed necessary, the employee shall be informed of the action being taken.
8. The supervisor shall advise unit members of possible or forthcoming complaints or grievances that are being investigated.
9. A supervisor shall not unnecessarily countermand orders of officers below his level, nor needlessly interfere with specific duties of employees.
10. Supervisors should submit a written factual report when subordinates:
  - a. Risk their lives under circumstances requiring a high degree of courage, e.g., in the prevention of a crime, in the apprehension of a criminal, or in saving or attempting to save the life of another.
  - b. Perform a difficult and important public service requiring the highest degree of tact, diligence, initiative, and ability.
11. Supervisors shall demonstrate leadership to the staff through coaching, teaching, mentoring and evaluation.
  - a. Supervisors shall monitor and evaluate unit members by observation, review, and follow-up.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
3 OF 4**

**SUPERVISORY RESPONSIBILITIES**

**203**

- b. The supervisor shall prepare evaluations in accordance with Department Policy
  - c. Supervisors shall monitor situations in which subordinates are involved and ensure that proper actions are taken.
  - d. Supervisors shall actively direct and supervise subordinates to ensure that they perform their assigned duties efficiently.
  - e. Supervisors shall be responsible for the conduct and performance of unit members during their tour of duty.
  - f. Supervisors shall insure that the unit efforts are directed toward the Department goals and objectives.
  - g. Supervisors shall continuously evaluate the unit objectives and make recommendations for improvement.
  - h. Supervisors shall provide assistance and resources when requested.
12. Supervisors shall be responsible for representing the administration to the unit and representing the unit to administration.
13. The supervisor shall investigate and report any delinquent or unethical conduct, laxity in the performance of duty or laxity in the observance of Departmental policies, procedures on the part of any of their subordinates in writing to their superiors.
14. A supervisor who observes or is informed of a neglect of duty or misconduct by another employee not assigned to the supervisor's unit shall immediately bring the incident to the attention of the employee's supervisor as well as his/her own supervisor. Investigations will be conducted in accordance with Policy 123, Administrative Investigations/Discipline.
15. A supervisor shall not indulge in any undue familiarity with employees under his supervision to the extent that he cannot perform his supervisory duties.
16. Supervisors shall be responsible for the delegation of authority to subordinates to act as Officer in Charge (OIC) or Acting Supervisor when necessary.

**E. Patrol Supervisor Responsibilities**

- 1. Patrol supervisors will, when practical, respond to and take tactical control of emergencies occurring within their primary area of responsibility and/or involving personnel assigned to their unit.
- 2. Ensure that officers are fully informed of areas in their respective districts that are in need of directed patrol and ensure that such location(s) are checked on a timely basis.
- 3. Schedule the assignments of officers to ensure proper rotation of assignments to facilitate a good working knowledge of major aspects of the officers' work assignment.
- 4. Delegate authority to subordinates to perform various activities within the scope of their unit's function.



**F. Acting Supervisor/OIC Program**

1. Sworn officers assuming relief supervisory responsibilities shall receive the assignment of Officer in Charge (OIC).
2. Civilian employees filling relief supervisory positions shall be called Acting Supervisors.
3. The program is designated as an assignment and is not to be considered a promotion.
4. The purpose of the Acting Supervisor/OIC Program within the Department is to provide supervisory coverage at times when the regular full-time supervisor is absent or on leave.
5. Employees will be selected as acting supervisors based upon a combination of experience, seniority, and leadership skills.

**G. OIC Assignments/Responsibilities**

1. The Officer in Charge will have the same authority and responsibility as the full-time supervisor they are relieving.
2. It will be the responsibility of the shift/unit supervisor to determine who will be the OIC.
3. If a situation arises where no supervisor is on duty and an OIC has not been designated, the most senior officer or FTO on-duty shall be designated in charge.

**H. Acting Supervisor/OIC Training**

1. All Acting Supervisors/OIC's should complete an approved supervisory skills development course prior to assuming their duties.
  - a. The Department Training coordinator will coordinate the scheduling and content of the supervisory skills course.





**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
1 OF 4**

**STANDARD OPERATING PROCEDURES**

**204**

**POLICY**

The Camp Verde Marshal's Office has established a formal written directive system to provide employees with a clear understanding of the constraints and expectations relating to the performance of their duties. The purpose of this manual is to define a guideline for the distribution and accounting of policies and procedures issued by the Department.

**A. General Orders**

1. A General Order is a written order issued by the Town Marshal to the Department which establishes a principle or a policy. A General Order shall be effective permanently unless amended or rescinded.
  - a. Any employee may propose recommendations for a general order through their chain of command, to the Town Marshal.
  - b. All recommendations should indicate the purpose or situation that prompted the recommendation, including any research that may have been conducted to support the need for a written general order.
  - c. The Town Marshal shall review recommendations forwarded through the chain of command and make a determination regarding the implementation of the proposal.
  - d. All General shall contain a sequential number as well as a specific date which reflects the year issued (i.e., 04-01, 04- 02, etc.). General Order numbers shall be issued and maintained by the Office of the Town Marshal.
  - e. An official copy of all Camp Verde Marshal's Office General Orders shall be maintained at the Marshal's Office.
  - f. All employees shall sign an acknowledgement indicating that they have received and reviewed all new or revised general orders issued them.
  - g. General that are issued as a pen and ink change to Department policy, or that in any way affects the current policy of the Department shall be incorporated during the normal policy review process unless otherwise indicated by the Town Marshal.

**B. Standard Operating Procedures**

Department Standard Operating Procedures are written guidelines regarding the direction and operation of the Camp Verde Marshal's Office. The Standard Operating Procedures of the Department will not supersede or nullify any rules, procedures or guidelines established by the Town of Camp Verde.

1. Standard Operating Procedures Development
  - a. Standard Operating Procedures of the Department shall be issued, modified, or deleted only under the authority and signature of the Town Marshal and maintained in a Policy and Procedures Manual.
  - b. The Town Marshal may initiate the development of Department Standard Operating Procedures or assign the responsibility to a designee. Designees may be required to submit periodic progress reports as deemed necessary by the Town Marshal.

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
2 OF 4**

**STANDARD OPERATING PROCEDURES**

**204**

- c. Preliminary drafts of all new and revised policies may be distributed to supervisory personnel for the purpose of review and discussion with their respective subordinates.
- d. Based upon employee input, policy revisions will be made and the revised draft will be submitted to the Town Marshal for final review and signature.
- e. All Department Policies and Procedures must be approved and endorsed by the Town Marshal, or his designee, prior to implementation.

**2. Policy and Procedures Manuals**

- a. Upon employment, each employee of the Department shall be issued a current copy of the Department Policy and Procedures Manual prior to beginning his or her job assignment. The Administrative Sergeant shall issue the manuals, which shall include all Department general orders that affect but have not yet been incorporated into policy.
- b. All employees shall read, understand, adhere to, and be held accountable for all policies, procedures, and general orders that affect their area of responsibility.
- c. Each employee is responsible for maintaining his or her Policy and Procedures Manual in a current status.
- d. Each employee shall be subject to random inspection of his or her Policy and Procedures Manual by his or her supervisor or by person(s) designated by the Town Marshal to conduct such an inspection.
  - i. Employees shall have their Policy and Procedures Manuals accessible during duty hours for reference, update, and inspection purposes.
- e. If an employee's work area, as determined by job description or type of work performed, would normally be at a workstation or desk, their Policy and Procedures Manual shall be kept at their workstation or desk. If an employee's work area is in the field, their Policy and Procedures Manual shall be kept in their assigned Department vehicle.
- f. The Office of the Town Marshal shall maintain all originals of the Department Policy and Procedure Manual, in both hard copy and computer format.

**3. Policy Implementation and Dissemination**

- a. All Standard Operating Procedures approved by the Town Marshal shall be affixed with an effective date and distributed to Department supervisors.
  - i. When possible and practical, written communications establishing new Standard Operating Procedures shall be distributed to employees at least ten (10) days prior to the effective date.
- b. Supervisors shall be responsible for ensuring that all new and revised Standard Operating Procedures and general orders are distributed to employees under their authority and that each employee fully understands the provisions contained therein.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
3 OF 4**

**STANDARD OPERATING PROCEDURES**

**204**

- i. All employees shall sign an acknowledgment form indicating that they have received and will abide by all new or revised Standard Operating Procedures and General Orders issued them.
    - ii. The acknowledgment form shall be forwarded to and maintained by the Administrative Sergeant.
  - c. Employees shall place all new or revised Standard Operating Procedures and General Orders in the appropriate section(s) of the Department Policy and Procedure Manual as instructed.
4. Standard Operating Procedures Revisions and Corrections
  - a. Any employee may suggest a revision or correction to a Department Standard Operating Procedures by following the same procedure outlined for submitting a recommendation for a general order.
  - b. Minor revisions and corrections may be accomplished through pen corrections to the manual.
    - i. The Town Marshal or the designee shall send notification of pen changes to employees by Departmental General Order.
    - ii. The employee shall make the appropriate changes or revisions by pen in their manuals as soon as practical after receiving notification.
    - iii. Upon the appropriate review date for the affected section(s), a complete copy of the section shall be reissued with the appropriate revisions and/or corrections.
  - c. Major revisions shall be accomplished by redistributing the manual. The revision shall have the issued date/effective date noted.
5. Standard Operating Procedures Review Process
  - a. The Town Marshal shall initiate an annual review of each Department Standard Operating Procedures to determine if a need exists to purge or revise any outdated material.
    - i. All affected employees are expected to participate in this process and provide feedback to assist in keeping the Department manuals current and accurate.
    - ii. Revisions, corrections, deletions and additions shall be accomplished and disseminated in accordance with this Standard Operating Procedure.
6. Indexing
  - a. An indexing system will be used to cross reference written General Orders.
    - i. This will serve to ensure that changes in one area of the manual will also be updated in all other areas affected by that change.
    - ii. The Office of the Town Marshal shall be responsible for maintaining the indexing system.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
4 OF 4**

**STANDARD OPERATING PROCEDURES**

**204**

7. Standard Operating Procedures Maintenance

- a. The Office of the Town Marshal shall maintain a file, which contains a record of all Standard Operating Procedures revisions and changes that have been approved or implemented.

**C. Use of Other Manuals**

1. The Town Marshal may approve the use of other manuals, Standard Operating Procedures, and/or operations orders issued by outside agencies which address specific functions within the Department and do not conflict with established goals and objectives (i.e., Arizona Law Enforcement Officer's Manual, ACIC/NCIC manuals, FTO manuals, Report Writing manuals, SRT manual, etc.).
2. If contradictions occur among manuals, the Town Rules and Regulations will take precedence over all Departmental manuals. The precedence for the remaining manuals will be:
  - a. General Orders
  - b. Operations Orders
  - c. Special Orders
3. If contradictions among manuals are observed they will be forwarded in writing to the Town Marshal for clarification and correction.



## **POLICY**

The Camp Verde Marshal's Office will encourage suggestions from all Department personnel regarding the progression of the Department. Command and supervisory staff will utilize employee ideas and suggestions to formulate annual goals and objectives. These goals and objectives will assist in establishing direction and unity of purpose for all components of the Department.

## **PROCEDURE**

### **A. Establishing Annual Goals and Objectives**

1. Prior to the completion of the Department's annual budget, all management, Command and Supervisory Personnel will meet, discuss, and outline goals and objectives for the Department and each organizational component for the next fiscal year.
  - a. Because many goals and objectives are directly related to the operating budget, the meeting should occur prior to March of each year in order to coincide with budget request deadlines for the fiscal year.
2. Upon completion of the budget process, the Town Marshal will issue a memorandum outlining Department goals and objectives for the next fiscal year to all Department personnel.

### **B. Inclusion of Suggestions Received from Personnel**

1. It is important that all Department personnel have an opportunity to offer suggestions in the formulation of Department goals and objectives.
2. At least sixty (60) days prior to the annual meeting, all supervisors will solicit their subordinates for ideas and suggestions pertaining to goals and objectives.
  - a. The immediate supervisor will review all ideas and suggestions and prepare a memorandum to be submitted via the chain of command.
  - b. Specialized units will review and comment on goals and objectives that may impact their operation.
3. The command staff will then review all comments and suggestions for their merit at the aforementioned annual meeting.

### **C. Progress Reports**

1. All Department supervisors will outline the progress made in attaining annual goals and objectives established for their respective areas of responsibility and submit a progress report to the Town Marshal.
2. It shall be the responsibility of each Commander and Supervisor, when formulating the goals and objectives for the next year, to review the goals and objectives for the prior year and to include all successes or failures toward these goals in their annual evaluation meeting and report.
3. Goals and objectives of the Department will continue to be updated annually.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
1 OF 2**

**Planning and Research**

**206**

**POLICY**

It is the policy of this Department that the management of staffing and resources be structured in such a manner as to provide for the most effective and efficient operation while striving to attain the stated mission of the Department.

**PROCEDURE**

**A. Administrative Reporting Program**

1. An administrative reporting program shall be used by this Department as a means of predicting workloads, determining staffing and equipment, efficient utilization of allocated resources, and effective budget preparation.
  - a. Agency reports shall be prepared and distributed on designated agency activities, which require status reporting, as determined by Department policy, rule, or regulation.
    - i. A listing of administrative reports is distributed annually to depict the type/purpose of report, the position responsible for its preparation, and the report due date.
    - ii. Administrative reports are distributed to all affected organizational components.
2. Monthly and Annual Activity reports shall be supplied to the Town Marshal and Departmental staff during Agency staff meetings. Information sources for these reports shall include UCR data, Calls for Service Records, Community Relations activities, and Criminal Investigation Recaps.

**B. Planning and Research**

1. The Planning and Research function shall be accomplished by the Office of the Town Marshal. Specialized tasks may be assigned by the Town Marshal to Department members, as necessary. The tasks performed may include, but are not limited to:
  - a. Planning and research on special projects.
  - b. Preparation and submission of special request analytical reports as authorized by the Town Marshal.
  - c. Assisting all supervisors with the preparation and dissemination of reports, projections, etc.
  - d. Preparing the Departmental budget.
  - e. Maintenance, implementation, and revision of Department policy, procedures, rules, and regulations.
  - f. Assist in the research, development, and dissemination of the Departmental Strategic/multi-year plan, which shall include the following elements:
    - i. Departmental mission, goals, and operational objectives.
    - ii. An analysis of internal strengths and weaknesses as well as external opportunities and threats, which may include:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
2 OF 2**

**Planning and Research**

**206**

- (a) Projected workloads and population growth trends.
- (b) Current and anticipated staffing needs.
- (c) Present and future capital improvement projects and equipment needs to maintain current service levels and anticipated future needs.
- iii. Reviewing and revising, as needed or as directed.
- g. Development, maintenance, management, and control of Departmental forms.
  - i. The development of any new Departmental forms, or the modification of any existing Departmental form, shall be at the direction of the Town Marshal.
    - (a) Employees may make suggestions for new types of forms or modifications to current forms to their immediate supervisor, and they will be forwarded to the Town Marshal, or his designee.
    - (b) The Town Marshal or his designee shall determine, after the request is submitted, whether there is a need for the new form or modifications to an existing form.
    - (c) The Town Marshal, or his designee, will determine who shall be assigned to develop a new form or modifications, depending on the content of the form itself.
  - ii. Prior to the development or modification of any Departmental form, input may be solicited from the users of such form as well as the employees required to process the document.
  - iii. All Departmental forms shall be approved by the Town Marshal prior to implementation.
- 2. Members of the Department, who have been assigned a specialized task involving planning and research, by the Town Marshal, may have direct access to the Town Marshal to complete that task.
  - i. Such proximity enhances the planner's ability to collect data and make programmatic recommendations.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
1 OF 5**

**ALLOCATION AND DISTRIBUTION OF  
PERSONNEL**

**207**

**POLICY**

It is the policy of the Camp Verde Marshal's Office to have personnel assigned to the various functions, based upon need and workload assessment, to ensure the effective and efficient delivery of law enforcement functions.

**PROCEDURE**

**A. Allocation**

1. The position management responsibility of the Department will be coordinated by the Town Marshal, or his designee. It will include:
  - i. Number and type of positions authorized.
  - ii. Location of each authorized position within the organizational structure.
  - iii. Position status, filled or vacant.
2. The allocation of personnel to Patrol Operations shall be based on workload assessment dependent on, at least, the following criteria:
  - i. The total number of incidents handled by patrol during the assessment period.
  - ii. The average time required to handle incidents at the patrol level.
  - iii. The amount of time lost through days off (holidays, annual leave, training, and other leave) compared to the total time required for each patrol assignment.
3. The allocation of personnel in all other Divisions except patrol shall be based on workload assessments.
  - i. Annually, the assigned Unit Supervisor shall conduct a written assessment of staffing levels to determine if the assignment of personnel is appropriate. Factors to be considered in determining these requirements include, but are not limited to:
    - a. Nature and number of tasks to be performed.
    - b. Time required to complete the task.
    - c. Estimated increase or decrease in overall workload.
  - ii. The Unit Supervisor may request assistance from the Human Resources Department in conducting these studies as required by this section.





**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
2 OF 5**

**ALLOCATION AND DISTRIBUTION OF  
PERSONNEL**

**207**

**B. Staffing Distribution**

1. Supervisors shall continually monitor the workload requirements of their employees. When necessary, a redistribution of personnel will be made to equalize workload demands.
2. The Department shall assess the distribution of personnel on at least an annual basis. This task may be accomplished in conjunction with the annual requirement to assess allocation of personnel mentioned above.
3. To assist in the distribution of patrol personnel, a map showing the organized reporting districts shall be maintained.
  - i. The number of incidents occurring in each district will be tabulated by shift periods at least annually.
  - ii. Patrol personnel will be distributed in accordance with time and allocation distribution of incidents.

**C. Department Employees**

1. Specialized Assignments
  - i. The selection of personnel for specialized assignments shall be based on the following criteria:
    - a. Knowledge, skills, and ability required for the specialized assignment.
    - b. Formal applicable educational and training requirements.
    - c. Successful completion of a testing process for the position
    - b. Specialized assignment openings shall be announced agency wide.
    - e. Specialized assignments include, but are not limited to the following:
      - Detective
      - School Resource Officer
      - Narcotics Task Force Officer
      - DUI/Traffic Enforcement
      - Service Dog Handler
  - ii. Each specialized assignment shall receive an annual review by the Town Marshal to determine whether it should be continued. This determination shall be made by:
    - a. An evaluation of the initial problem or condition that prompted the implementation of the specialized assignment.
    - b. A statement of purpose for each listed assignment shall be included in the review.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
3 OF 5**

**ALLOCATION AND DISTRIBUTION OF  
PERSONNEL**

**207**

2. Civilian Personnel

- i. Authorized positions within the Police Department not requiring sworn status will be staffed, when possible, with civilian personnel.

**D. Volunteers**

1. It is the policy of this Department to utilize citizen volunteers to assist employees of the department in duties that will foster a closer relationship between the police and the public they serve.
  - i. The Town Marshal may authorize volunteer positions, which may serve in a designated area within the Department. All appointments to the program must meet the following minimum requirements:
    - Minimum age of 18 years.
    - No felony convictions or misdemeanors involving moral turpitude.
    - Be available for contact by telephone.
    - Successfully pass a police background investigation.
    - The extent of the background may vary contingent upon the volunteer's anticipated assignment.
    - Successfully complete and pass a polygraph exam
  - ii. Volunteer personnel will not present themselves as certified law enforcement officers of the State of Arizona, or as a commissioned peace officer with the Camp Verde Marshal's Office.
  - iii. This does not apply to sworn reserve peace officers of the Camp Verde Marshal's Office.
  - iv. The authority of volunteers shall be limited to that specifically granted or assigned by the Town Marshal.
  - v. Volunteers may function in support of community relation activities and other civilian level support activities. They shall receive in-service training in all appropriate areas that they will be working in.
2. Restrictions of Volunteers
  - i. Volunteers of this Department shall not:
    - a. Carry a firearm/deadly weapon at any time while "on duty" with the Camp Verde Marshal's Office.
    - b. Use their position to gain any personal favors or to further their personal business.
    - c. Engage in conduct that is detrimental to the image of the Police Department as a law enforcement agency.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
4 OF 5**

**ALLOCATION AND DISTRIBUTION OF  
PERSONNEL**

**207**

- d. Share information that is confidential in nature with anyone other than a Camp Verde Marshal's Office employee.
  - e. Complain or speak negatively about any employee of the Marshal's Office or any procedure of the Marshal's Office. Volunteers should voice any concerns through their proper chain of command.
3. Volunteers are required to wear appropriate dress while on duty within the Department.
  4. Volunteers will wear the assigned uniform while acting in the capacity of a volunteer for the Marshal's Office.
  5. Volunteers shall be required to display their picture identification card when in an on-duty capacity.
  6. Volunteers may be released from their position as a volunteer upon the discretion of the Town Marshal for the betterment of the organization.

**E. Police Reserves**

1. It is the policy of the Camp Verde Marshal's Office to appoint police reserve officers to supplement the overall quality of law enforcement services with the Town of Camp Verde.
  - i. Organization – The police reserve section has an organizational component within the structure of the Police Department. It falls under the command and supervision of a Patrol Sergeant.
  - ii. Reserve Assignments – Reserve officers will be assigned to directly assist full-time personnel both in day-to-day delivery of law enforcement services and during emergencies.
    - a. Reserve officers may be assigned to work with regular patrol units if the reserve officer has obtained the required training and has received written approval from the Sergeant.
  - iii. Selection Criteria – Selection and appointment to the Camp Verde Marshal's Office's Reserve Officer Program requires the exact same standards of selection as those utilized for full-time police officers within the Department.
  - iv. Training – Reserve officers will be commissioned as Arizona Peace Officers after completion of the required academy training equal to that of a full-time police officer performing the same duties and responsibilities.
    - a. Reserve officers shall receive in-service training equivalent to that of full time officers performing the same functions.
    - b. Reserve officers shall be tested for firearms proficiency using the same methods imposed upon full time officers performing similar functions.
    - c. Reserve officers shall receive training and updates on the Department's Use of Force policy equivalent to that of full time officers performing the same functions.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
5 OF 5**

**ALLOCATION AND DISTRIBUTION OF  
PERSONNEL**

**207**

- v. Uniform and Equipment – Reserve officers shall wear the same uniform as full time officers. No rank insignia will be worn by reserve officers.

Reserve officers shall be equipped with the same equipment, whenever possible, as that of a full time police officer performing similar functions.

- vi. Performance Evaluations – Reserve officers shall be evaluated at the same intervals as other Department employees.

- a. Forms for evaluating reserve officers may differ from regular employees based on distinctions made in the role, scope of authority, or responsibilities of the reserve officer.
- b. Reserve Officers can be released from their position by the Town Marshal for purposes of the best interest of the organization.

- vii. Restrictions to Duty

- a. Reserve officers will utilize the information contained in the Police Department files and records only in conjunction with approved and necessary on-duty assignments, and while conducting official police business.
- b. Reserve officers shall receive written notification from the Sergeant concerning the successful completion of the required Police Officer Academy Training and Certification and the FTO Program prior to the solo operation of a fully marked patrol unit.
- c. Reserve Officer Duty Requirements – All reserve officers should complete a minimum of sixteen (16) hours per month on patrol duty. This does not include administrative or training time.
- d. Reserve officers shall be required to complete the Reserve Officer Log, stating the hours they have logged.
- e. Reserve officers will be bonded with the same coverage as full time officers and will be provided with public liability protection equal to that provided for full time police personnel.



**CAMP VERDE MARSHAL'S OFFICE  
GENEAL ORDERS**

**PAGE  
1 OF 4**

**FISCAL MANAGEMENT**

**208**

**POLICY**

It is the policy of the Camp Verde Marshal's Office to manage its fiscal resources in accordance with the procedures established by the Town's Finance Department. The Town Council has delegated the authority to oversee the Town's fiscal resources to the Finance Director. The Town Council has further delegated the authority, responsibility, and accountability for management of the individual department funds to the respective department managers. The Town Marshal, through the position's job description, is designated by the Town Council as having the authority and responsibility for management of the fiscal resources of the Police Department. Fiscal accountability includes monitoring expenditures to prevent over-expending the agency's allocated budget, reviewing purchases to ensure they are encumbered and paid from the appropriate line item categories and allowing for the processing of appropriate transfer of funds to cover emergency or other unforeseen expenses. Fiscal resources include monies appropriated in the agency budget, awarded by grants, bond fund monies, and state and federal forfeiture funds.

The Finance Department maintains all original records and is subject to financial audit in accordance with Town, State and Federal laws, rules and regulations. The Camp Verde Marshal's Office's copies of these fiscal records are intended for use in internal management of its fiscal resources and not to supersede the official financial records maintained by the Finance Department.

**PROCEDURE**

The Town of Camp Verde's Finance Department is responsible for developing the forms and format, time frames for submission and computerized programs for management and tracking of the Departmental budgets, which comprise the Town's budget.

**A. Budget**

1. The Department prepares its annual budget requests in a line format in accordance with the guidelines that are provided by the Finance Department. Each Division prepares its individual budget request in accordance with the goals and objectives that have been established. The Divisions requests are forwarded to the Town Marshal for approval. Once approved by the Town Marshal the budget is submitted to the Finance Department and then to the Town Manager. The Finance Department incorporates the Departmental budget into the Town budget, which is submitted to the Town Council for review and approval.

**B. Accounting**

1. Monthly status reports are issued by the Finance Department to the Town Marshal indicating:
  - a. The initial appropriate for each line item account/program.
  - b. Transactions that have occurred during the monthly reporting period.
  - c. Balances at the commencement of the monthly period.
  - d. Expenditures and encumbrances made during the period.
  - e. Unencumbered balance.
2. Adjustments to the budget must be made in accordance with the guidelines, forms and approvals established by the Finance Department.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
2 OF 4**

**FISCAL MANAGEMENT**

**208**

- a. Transfer of monies within Division budgets may be accomplished by completing a transfer form. This form indicates the amount of monies requested to be transferred from a particular budget and line item to another account category line item either within the same budget or to another budget. It must be signed by the Town Marshal and processed by the Finance Department.
- b. Requisition and Purchase of Equipment and Supplies
  - i. Expenditures, which can be made via purchase requisition/purchase order, check request, supplies and forms order, and petty cash, are entered into the system under the appropriate budgetary unit's account category line item. All procedures regarding specifications for items requiring standardized purchases, bidding procedures and criteria for the selection of vendors and bidders are governed by the Town's Procurement Code.
- c. Purchase Order/Purchase Requisition
  - i. All purchase order forms should be completed by the employee requesting the materials. The request must contain:
    - 1. The vendor's name, street address, and telephone number.
    - 2. A description of the item or service requested.
    - 3. Quantity being requested.
    - 4. Cost of the item or service requested, including applicable freight charges or tax amount/percentage.
    - 5. The correct account number to which the item is being charged.
    - 6. The current known account balance.
  - ii. The Purchase Order form must be signed by the Town Marshal.
    - 1. If the amount of the purchase is more than \$1,000.00, the purchase order shall require the signature of the Town Marshal, as well as the Finance Director and the Town Manager.
- d. Check Request
  - i. A Check Request is utilized for payment to vendors for items not under contract, such as seminar registrations, hotel accommodations, meals, and transportation.
    - 1. A check request is to include the vendor name, number, description of item or service to be paid, invoice or receipt number of document requesting payment and amount to be paid.
    - 2. The account number to be charged is indicated on the request.
    - 3. The check request form must be signed by the employee and the Town Marshal.



**CAMP VERDE MARSHAL'S OFFICE  
GENEAL ORDERS**

**PAGE  
3 OF 4**

**FISCAL MANAGEMENT**

**208**

4. The original invoice should be stapled to the request and forwarded to the Finance
  5. Department for payment.
  
  6. If the check is to be sent to someone other than the vendor to whom it is addressed, this should be noted.
- e. Procurement Cards
- i. Bank issued credit cards are kept by the Finance Department and provided to employees to make purchases.
  - ii. Individual store credit cards may be issued to the Department and used for authorized purchases as approved by the Town Marshal, or his designee.
- f. Supply and Form Orders
- i. The procedures and processes for ordering office supplies and forms for the Police Department are established by the Finance Department and the Town Marshal.
- g. Audit of Fiscal Activities
- i. Independent audits of the Town's official fiscal records are conducted annually in accordance with the standards set forth for financial audits in the General Accounting Officer's Government Auditing Standards (1988), the provisions of the Federal Single Audit Act of 1984 and the Office of Management and Budget Circular A-128, Audits of State and Local Governments, as well as the requirements of the State of Arizona.

**C. Revenues Collected**

1. The Camp Verde Marshal's Office's Records Unit and the Animal Control Unit have been authorized to collect specified revenues for services provided to the public, such as:
  - a. Duplication of Police Department records.
    - i. Releasable Reports.
    - ii. Department files that are subpoenaed by attorneys.
    - iii. Audio tapes.
  - b. Fingerprinting
  - c. Service of Court Orders.
  - d. Dog Licenses, Adoption and Impound Fees.
2. A receipt for monies collected for these services shall be given to the individual who pays for the service.
  - a. After the monies are collected, the transaction shall be logged into the appropriate log.
    - i. All monies collected shall be turned over to the Finance Department.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
4 OF 4**

**FISCAL MANAGEMENT**

**208**

- a. All required receipts and documentation shall also be turned over to the Finance Department.
3. All services fees shall be properly secured and accessed by authorized personnel.
4. An audit of all monies received shall be submitted to the Town Marshal on a quarterly basis by the Records Unit Supervisor and the Animal Control Officer.

**D. Inventory and Procurement**

1. All procedures governing the purchase and rental of goods and supplies are governed by the Procurement Codes of both the Town and the State.
  - a. Emergency Purchases and Rental Agreements
    - ii. When an emergency purchase needs to be made, such as at the scene of an incident, the employee may elect to purchase items needed and request reimbursement from petty cash, if less than \$25.00.
      - a. If the purchase is above the \$25.00 limit, a supervisor is to be contacted who access to business/vendor accounts has authorized by the Town of Camp Verde.
    - iii. All procedures governing the specifications for emergency purchases and rental agreements are governed by the Town's Procurement Code. The Finance Department processes all Police Department requests in accordance with this Code.
  - b. Inventory Management
    - i. All "Capital Items," or those items that have been determined by the Finance Department to be inventoried, shall be tagged with a Town inventory number and recorded in the Town's inventory tracking system when received.
    - ii. The Office of the Town Marshal shall maintain an updated inventory of all property/capital equipment owned by the Department that had an original purchase price of at least \$1,000 or falls into one of the following categories, including but not limited to:
      - Weapons
      - Radio equipment
      - Radios
      - Televisions
      - Telephones
      - Video Equipment
      - Copiers
      - Cameras and accessories
      - Vehicles





## POLICY

The Health Insurance Portability Accountability Act (HIPAA) was enacted to assure that individual's health information is properly protected while allowing the flow of health information as needed. This order directs all employees in the proper handling of Protected Health Information (PHI) to protect an individual's privacy and to ensure the department conforms to the regulations of HIPAA.

### A. DEFENITION

1. **Covered Entity** - Refers to a business, department, physician, or person that provides or administers health care and controls Protected Health Information (PHI).
2. **Protected Health Information (PHI)** - Refers to all information/medical records that have been collected by a covered entity in the course of providing medical care and/or treatment to an individual. HIPAA excludes from protected information employment records that are maintained by an employer. Information indicating an employee's employment status (i.e., full duty, light duty.....) is also excluded as long as it doesn't contain any diagnosis in the language.

### B. PROCEDURES

1. **Employee's Bureau/Personnel File**  
These files shall not contain any Protected Health Information (PHI). Employee's PHI shall be filed in a secure location. Supervisors that do not have the ability to store their employee's PHI in a secure location shall make arrangements with Human Resources for the information storage. This information shall be purged following the guidelines of this order.
2. **Pre-employment Medical and Psychological Exams**  
These records shall be kept Confidential and turned over to Human Resources upon completion of the Background Investigations packet. Anyone desiring access to these records must make their request to the Town Marshal.
3. **Fitness for Duty Evaluations**  
All Fitness for Duty Evaluations, once they are reviewed, are to be sent to the Assistant to the Marshal for secure filing. These evaluations are not to be copied. This information shall be purged following the guidelines of this order.
4. **Psychological Evaluations:**  
Return to Work - Evaluations following a shooting or critical incident involving the department's psychologist do not require a report be sent to the department. The psychologist shall verbally confirm an employee's approval to return to



HIPPA

209

work. All records of the evaluation shall be maintained by the department's psychologist.

5. **Specialty Assignments**

Evaluations for placement in a special assignment shall not be placed in an employee's bureau or personnel file. These records are to be secured in a separate location. This information shall be purged following the guidelines of this order.

6. **Drug/Alcohol Screening**

These records are considered employment records and are not regulated by HIPAA. This information shall be purged following the guidelines of this order.

7. **PHI on Other Than Employees**

Any Protected Health Information that is collected on a victim, suspect, witness, or other subject shall be handled within the guidelines of HIPAA. Any information collected in connection with an Incident Report is to be impounded as evidence and a copy shall be placed in an envelope with the DR number on the outside. The envelope is then to be delivered to Criminal Investigations. This information shall only be viewed by individuals associated with the case.

8. **Suspect Medical Release**

Medical clearances for suspects that are to be detained in a Detention Facility are regulated by HIPAA. The doctor will seal the medical records in an envelope and tell the transport unit that the suspect is releasable for detention. The envelope must remain sealed and kept with the prison's property and/or turned over to the medical staff at the County Jail.

9. **PHI Record Retention/Purging:**

Protected Health Information (PHI) shall be maintained in a secure location as outlined in this order. Only those individuals with authorization shall be permitted to view PHI files. Each PHI file shall be maintained for a period of three years and then destroyed.



## POLICY

The Department Psychologist or an employee's chain of command, upon learning of, or noticing a significant or serious behavioral or physical problem that impacts the employee's performance, may recommend that a Fitness for Duty Assessment be completed.

This recommendation shall be approved by The Town Marshal and the Human Resources Director and coordinated with the Department Legal Advisor. Such an assessment is not for the purpose of treatment, but to establish an employee's fitness for duty.

- A. An employee is not required to disclose a disability to the Department, but an inquiry may be made of the employee by their supervisor or Commander regarding their conduct, behavior or circumstances that give rise to the concern regarding their fitness for duty.
- B. If a Fitness for Duty Assessment is approved, the employee shall be scheduled for an appointment with a service provider by the Department. The employee shall be informed of the appointment by the Human Resource Director and informed of the behavior leading to the appointment. The employee shall also be advised that the evaluation is confidential, except to allow limited disclosure to the Department on a need to know basis.
- C. Attendance at any such appointment is mandatory. Appointments shall be scheduled during on duty hours when possible.
- D. The designated psychologist will complete an examination and prepare the confidential report of the evaluation.
- E. The report received by the Department shall be limited to the following points:
  - 1. A conclusion regarding the determination of the Fitness for Duty.
  - 2. A description of functional limitations of the employee.
  - 3. Whether the condition that leads to the functional limitations are industrial or non-industrial in nature.
  - 4. Any other information to the extent authorized by law and necessary to achieve the legitimate purpose of the assessment by the Department.
  - 5. No statement of medical cause shall be included in an assessment report.
- F. The Fitness for Duty confidential report will be forwarded to the Town Marshal and the Human Resource Director. If it is determined that the employee creates a direct threat to the safety or health of themselves or others, or is otherwise unable to perform assigned



**Fit for Duty**

**210**

duties, the Town Marshal or the Marshal's designee may place the employee on sick leave or take other appropriate actions.

- G. The employee's chain of command shall be informed of the outcome only in so far as to whether the employee is deemed suitable for continuation in their present position and/or of any limitations imposed on the employee's duties.
- H. The final report and recommendations shall be placed in the employee's Personnel file and be considered confidential. The reports will be purged regularly by the Administrative Assistant to the Town Marshal. Any access to Fitness for Duty confidential reports must be approved by the Town Marshal.
- I. The fact that an employee was sent for a Fitness for Duty Assessment may be discussed in the annual performance evaluation, if appropriate. The employee shall not be penalized or denied a merit increase simply because they were sent to such an assessment, nor shall the specific findings of the Assessment be included in the performance evaluation.
- J. Fitness for Duty evaluations are required of all employees who discharge their weapon in the line of duty resulting in death or serious injury to a human.



Drug and Alcohol Testing

211

**Philosophy**

- A. Sufficient evidence exists to conclude that the use of illegal drugs, drug abuse and drug dependence severely impair the physical and mental health of an employee, impacting job performance.
- B. Law enforcement has a compelling interest in ensuring its employees remain drug free since the public has the right to expect that those who are sworn to protect them are physically and mentally fit at all times. The integrity of the police profession and public confidence in law enforcement is destroyed by illegal drug use by officers sworn to enforce the law.
- C. It shall be the policy of this Department to require drug screening in the form of urinalysis under the following conditions:
1. As a pre-condition of employment for sworn officers. Refusal to take the test, or test results indicating the presence of illegal or narcotic drugs shall be a basis for discontinuing an applicant in the selection process. The results of drug tests for police applicants shall be kept confidential.
  2. In all cases where reasonable suspicion of drug use by an employee exists and is documented.
  3. As a pre-condition for assignment to any special assignment. Random tests will thereafter be conducted for the duration of the employee's assignment to the assignment. This includes, but is not limited to:
    - i. All Narcotics or Detectives positions
    - ii. Sworn Officers of any rank
    - iii. All Tactical Team members, including Hostage Negotiators Team
    - iv. Civilians assigned to the Special details who could, at times, have
    - v. access to seized drugs, seized currency, investigative funds, or confidential
    - vi. investigative information.



Drug and Alcohol Testing

211

- vii. Property Technicians who have access to seized drugs and/or currency will submit to a drug test as a pre-condition to their assignment and thereafter submit to random drug testing.

**D.** For the purposes of this order, the following definitions will apply:

1. Employee: Any person employed by the Camp Verde Marshal's Office including sworn officers, civilian employees, full and part-time employees, reserve officers and volunteers.
2. Reasonable Suspicion: Specific, objective facts and the rational inferences that can be drawn from them in light of experience, that suggest an individual, on or off-duty, is or has been using chemical substances whose possession, dispensing, or use are controlled by Federal or State statutes. Reasonable suspicion is less than probable cause, but more than a hunch
3. Sworn Employee: A commissioned police officer, regular or reserve
4. Drug Testing Result
  - i. Any statutorily defined illegal use of drugs by any Department employee will not be tolerated.
  - ii. Employees who are on medication that may affect their job performance shall notify their supervisor of the nature of the illness or injury, and the medication prescribed for the condition.

**E.** Department employees who have reasonable suspicion that another employee is illegally using drugs shall report the facts and circumstances immediately to their supervisor.

1. When the employee suspected of using drugs is a supervisor, the employee will report the matter to the next highest level of supervision.

**F.** Any supervisor who has reasonable suspicion that an employee is illegally using drugs will conduct an investigation and complete a written report.



Drug and Alcohol Testing

211

1. The following procedures will be used for conducting the investigation:
  - i. The investigation report will be forwarded thru the chain of command to the town marshal for review.
  - ii. When reasonable suspicion has been established, the Marshal will order the employee suspended with pay, and arrange for a urinalysis. When the employee is a supervisor, the decision to suspend will be made by an employee of the next highest rank.
2. A recommendation on the action to be taken will be made to the Marshal from the investigating supervisor.
3. Results of drug testing will be returned to the Marshal or Town Manager.

**G. Testing Procedures**

1. The facility used to conduct the analysis must be experienced and capable of maintaining quality control, documentation, chain of custody, technical expertise, and demonstrated proficiency in urinalysis.
2. Personnel used to conduct the testing will be certified to conduct urinalysis.
3. The method of testing used by the facility must be capable of identifying the following
4. substances:
  - i. Marijuana
  - ii. Cocaine and cocaine derivatives
  - iii. Heroin
  - iv. Amphetamines
  - v. Barbiturates
5. The processing of a urine sample will be done in two phases; the initial screening, and confirmation of results of the initial screening.
6. An initial positive report will not be considered positive until a test to confirm the results of the initial screening. Samples that test positive will be maintained by the drug-testing vendor for 12 months.
7. Samples that test negative will be maintained by the drug-testing vendor for two (2) Weeks.



Drug and Alcohol Testing

211

8. The location where the sample will be collected shall be a private and secure medical setting, and will not demean, embarrass, or cause physical discomfort to the employee.
9. Each phase of the collection and processing of a urine sample will be documented on a standard drug-testing checklist to establish the integrity of the chain of evidence.
10. The checklist will be used in all cases
11. The investigating supervisor or Commander will be present at the drug testing facility.
12. The supervisor or **Commander** will document the following procedures on the standard drug testing checklist:
13. The employee submitting to urinalysis will present positive photo identification prior to providing the sample.
14. The lab technician will conduct an interview with the employee prior to obtaining the sample to determine any use of prescribed drugs or medications
15. The supervisor and laboratory technician will inspect the room where the sample is to be collected to ensure there are no substances present that would alter the test results.
16. The supervisor and technician will then leave the room, and the employee will be directed to provide the sample.
17. After providing the sample, the employee and technician will sign an evidence tape that will be used to secure the sample in a container provided by the vendor

#### H. Sanctions for Violations of Drug Policy

1. Employees who refuse to submit to urinalysis, or who produce positive test results for unlawful drug use are subject to disciplinary action up to, and including termination from employment.
2. When an employee has been required to submit to urinalysis where the results indicate that no illegal drugs were found, the employee will receive a letter stating that fact, and a copy of the letter will be placed into their personnel file.

#### I. Alcohol Policy/Testing

1. The public has a right to expect that those entrusted to protect them are at all times mentally and physically prepared to perform their duties. There is overwhelming evidence to conclude that alcohol misuse seriously impairs an employee's mental and physical health and thus affects job performance. When law enforcement employees appear to be or are under the influence of alcohol, while on duty, the confidence in law enforcement and the integrity of the law enforcement profession is, or could be,





Drug and Alcohol Testing

211

seriously impaired.

2. In order to ensure the integrity of this department, and to preserve the public confidence and trust in a drug-free law enforcement profession, the Camp Verde Marshal's Office will not tolerate any employee who, reports to work or while on duty, is under the influence of alcohol.

3. Definitions:

- i. Alcoholic beverage: Any beverage containing more than one-half of one percent of alcohol by volume which is capable of use for beverage purposes, either alone or diluted.
- ii. Alcohol testing: Testing for blood alcohol content by any approved department method including, but not limited to, collecting a breath, blood, and/or urine specimen suitable for testing or laboratory analysis.
- iii. Employee: Includes all regular full-time, probationary, regular part-time, temporary civilian, volunteers, and sworn personnel.
- iv. Impairment: Having a blood alcohol concentration (BAC) higher than 0.00% or physical or mental indicators observed or documented by others that would indicate a decreased ability to perform the employee's assigned duties.

4. Suspicion:

- i. A conclusion based on information and belief produced by a person with knowledge of, or about, an employee's possession or use of alcohol or abuse; or a conclusion based on personal observation that an employee's conduct or conditions to satisfactorily perform their job duties is or may be impaired, due to the use of alcohol. Such condition may include, but is not limited to, a noticeable change in the employee's performance level, impaired judgment, or reasoning, a noticeable change in level of attention, behavioral changes, decreased ability of the senses or diagnosis of alcohol abuse or dependency; or A conclusion based on physical characteristics which may include a pattern of abnormal or erratic behavior, physical symptoms (such as glassy or bloodshot eyes, slurred speech, unsteady gait, poor coordination, poor reflexes, or odor of alcohol on breath or person) or direct observation of alcohol abuse.

5. Alcohol Policy:



Drug and Alcohol Testing

211

- i. Employee conduct in conjunction with the consumption of alcoholic beverages must not bring or have the potential of bringing discredit to the department.
- ii. Employees will not allow alcohol to affect their job performance. Any misconduct associated with alcohol consumption will result in disciplinary action up to and including termination.
- iii. It is the employee's responsibility to abstain from alcohol abuse. Employees will not consume alcohol prior to the start of scheduled duty in a quantity that would cause impairment when they report for duty or would preclude them from reporting for duty.
- iv. Employees will not report for duty with the odor of alcohol on their breath or person, nor will they report when impaired in anyway by the use of alcohol.
- v. Employees will not consume alcoholic beverages while on duty or during breaks or meals, except in conjunction with an official investigation and with prior approval of a supervisor.
- vi. Employees on paid "standby" will adhere to all rules regarding alcohol consumption just as if they were actually on duty.
- vii. If an employee who is not on standby is called out and they are impaired by alcohol, they shall notify their supervisor of their condition.
- viii. The unauthorized use, sale, purchase or possession of alcohol while on duty is prohibited and will be the basis for disciplinary action up to and including termination.
- ix. Any employee who suspects another employee may be under the influence of alcohol while on duty will immediately report the facts and circumstances to the first available supervisor. Failure to report as described above will result in disciplinary action. Any disciplinary action must be based on information that the employee knew of circumstances that led them to believe the other employee was in violation of this policy.
- x. While confidentiality cannot be assured, every reasonable effort will be made to protect the identity of employees and others who provide information.
- xi. Employees who unintentionally ingest, or are made to ingest, alcohol will immediately report the incident to their supervisor so that appropriate steps may be taken to ensure the employee's health and safety. Any employee suspected of being impaired by or abusing alcohol will submit to alcohol test(s) and cooperate in all procedural steps to conclude the test(s). Refusal to comply with any testing ordered by a supervisor, refusal to authorize the release of test results, or failure to comply with any requirements of the testing procedure will result in the employee's termination. Any test conducted will be at no cost to the employee. Any violation of this policy may result in both administrative and criminal investigations.



**J. Procedures and Responsibilities:**

1. When a supervisor has a reasonable suspicion of a violation of this policy, they will notify their Commander or their designee immediately. Supervisors must base their suspicions on the employee's job performance, personal observations, or information developed through an investigation.
2. Supervisors will document their suspicions in writing.
3. Upon request of the employee, and at the completion of the investigation, this documentation will be provided to the employee.
4. The names and identifying characteristics of other employees may be removed from the report.
5. The decision to enter the alcohol testing process will be made by the Town Marshal, or Commander and the on scene supervisor.
6. The Town Manager will be notified and soon as possible concern the decision.
7. The affected employee will be removed from his duties immediately by the supervisor.
8. The employee will not be permitted to further operate a motor vehicle, machinery or equipment.
9. For sworn employees, the supervisor will secure the employee's firearm(s).
10. The location of all testing shall be a private and secure setting as directed by the
11. Commander or their designee and will not demean, embarrass, or cause physical discomfort to the employee. The supervisor will transport the affected employee to a location as directed by the Commander and stay with the employee until relieved.
12. Employees will not engage in any activity such as consulting with a friend, family member, or attorney that would in any way delay, impede, or impair the testing process.
13. The employee may be accompanied through the process by a representative of the department. After completion of the test(s), the employee will be relieved from duty until the test results are determined.
14. The leave will be paid and recorded as a non-disciplinary administrative suspension. Arrangements will be made for transporting the employee to their residence or another location desired by the employee.
15. If the employee is incapacitated, the location may be selected by a relative or friend of the employee.
16. The Marshal will be notified of the decision as soon as possible.
17. Supervisor's that suspect that the employee is impaired by a substance other than alcohol shall follow the procedures outlined in Drug testing
18. Upon finding negative results, the employee may be returned to full duty status, if there is no other reason to prohibit their return.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
1 OF 4**

**SOCIAL MEDIA**

**212**

**POLICY**

It is the policy of the Marshal's Office to maintain high standards of professionalism and conduct for its employees, sworn and professional staff, and volunteers, both on and off duty. This includes, but is not limited to, conduct related to materials posted on the internet or disseminated electronically. The department recognizes the role that these tools play in the personal lives of some department personnel. The personal use of social media can have bearing on departmental personnel in their official capacity.

**A. Purpose:**

The purpose of this General Order is to provide information of a precautionary nature, as well as prohibitions on the use of social media by department personnel. This policy is not meant to address one particular form of social media; rather social media in general, as advances in technology will occur and new tools will emerge.

**B. Definitions:**

1. **Blog:** A self-published diary or commentary on a particular topic that may allow visitors to post responses, reactions, or comments. The term is short for "Web log."
2. **Page:** The specific portion of a social media website where content is displayed, and managed by an individual or individuals with administrator rights.
3. **Post:** Content an individual shares on a social media site or the act of publishing content on a site.
4. **Profile:** Information that a user provides about himself or herself on a social networking site.
5. **Social Media:** A category of Internet-based resources that integrate user-generated content and user participation. This includes, but is not limited to, social networking sites (Facebook, MySpace), microblogging sites (Twitter, Nixle), photo- and video-sharing sites (Flickr, YouTube), wikis (Wikipedia), blogs, and news sites (Digg, Reddit).
6. **Social Networks:** Online platforms where users can create profiles, share information, and socialize with others using a range of technologies.
7. **Speech:** Expression or communication of thoughts or opinions in spoken words, in writing, by expressive conduct, symbolism, photographs, videotape, or related forms of communication.
8. **Web 2.0:** The second generation of the World Wide Web focused on shareable, user-generated content, rather than static web pages. Some use this term interchangeably with social media.

**C. Social Media – Personal Use:**

1. **Precautions and Prohibitions:**
  - a. Marshal's Office personnel shall abide by the following when using social media.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
2 OF 4**

**SOCIAL MEDIA**

**212**

2. Personal social media sites will not be accessed from Town-owned computers unless approved in writing by the employee's supervisor to carry out legitimate law enforcement functions.
  - a. The request will be sent via email to the employees' supervisor with a responding approval.
3. Department personnel are free to express themselves as private citizens on social media sites to the degree that their speech does not impair working relationships of this department for which loyalty and confidence are necessary, impede the performance of duties, impair discipline by superiors and harmony among coworkers, or interfere with the regular operation of the department.
4. As public employees, department personnel are cautioned that speech on- or off-duty, made pursuant to their official duties — that is, that owes its existence to the employee's professional duties and responsibilities — is not protected speech under the First Amendment and may form the basis for discipline if deemed detrimental to the department. Marshal's Office personnel should be aware that their speech and related activity on social media sites may reflect upon their office and this department.
5. Department personnel shall not post, transmit, or otherwise disseminate any information, to which they have access as a result of their employment, without written permission from the Town Marshal or his or her designee. These include video or audio files, photographs or other digital or text media memorializing any law enforcement related action of this agency, such as department training, tactical situation, call for service, investigation, etc., whether created or memorialized with department or personally owned equipment.
6. For safety and security reasons, department personnel are cautioned concerning disclosing their employment with this department or provide similar means of personal recognition that may cause them to be identified as a department sworn officer or department employee. Department personnel shall not post information pertaining to any other member of the department without their permission. Department personnel shall not:
  - a. Display department logos, uniforms, or similar identifying items on personal web pages.
  - b. Post personal photographs that may cause them to be identified as a department sworn officer or department employee. Deputies who are, or who may reasonably be expected to work in undercover operations, shall not post any form of visual or personal identification, for their safety and the safety of fellow undercover officers.
7. When using social media, department personnel should be mindful that their speech becomes part of the worldwide electronic domain. Therefore, adherence to the department's code of conduct is required in the personal use of social media. In particular, department personnel are prohibited from the following:

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
3 OF 4**

**SOCIAL MEDIA**

**212**

- a. Posting obscene material, as well as speech containing sexually explicit language, images, or acts that reflect negatively upon the agency.
  - b. Statements or other forms of speech that ridicule, malign, disparage, or otherwise express bias against any race, any religion, or any protected class of individuals.
  - c. Speech involving themselves or other department personnel reflecting behavior that would reasonably be considered reckless or irresponsible (such as lewd sexual conduct, excessive alcohol consumption, or similar behaviors).
8. Engaging in prohibited speech noted herein, may provide grounds for undermining or impeaching an officer's testimony in criminal proceedings. Department personnel who engage in such speech and thereby affect their ability, or potentially affect their ability, to fully perform their duties are subject to discipline up to and including termination of office.
9. Department personnel may not divulge information gained by reason of their authority as members of this department; make any statements, speeches, appearances, or endorsements; or publish materials that could reasonably be considered to represent the views or positions of this department without express authorization.
10. Department personnel should be aware that they may be subject to civil litigation for:
- a. Publishing or posting false information that harms the reputation of another person, group, or organization (defamation);
  - b. Publishing or posting private facts and personal information about someone without their permission that has not been previously revealed to the public, is not of legitimate public concern, and would be offensive to a reasonable person;
  - c. Using someone else's name, likeness, or other personal attributes without that person's permission for an exploitative purpose; or
  - d. Publishing the creative work of another, trademarks, or certain confidential business information without the permission of the owner.
11. Department personnel should be aware that privacy settings and social media sites are constantly influx, and they should never assume that personal information posted on such sites is protected.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
4 OF 4**

**SOCIAL MEDIA**

**212**

12. Department personnel should expect that any information created, transmitted, downloaded, exchanged, or discussed in a public online forum may be accessed by the department at any time without prior notice.

**D. Reporting violations**

Any employee becoming aware of or having knowledge of a posting or of any website or web page in violation of the provision of this policy shall notify his or her supervisor immediately for follow-up action.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
1 OF 9**

**Recognition and Service Awards**

**213**

**PURPOSE**

The purpose of the department award's program is to recognize and honor the meritorious service and conduct performed by members of the Camp Verde Marshal's Office.

**A. POLICY**

Any employee of the department is eligible for an award whether on or off duty. To be eligible for any award, conduct must be in keeping with sound judgment and reflect honorably upon the law enforcement profession.

1. Awards can be in the form of certificates, ribbons, pins, and/or plaques.
2. The ribbons awarded must be worn with the officers a Class A uniform only. The ribbons will not be worn with any other uniform. The ribbons shall be worn centered directly above the nameplate.

**B. AWARD NOMINATIONS**

1. Eligibility
  - a. Each employee of the Department is eligible for any award whether on- or off-duty.
  - b. To be eligible for an award, the conduct must be in keeping with sound judgment and reflect honorably upon the police profession.
  - c. Employees will not be nominated for a higher award after being awarded a lesser award for the same incident.
2. Presentation of Awards
  - a. The Town Marshal will present awards to employees or their families at an annual awards ceremony, honoring the previous year's recipients.
3. Posthumous awards will be presented to the next of kin for a deceased employee of the Department. In addition, if the family requests the employee be buried with the award, a second medal will be provided to the family for burial purposes.





4. At the discretion of the Marshal, awards for valor, lifesaving AND RETIREMENT may be presented in a separate ceremony.
5. All other awards will be presented at the annual awards ceremony.
6. A citation identifying the award and explaining the circumstances resulting in the award will be presented for all specified awards. In addition, commissioned and uniformed noncommissioned employees will receive the appropriate uniform ribbon.

**C. Awards Selection Committee:**

- a. The committee will consist of members, as follows:
  - a) A sergeant
  - b) A detective assigned to the Investigations Section
  - c) An officer assigned to the Patrol Section
  - d) A civilian supervisor
  - e) A civilian employee
  - f) Two at-large members (non-supervisory employee/previous award winner)
- b. Selection
  - a) The Town Marshal, or designee, will select members through submitted memos of interest. The Town Marshal may appoint a temporary committee member in the absence of a regular committee member if such action would serve to accomplish the purpose of the committee.
  - b) The committee members will serve a two-year term.
  - c) The committee will meet quarterly or as needed and make recommendations to the Town Marshal.
  - d) The committee will be responsible for ordering awards.
- c. A quorum of five members must be present before business can be conducted and matters voted on. Each member's vote is of equal value. A majority vote is required to render a decision. The recommendations will be submitted to the Town Marshal or designee.



- d. The Assistant to the town Marshal will act as the Awards Administrator and will be responsible for:
- The preparation of all awards, including:  
Citations, Ribbons, Medals, Plaques.
  - Preparing arrangements for awards and assisting the designated persons with the annual awards ceremony.
- e. Maintaining an awards log and pertinent files. The recipient's immediate supervisor will ensure that all information pertaining to the award is included in the recipient's permanent file.
- f. The Public Information Officer will arrange for appropriate publicity.

**D. Method of Selection for Awards**

1. Any employee may recommend any other employee, volunteer, citizen for any award at any time through their supervisor to the nominee's supervisor or chain of command.
2. A detailed description of the circumstances and actions surrounding the act will be forwarded on in the chain of command to the town marshal for initial approval.
3. The Command Staff will have final determination the recipients of the awards.
4. All approved award nominations will be forwarded to the assistant of the Town Marshal.
5. There is no limitation placed on the number of awards or commendations that an individual may receive or the number that the Department may distribute.



## E. EMPLOYEE AWARDS



1. MEDAL OF HONOR- The Medal of Honor is awarded to a Deputy who distinguishes him or herself conspicuously by gallantry and intrepidity at the risk of his or her life above and beyond the call of duty while engaged in action against armed criminal element, or when the deed performed has been one of the personal bravery or self-sacrifice so conspicuous as to clearly distinguish the individual above his or her peers and must have involved risk of life. The award of this citation will be considered on the standard of extraordinary merit. This award consist of a ribbon.



2. MEDAL OF VALOR- The Medal of Valor is awarded to a person who, while serving in any capacity with the Camp Verde Marshal's Office, distinguishes him or herself by extraordinary heroism not justifying the award of a Medal of Honor. The act or acts of heroism must have been so notable and have involved risk of life so extraordinary as to set the individual apart from his or her peers. This award will consist of a ribbon.



3. PURPLE HEART- The Purple Heart is given to recognize a member of the department who receives serious physical injury, as defined by ARS 13-105.39, as a result of a felonious assault. This award will consist of a Ribbon.



4. MERITORIOUS SERVICE- The Meritorious Service award is given to a member who consistently exceeds normal job requirements with at least one specific act of outstanding performance. This may include a member proceeding with a predetermined plan, program, investigation, or official act which exemplifies the mission statement of the Camp Verde Marshal's Office. This award will consist of a Ribbon.



5. LIFESAVING- The Lifesaving award is given to an employee directly responsible for saving/prolonging a human life (extended by at least one day). This award will consist of a Ribbon.



Recognition and Service Awards

213



6. COMMENDATION AWARD- The Commendation award is given to any employee of the Camp Verde Marshal's Office, who distinguishes him or herself by any act of extraordinary achievement or outstanding accomplishment. This award will consist of a Ribbon.



7. COMMUNITY SERVICE- The Community Service award is presented to an employee who displays extraordinary efforts in serving the community. This award will consist of a Ribbon.



8. MILITARY SERVICE- To be eligible the employee must be currently serving in a branch of the United States Military or have received an Honorable Discharge. This award will consist of a Ribbon.



9. CRIMINAL INVESTIGATIONS – To be eligible the employee must be currently serving in the Criminal Investigations position. This will consist of a Ribbon.



10. PATROL RIBBON- To be eligible the employee must be currently serving in the Patrol position. This will consist of a Ribbon.



11. K-9- Upon successful completion of an approved K9 officer training school. This Ribbon will take the place of the K-9 pin.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
6 OF 9**

**Recognition and Service Awards**

**213**



12. MOTOR OFFICER- upon successful completion of the 80-hour motor training school. This Ribbon will take the place of the Motor Officer Pin.



13. SCHOOL RESORCE OFFICER (SRO)- Upon successful completion of approved SRO training. This will take the place of the SRO pin.



14. AZPOST GENERAL INSTRUCTOR- The AZPOST General Instructor award is given on a one-time basis to any employee who has met the requirements to become a AZPOST instructor. This award will consist of a Ribbon.



15. S.W.A.T. (Special Weapons and Tactics Unit)- Upon successful completion of training and after six months of continuous service. This Ribbon will take the place of the SWAT Pin.



16. FIELD TRAINING OFFICER- To be eligible the employee must be a certified FTO and has or is currently working as an FTO for the Camp Verde Marshal's Office. This award will consist of a Ribbon.



17. ACCIDENT RECONSTRUCTIONIST- The Accident Reconstructionist award shall be given on a one-time basis to those officers who have attended and have become certified in at least three (3) levels of accident reconstruction. This will consist of a Ribbon.



18. DRUG RECOGNITION EXPERT- The DRE award is given to any officer who has successfully completed DRE training and has become a certified Drug Recognition Expert. This Ribbon will take the place of the DRE pin.



19. **FIREARMS AWARD-** The Firearms award is given to any officer of this department who scores 240 or above on two (2) consecutive firearms qualification shoots. This award will consist of a Ribbon.



20. **EDUCATION AWARD-** To be eligible for this award the employee must have an Associates Degree or higher. An Associates Degree will have a Ribbon only. A bachelor degree will be the Ribbon and an Oak Leaf for each Bachelor Degree, and add an Oak Leaf to the Ribbon for any Master Degree obtained.



21. **BASIC TRAINING-** This Training award is given to any employee of this department who completes the basic training requirements of AZPOST and/or the department. This will consist of a Ribbon.



22. **SERVICE AWARD-** The Service awards are given to employees of this department who have earned the appropriate years of service. Employees who lateral transfer within the State of Arizona will be recognized for prior service.
23. **COMMUNICATIONS EMPLOYEE OF THE YEAR-** The Communications Employee of the Year award is presented annually to one communication's dispatcher in recognition of outstanding accomplishments and for facilitating the achievements of the organization's goals and objectives. This award will consist of a Plaque.
24. **CIVILIAN EMPLOYEE OF THE YEAR-** The Civilian Employee of the Year is presented annually to a civilian employee of the department over a period of one year in achieving department goals and objectives through projects, programs, or situations requiring exceptional dedication. This award will consist a Plaque.
25. **SUPERVISOR OF THE YEAR-** The Supervisor of the Year award is presented annually to one supervisor for distinguished service in any assignment over a period of one year's time. This award will consist of a Plaque.



26. **OFFICER OF THE YEAR**—The Officer of the Year award is presented annually to one officer for service in any police assignment over a period of one year's time. This award will consist a Plaque.

27. **DISTINGUISHED OFFICER OF THE YEAR**- The Distinguished Officer of the Year award is presented annually to one officer for distinguished service in any police assignment over a period of one year's time. This award will consist a Plaque.

#### **F. NON-EMPLOYEE AWARDS**

1. **THE VALOROUS CONDUCT AWARD**- This is awarded to a non-employee in situations where the same conduct by an employee would have resulted in awarding the Medal of Honor.
2. **THE MERITORIOUS CONDUCT AWARD**- This is awarded to a non-employee in situations where the same conduct by an employee would have resulted in awarding the Meritorious Service Award.
3. **THE CERTIFICATE OF APPRECIATION**- This is awarded to a non-employee in situations where the individual goes above and beyond in helping the department achieve its goals and objectives.

#### **G. PINS**

1. **Motor Officer**- Upon successful completion of the 80-hour motor training school.
  - a. Motor wings—gold
2. **SRO (School Resource Officer)**- Upon successful completion of approved SRO training.
3. **S.W.A.T. (Special Weapons and Tactics Unit)**- Upon successful completion of training and after six months of continuous service.
  - a. Tactical eagle—gold
4. **K-9 Officer**- Upon successful completion of an approved K9 officer training school.
5. **DRE (Drug Recognition Expert)**- Upon certification as a DRE.



#### **H. Display**

1. Employees and volunteers of the department who are presented with a second or subsequent award in a particular category will wear an oak leaf cluster indicating the number of awards given in that category on the appropriate ribbon.
2. A star will be worn in lieu of five oak leaf clusters
3. A second star will be awarded only when the employee, volunteer obtains five subsequent oak leaf clusters
4. Oak leaf clusters and stars will not be worn together on a uniform ribbon





**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
1 OF 7**

**RECRUITMENT AND SELECTION**

**301**

**POLICY**

It is the policy of this Department to identify, recruit, select, and assign the highest caliber of personnel available in a manner that is equitable, nondiscriminatory, and consistent with State and Federal statutes, Town policy, and Affirmative Action/Equal Employment Opportunity guidelines.

**PROCEDURES**

**A. Recruitment for Sworn Police, Civilian, and Volunteers**

1. Administrative Responsibility - The responsibility for administering the Department's role in the recruitment process shall lie with the Office of the Town Marshal. Other Department employees may assist and help coordinate this activity.
2. Recruitment Guidelines
  - a. The Camp Verde Marshal's Office will actively recruit, to compete with other employers in attracting qualified personnel for actual or forecasted vacancies within the Department.
  - b. Department personnel assigned to the recruiting function shall be familiar with the areas of:
    - (1) Equal Employment Opportunity/Affirmative Action guidelines.
    - (2) Agency salaries, benefits, and opportunities.
    - (3) Techniques of record keeping and candidate tracking.
    - (4) Applicable Federal and State statutes.
    - (5) Different ethnic and cultural groups within the community.
    - (6) Recruitment programs of neighboring jurisdictions.
    - (7) Other factors that ensure a fair and unbiased recruitment process.
3. Recruitment Plan
  - a. The Office of the Town Marshal shall prepare a recruitment plan, which corresponds with the annual budget submission. The Recruitment Plan should:
    - (1) State the objectives in quantitative terms.
    - (2) Indicate the Department's proposed budget, including the amount and number of new positions requested, and the funds requested for specific recruitment activities.
  - b. The Department encourages all Department employees to assist in recruiting qualified persons to apply for positions within the Department.
  - c. Minority personnel shall be actively included in the recruitment process.
4. Recruitment Process

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
2 OF 7**

**RECRUITMENT AND SELECTION**

**301**

- a. The Human Resources Department shall be responsible for sending job announcements to local service organizations with a request to post the announcements. The Human Resources Department shall also ensure that the position be advertised to the mass media, to include newspapers and over the Internet. The job announcement will include:
    - (1) A precise and accurate description of the duties, responsibilities, requisite skills, educational level, and physical requirements for the positions to be filled.
    - (2) Application-filing deadline.
  - b. Recruitment efforts will be conducted locally through college career day activities and through local service organizations.
5. Affirmative Action/Equal Employment
- a. The Department shall ensure that no person be refused employment or otherwise discriminated against because of race, sex, age, religion, ethnicity, national origin, disability, disabled or Vietnam era veterans, or sexual orientation, unless such action is consistent with applicable federal, state or local law.
    - (1) This policy relates to all phases of employment, including but not limited to: advertising, recruiting, employment, placement, promotion, transfer, leave of absence, termination, rate of pay, selection for training purposes, use of facilities, vacation, and holidays.
  - b. The ultimate goal of the Camp Verde Marshal's Office Affirmative Action effort is to obtain a Department work force, which appropriately reflects the composition of the citizens of the Town of Camp Verde.
    - (1) The Department shall establish goals and objectives to be undertaken by the Department to ensure all applicants and employees are afforded equal opportunity to reach their full employment potential. This plan will be reviewed annually at the end of the fiscal year by the Town Marshal, or his designee, and updated as needed.
    - (2) Equal Employment Opportunity also applies to those with physical disabilities. Physical disabilities are disregarded unless those disabilities prevent the performance of the primary essential functions of the position.
      - (a) Concerns regarding equal employment opportunities may be addressed with the Department, Human Resources Department, or the Equal Employment Opportunity Commission for the State of Arizona.
  - c. All employment applications, recruitment materials, and recruitment advertisements shall state this this Department is an Equal Opportunity Employer.
  - d. The Town Marshal, or designee, will review all job descriptions as prepared by the Human Resource Department on a periodic basis to ensure they support the Agency's recruitment strategies and procedures.
6. The application process;
- a. Prospective applications who come to the Department Seeking information about job opportunities, or



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
3 OF 7**

**RECRUITMENT AND SELECTION**

**301**

seeking to apply for employment, shall be given either an Employment Interest Form or a Camp Verde Marshal's Office Background Questionnaire, along with appropriate instructions for its completion.

- (1) Along with the above information, applicants will be provided with a handout containing at the elements of the selection process, the expected duration of the selection process and the agency's policy on reapplication.
- b. The Human Resources Department shall maintain a copy of each application returned for a period of three (3) years. Copies will be kept in a secured area.
- c. The Office of the Town Marshal, or the designee, shall ensure periodic contact is maintained with each applicant during the entire selection process to advise the applicant of the status of his or her application.
  - (1) Applicant contacts shall be documented and logged.
- d. Applications shall not be rejected because of omissions or deficiencies that can be corrected prior to the testing or interview process.
  - (1) Contact should be made with the applicant to clarify any questions/concerns or to correct any deficiencies that exist on an employment application.

**B. Selection for Sworn Police Applicants**

1. Administrative Responsibility: The responsibility for administering the Department's role in the selection process shall lie with the Office of the Town Marshal, or the designee. Other Department employees may assist and help coordinate this activity.
  - a. The Office of the Town Marshal in conjunction with the Human Resources Department will:
    - (1) Ensure that all elements of the selection process, whether administered internally or by a private-sector organization or vendor, meet the requirements of validity, utility, and minimum adverse impact.
    - (2) Ensure that candidates are appropriately scheduled for the various testing processes, i.e. written test physical agility evaluation, panel interview, polygraph examination, psychological test, and medical examination, etc.
    - (3) Ensure that all elements of the selection process be administered, scored, evaluated, and interpreted in a uniform manner.
      - (a) Operational elements of the selection process, such as time limits, oral instructions, practice problems, answer sheets, and scoring formulas shall be clearly set forth and carried out identically for all candidates.
      - (b) All candidates, regardless of previous employment or experience, shall be subject to the same selection process.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
4 OF 7**

**RECRUITMENT AND SELECTION**

**301**

- 4) Ensure that personnel who are representative of the race, sex, and ethnic groups of the community be used to carry out the selection process whenever possible.

2. The Selection Process

- a. The selection process consists of twelve (12) separate and distinct procedures. These are, in the order of their occurrence:

Announcement  
Application (accepted continuously)  
Interview for Application Verification  
Physical Agility (certified officer only)  
Written Test  
Oral Board Interview  
Fingerprint Check  
Background Investigation  
Polygraph  
Interview with the Town Marshal and Possible Conditional Job Offer  
Medical Examination/Drug Screening  
Final Job Offer

- b. Although selection is based upon the successful completion of all of the above listed procedures, the nature of the selection process allows any single procedure to cause the elimination of a candidate from further consideration.
  - (1) Any candidate not eligible for employment on the basis of any single procedure shall be notified in writing, by the Police Department within 30 calendar days.
  - (2) Re-application is permitted after 6 months except for candidates disqualified for reasons of prior felony convictions, non-correctable physical problems, or other non-correctable selection criteria.
  - (3) Records of candidates not eligible for employment shall be the responsibility of the Office of the Town Marshal. These records shall be securely maintained in accordance with Federal, State, and local requirements.
- c. There will be candidates who successfully complete selection procedures up to the contingent job offer and are not appointed due to a limited number of openings.
  - (1) Candidates who successfully complete all selection procedures shall remain eligible for employment for six (6) months from the completion of the selection process. After six months, the selection process may be initiated again.
  - (2) Eligible candidates not appointed due to limited positions shall be notified of such in writing by the Police Department.
  - (3) The Office of the Town Marshal shall maintain the records of all candidates eligible for employment.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
5 OF 7**

**RECRUITMENT AND SELECTION**

**301**

- d. The selection process is designed to allow the Department to obtain qualified personnel to fill specific needs. The final determination of the attributes and skills that a candidate should possess and who will be selected for employment is the responsibility of the Town Marshal.

**3. Eligibility Requirements**

- a. The minimum qualifications for appointment as a peace officer in the State of Arizona are established by the Arizona Police Officers Standards and Training Bureau (AZ POST) and the Arizona Administrative Code R13-4-105(A).
- b. Applicants may be disqualified for any of the following items:
  - (1) Falsification of information provided on the employment application or background investigation questionnaire.
  - (2) A history of conduct that would jeopardize public trust in the law enforcement profession.
  - (3) Conviction of a felony or any offense that would be a felony if committed in Arizona.
  - (4) Dishonorable discharge from the United States Armed Forces.
  - (5) Illegal sale, production, cultivation or transportation of marijuana or any other dangerous drug or narcotic.
  - (6) Illegal use of marijuana for any purpose within the past three (3) years.
  - (7) Illegal use of dangerous drugs or narcotics other than marijuana, for any purpose within the past seven (7) years. Including illegal use or abuse of prescription drugs.
  - (8) Illegal use of dangerous drugs, narcotics, or marijuana other than for experimentation.
    - a. The use of an illegal drug is presumed to be not for experimentation if:
      - (1) The use of marijuana exceeds a total of 20 times or exceeds 5 times since the age of 21 years.
      - (2) The use of dangerous drugs or narcotics, other than marijuana, exceeds a total of 5 times, or exceeds 1 time since the age of 21 years
  - (9) Conviction, adjudication of violation of traffic regulations governing the movement of vehicles with such frequency so as to indicate a disrespect for traffic laws and a disregard for the safety of other persons on the highway within the past three (3) years.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
6 OF 7**

**RECRUITMENT AND SELECTION**

**301**

**A. Recruitment for Civilian Personnel**

1. Administrative Responsibility: The responsibility for administering the Department's role in the selection process shall lie with the supervisor of the vacant civilian position. Other Department employees may assist and help coordinate this activity, as well as act as liaisons with the Human Resources Department when recruitment responsibilities are shared.
  - a. The Human Resources Department and the appropriate division shall work together to:
    - (1) Ensure that all elements of the selection process be administered, scored, evaluated, and interpreted in a uniform manner.
    - (2) Ensure that candidates are scheduled for any other required testing applicable to the position for which they are applying, i.e., interview, drug screening, etc.
2. The Selection Process
  - a. The selection process consists of (10) separate and distinct procedures, which may or may not be applicable to all civilian positions. These are as follows:

Announcement  
Application  
Interview for Application Verification  
Oral Board Interview  
Fingerprint Check  
Background Investigation  
Polygraph  
Drug Screening  
Interview with the Town Marshal  
Final Job Offer

**NOTE: The Town Marshal reserves the right to add any necessary requirements, which would serve as a safeguard for employees to be placed in specific assignments.**

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
7 OF 7**

**RECRUITMENT AND SELECTION**

**301**

- b. The selection process is designed to allow the Department to obtain qualified personnel to fill specific needs. The final determination of the attributes and skills that a candidate should possess and who will be selected for employment is the responsibility of the Town Marshal.

**B. Recruitment for Volunteers**

1. Administrative Responsibility: The responsibility for administering the Department's role in the selection process shall lie with the supervisor of the Volunteer position. Other Department employees may assist and help coordinate this activity, as well as act as liaisons with the supervisor and Volunteer Coordinator.

2. The Selection Process

- a. The selection process consists of (5) separate and distinct procedures, these are as follows:

- i. Application
- ii. Oral Board Interview
- iii. Fingerprint Check
- iv. Background Investigation
- v. Polygraph

- b. The selection process is designed to allow the Department to obtain qualified personnel to fill specific needs. The final determination of the attributes and skills that a candidate should possess and who will be selected for employment is the responsibility of the Town Marshal.

**NOTE: The Town Marshal reserves the right to add any necessary requirements, which would serve as a safeguard for employees to be placed in specific assignments.**



## **POLICY**

It is the policy of this Department to establish a procedure to classify individual job positions within the Department and to provide an overview of compensation and benefits in relationship to work groups and administrative regulations.

## **PROCEDURE**

### **A. Job Descriptions**

1. A written job description will be maintained on file for all positions with the Town's Human Resources Department. The job description will include the following:
  - a. Duties, responsibilities, functions, and tasks for each position.
  - b. Frequency at which each task is performed.
  - c. Minimum level of proficiency necessary in the skills, knowledge, abilities, and behaviors.
2. The Department will provide appropriate input into the development, writing, and maintenance of position specifications as requested and maintained by the Human Resources Department.
3. A written review of the Department's classification plan will be conducted on an "as needed" basis determined by the Town Marshal and the Human Resources Department. This review of job classifications, compensation, and benefits shall include, but not limited to the following:
  - a. Grouping of every job into classes, based upon similarities in duties, responsibilities, and
  - b. qualification requirements.
  - c. Existence of class specifications for every job within a class.
  - d. Provisions for relating compensation to classes.
  - e. Provisions for reclassification.
4. The following written documents are available to all Department employees in regards to established salary levels.
  - a. Town of Camp Verde Classification and Salary Plan.
  - b. Town of Camp Verde Personnel Manual.
5. Information outlining the Department's benefits program, which includes Compensatory Time, Personal Days, Holidays, Vacation Leave, Sick Leave, Retirement Program, Health Insurance Programs, Life Insurance, Short Term and Long Term Disability Insurance, Optional Liability Insurance, Uniform Allowance (where applicable), and Educational Benefits, can be found in the Town of Camp Verde Personnel Manual.





**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
2 OF 3**

**Classification, Compensation, & Benefits**

**302**

6. All sworn employees are encouraged to have periodic physical examinations for their health and well-being.

a. All mandated physical examinations will be provided at no cost to the employee.

**7. Specialty pay:**

a. Field Training Officer Assignments:

i. This program provides structured on-the-job training for probationary AzPOST certified representatives who have recently graduated from an Academy or who are newly hired. The program is intended to standardize training, provide a framework for comprehensive well rounded training and produce a competent and productive representative.

ii. All FTOs must complete a recognized FTO training curriculum prior to training new Deputies. Only trained FTOs will be permitted to train new Deputies, unless special authorization has been obtained from the Commander or Duty Sergeant.

ii. The Town Marshal shall assign a sergeant to oversee the FTO program. They will be responsible for continual evaluation of the FTO Program, revisions as necessary to ensure appropriate training is being provided to new trainees. Additional training sessions for certified FTOs will be scheduled as deemed necessary by the Commander and FTO Sergeant.

b. Training Pay:

i. FTOs will receive one hour of overtime at the end of each week they train as an increase in their regular rate of pay during the period of the training cycle. They will also receive FTO pay for an additional 1 week at the beginning and end of the cycle, if possible. This will eliminate the need to adjust pay rate and will equal out to approximately a 5% pay increase during the time the FTO trains.

ii. Substitute FTOs who do not train for an entire phase will not receive FTO pay.

iii. FTO Sergeants will receive 5% pay increase during the time they are assigned as the FTO Sergeant. They will be expected to monitor the program, create FTO schedules, ensure training is completed by the FTO's, have regular meetings with the FTOs, review documentation on the OIT's (officer in training), brief the Town Marshal and Commander on the OIT's progress, update FTO manuals and policies, conduct all agency background investigations on new applicants and communications employees and any other assignment that goes along with the FTO program or hiring unit.

iv. During periods of time when the FTO is not training, the FTO will not receive FTO pay.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
3 OF 3**

**Classification, Compensation, & Benefits**

**302**

**c. Communications Training Officer (CTO) Program:**

- i. This program provides structured on-the-job training for probationary Communications Specialists newly hired in the Communications Section. The program is intended to standardize training, provide a framework for comprehensive well-rounded training and produce a competent and productive Communications Specialist.
- ii. All CTOs must complete a recognized training curriculum prior to training new Communications Specialists.
- iii. Only trained CTOs will be permitted to train new Communications Specialists, unless special authorization has been obtained from the Town Marshal, Commander or Communications Supervisor.
- iv. CTOs will receive one hour of overtime at the end of each week they train as an increase in their regular rate of pay during the period of the training cycle. They will also receive CTO pay for an additional 1 week at the beginning and end of the cycle, if possible. This will eliminate the need to adjust pay rate and will equal out to approximately a 5% pay increase during the time the CTO trains.
- v. Substitute CTOs who do not train for an entire phase will not receive CTO pay.
- vi. The Communications Supervisor shall be assigned to oversee the CTO Program. This Supervisor will continually evaluate the CTO Program and make revisions as necessary to ensure appropriate training is being provided to new trainees. Additional update training sessions for CTOs will be scheduled as deemed necessary.
- vii. Maintenance of CTO Manual: The completed CTO Manual and related forms, tests and files will be maintained by the Communications Supervisor.
- viii. Record maintenance pertaining to the training of FTOs and CTOs is the responsibility of the agency Training Coordinator. These include a form/memorandum stating the FTO or CTO have successfully completed the training program.

**d. Assignment to Criminal Investigations Bureau (CIB):**

Sergeants and Officers assigned to CIB will be compensated an extra 5% for pay assignment. This position is not considered a promotion but an assignment and personnel can be reassigned to another area within the Marshal's Office based on the best interest of the organization at any time. There is no minimum time limit of the assignment. The extra 5% pay is for the requirements to be called out and to be on call. PANT Detectives fall under CIB.

**e. K-9 handlers / Motor Officers:**

K-9 handlers are compensated 1 hour of each shift for kennel care (10 hour shift, allows 1<sup>st</sup> hour to kennel care). Motor Officers are compensated 2 hours per week for motorcycle maintenance (one day per week is two hours short for maintenance)



## CAMP VERDE MARSHAL'S OFFICE GENERAL ORDERS

PAGE  
1 OF 16

### TRAINING

303

#### **POLICY**

The Camp Verde Marshal's Office will facilitate regular training that will enable each employee to perform competently and professionally. It also recognizes that training significantly impacts employee morale and welfare, and will address these issues in appropriate training. All sworn officers training will comply with or exceed the standards set by the Arizona Peace Officer Standards and Training Board (AZ POST).

#### **PROCEDURE**

##### **A. General Provisions**

1. Training has often been cited as one of the most important responsibilities in any law enforcement agency. Training serves three broad purposes:
  - a. Well-trained officers are generally better prepared to act decisively and correctly in a broad spectrum of situations.
  - b. Training results in greater productivity and effectiveness.
  - c. Training fosters cooperation and unity of purpose.

##### **B. Organization and Administration**

1. The authority and responsibility for all training for both sworn and civilian personnel shall lie within the Office of the Town Marshal and coordinated by the Department Training Coordinator or designee.
2. The Department Training Coordinator or designee shall:
  - a. Schedule all training;
    - i. Develop a liaison with AZ POST, area colleges and universities, government agencies, businesses, police departments, and other outside trainers to acquire training materials, and information on courses available for external training.
    - ii. Coordinate, schedule, and evaluate all training classes.
  - b. Organize the training function;
    - i. Maintain instructional material, both audio and visual
    - ii. Develop and maintain training files, updating the records of employees following their participation in training programs
    - iii. Develop and/or maintain materials for training bulletins and roll-call briefings.
    - iv. Control the security of training equipment and supplies; requisitioning replacement items. Update computerized training files.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
2 OF 16**

**TRAINING**

**303**

- c. Direct the Training Function;
  - i. Identify training needs by interacting with staff and analyzing job tasks. Coordinate in-service instructors.
  - ii. Prepare and distribute course registration forms, and advise key personnel of the names of employees who will be attending outside training classes, including the dates and times.
- d. Coordinate training;
  - i. Coordinate training needs and opportunities within the Department and with other law enforcement agencies.
  - ii. Prepare pertinent training materials (i.e. bulletins, manuals, memos) for all personnel. Disseminate information of available training for all personnel.
  - iii. Develop and conduct an employee orientation program for all new employees.
- e. Training Announcements
  - i. Memoranda shall be distributed to inform employees of departmental required and/or voluntary training schedules as well as information on new practices and procedures in the law enforcement field.
  - ii. Copies of training schedules prepared by educational organizations such as Arizona Government Training Service (AGTS) and Arizona Peace Officer Standards and Training Board (AZ POST), shall be posted or distributed.
- f. Annual review of agency training programs to ensure that they meet personnel and operational needs, legal requirements and agency policies. The evaluation and updating process should include the following:
  - i. A review of new laws, court decisions, and agency directives.
  - ii. The identification of any problems associated with materials of scheduling.
  - iii. A review of the number of persons trained and the extent of the training provided. Feedback from employees and supervisors attending training.
- g. Notify supervisors and employees of required or optional training available.
- h. Ensure that all personnel have attended and satisfactorily completed all mandated training.
  - i. Determine job-relatedness of requested training through interaction with appropriate supervisory personnel.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
3 OF 16**

**TRAINING**

**303**

- j. Ensure that all training is directed towards the accomplishment of the Department mission by ensuring that each in-house program presented:
  - ii. Focuses on the elements of the job for which formal training is needed. Provides clear statements of what is to be learned.
  - iii. Provides a basis for evaluating the participants.
  - iv. Provides a basis for evaluating the effectiveness of the training program.
- k. The Department Training Coordinator shall receive training in the areas of:
  - i. Lesson plan development.
  - ii. Performance objective development.
  - iii. Instructional techniques.
  - iv. Testing and evaluation techniques.
  - v. Resource availability and use

**C. Program Development**

1. The Department Training Coordinator shall use available resources and personnel to identify in-service training needs and develop appropriate training programs to satisfy those needs. Such resources may include, but are not limited to:
  - i. A review of Department inspection reports, staff reports and/or meetings.
  - ii. A review of citizen and internal complaints and investigative reports.
  - iii. Consultations with officers, field training officers, and supervisors.
  - iv. A review of employee training evaluations.
  - v. Consultation with the Town and County Attorney's Offices.
  - vi. Consultation with division supervisors and commanders.
  - vii. Consultation with the Town Marshal.
2. The proposed development of new training programs shall be made to and approved by the Town Marshal via chain of command. The proposal shall include those resources used to determine the need for the program, and shall address the areas mandated by AZ POST to maintain peace officer certification.

**D. Lesson Plans**

1. Each instructor assigned to present a training course shall prepare a lesson plan for the course of instruction.
2. The lesson plan shall be comprehensive and accurate. The lesson plan shall be required of both internal and visiting instructors unless the lesson has been pre-approved by AZ POST.



3. Guidelines and format of the lesson are to include:
  - a. Course: The title of the course or school.
  - b. Subject: The title of the block of instruction the lesson covers.
    - i. Instructional Unit: The subdivisions for each block of instruction, specific areas to be covered.
  - c. Method: The type of instructional procedures to be used. Method may include some or all of the following:
    - i. Lecture
    - ii. Demonstration
    - iii. Discussion
    - iv. (Role Playing
  - d. Time: The amount of time needed to present the lesson.
    - i. Audience: To whom the lesson is directed, i.e., civilian employees, police officers, etc. Teaching Aids: Teaching aids to be used during the presentation. These may include:
      - ii. Overhead projector
      - iii. Handouts
      - iv. Audio and/or video tapes
      - v. File or slide projector
      - vi. Power Point Presentation
      - vii. Flip charts
      - viii. Marker board or chalkboard
  - e. Reference Materials: List reference materials used in developing the lesson.
  - f. Assignments: List the assignments, if any, that will be given the students.
  - g. Student Materials: List the materials the student will need in order to be prepared for the course (i.e., pencil, paper, calculator, ruler, etc.).



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
5 OF 16**

**TRAINING**

**303**

- h. Job Related Objective: What the student should learn upon the completion of the course.
- i. The lesson plan must indicate that the material presented in course will be reviewed prior to testing. Type of test, if any, to be given (i.e., essay, multiple choice, practical, etc.).

**E. Approval of Lesson Plans**

- 1. AZ POST Approved Courses:
  - a. All instructors shall, no less than fifteen (15) days prior to the presentation of a lesson, submit a written description of the learning objectives of a proposed course to the Commander for approval.
  - b. The Commander shall verify that the objectives of the proposed course meet departmental requirements and shall either approve the lesson for presentation or return it for further information.
- 2. Non-AZ POST Approved Courses:
  - a. All instructors shall, no less than fifteen (15) days prior to the presentation of a lesson, submit a written lesson plan to the Commander for approval.
  - b. The Commander shall ensure that the lesson plan is consistent with the lesson plan development guidelines, existing State requirements and Agency policies, and shall either approve the lesson plan or return it for further information.

**F. Lesson Presentation**

- 1. Each course presentation shall include at least the following:
  - a. Introduction: This first phase of instruction is used to prepare the student to receive the lesson or instruction that will be presented. The introduction should include at least the following:
    - i. At the beginning of each course, participants shall be instructed as to the performance objectives of the course, the type of testing that will be used, and the requirements for a passing score.
    - ii. Articulation of the objective(s) of the lesson.
    - iii. Why the lesson is being taught.
  - b. The benefits derived from learning the material presented.
  - c. Presentation: The step by step teaching of the material.
  - d. Application/Demonstration: Explanation of the application of the material presented or hands on performance by the student when applicable.
  - e. Review: A summary of the material presented with emphasis on major points of instruction.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
6 OF 16**

**TRAINING**

**303**

- f. Test: The determination of the student's comprehension of the lesson content.
  - i. Tests may be formal written exams, demonstrated proficiency, or informal questioning sequences by the instructor.
- g. Course Critique: A written evaluation of the course content and effectiveness of the instructor as perceived by the student.

**G. Curriculum Records**

- 1. In addition to the employee training file, the Department Training Coordinator shall maintain records on training courses conducted within the Department and attended by employees. These records shall contain:
  - a. Lesson plans or course content.
  - b. Names of Department attendees.
  - c. Performance of individual attendees as measured by test (if administered).

**H. Training Records**

- 1. Attendance at all training schools or sessions shall be documented and records maintained by the Department Training Coordinator.
  - a. The employee's training file shall be updated following the successful completion of each training program.
  - b. Employees attending courses or schools outside the Department shall be responsible for submitting a certificate or other appropriate documentation to the Training Coordinator within thirty (30) day of the completion of the training. This documentation shall be provided as soon as practical after completion of the course or school.
- 2. The file for in-house training shall contain at least the following information:
  - a. The name and date of the course attended.
  - b. The length of the course in hours.
  - c. The name(s) of instructors.
  - d. Hours of AZ POST credit awarded for each course (if applicable).
  - e. The employee's performance as measured by tests (if administered).
    - i. Participants of all in-service training courses may be tested in their ability to use the knowledge and skills covered in the course.
    - ii. Competency-based testing, based upon the performance objectives of the course,





**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
7 OF 16**

**TRAINING**

**303**

may be employed.

- f. A copy of the course certificate, if issued.

**3. Release of Training Records:**

- a. Training records shall not be released outside the Department without specific legal authority.
- b. Any outside request, including any legal process demanding the release of training records, shall be forwarded to the Town Marshal via chain of command.
- c. Training records shall be available to any supervisor.

**I. Attendance**

- 1. When attendance at a training course is mandatory, the training order shall stipulate that the training is mandatory and shall list the personnel who are required to attend.
  - a. The Department Training Coordinator or the employee hosting the training shall coordinate mandatory training so that several courses are offered on different days and for employees of different shifts.
  - b. Attendance at one of the mandatory training courses must be scheduled by the employee's immediate supervisor, and shall take into consideration staffing levels, scheduled vacations, and other concerns.
  - c. Reserve officers shall attend all mandatory training.
  - d. Supervisors are responsible to ensure training forms are completed and submitted within 24 hours of the mandatory training to the Department Training Coordinator.
  - e. Supervisors are responsible for employees review and completion of forms for any policy change or policy review. Forms will be turned in by the employee's supervisor to the Department Training Coordinator within the established timeline given by the Department Training Coordinator, Commander or designee.
- 2. All employees shall be required to attend mandatory training except under the following conditions:
  - a. Employees on vacation shall not be required to attend the training course with their shift/division members; however, they must be scheduled to attend another session by their immediate supervisor.
  - b. Exceptions to attendance may be granted by the applicable supervisor, such as illness, court attendance, personal or Departmental business of an emergency nature. Every effort shall be made to schedule the employee in another scheduled session.
  - c. Any other make-up training, if required, shall be scheduled via chain of command to the Department Training Coordinator.

**J. Reimbursement**



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
8 OF 16**

**TRAINING**

**303**

1. Employees shall be reimbursed for expenses incurred as a result of attending training programs in accordance with established Town policies and procedures. Reimbursement will not be made for expenses incurred from attending any type of training for which an employee has not received prior approval.

**K. Police Academy**

1. The basic police officer academy consists of a designated number of training hours as specified by the Academy Director. The curriculum approved by AZPOST, uses evaluation techniques designed to measure competency in the required skills, knowledge, and abilities on the most frequent jobs assigned to officers. The Department will use only available Regional Academies, which are mandated to provide basic police officer training for non-certified recruits at no cost to law enforcement agencies throughout the State of Arizona.
  - a. The Department may provide input to the academy regarding training needs through participation on the advisory committee.
    - i. The Town Marshal may appoint an employee to serve on the Committee at his pleasure.
    - ii. The employee shall obtain input from Department supervisors regarding needed changes, additions, or deletions to the academy training programs, and present this information to the academy.
  - b. The Department may provide officers as counselors to assist at the academy, when requested, based on staffing availability.
2. Newly sworn officers shall not be authorized to carry a firearm or to make an arrest until they have successfully completed the academy's basic peace officer training program.
3. The Academy provides an orientation handbook to all new recruit personnel at the time academy training begins.
4. Any member of the Department suffering an injury as a result of activity or instruction at the academy will be covered under the State Compensation Fund. The academy shall not be responsible for any medical bill incurred by a recruit as a result of attending the academy.
5. Any member of the Department who suffers any civil action as a result of participation in the academy is covered by the Town police liability insurance carrier.
6. The Department may provide qualified guest instructors to teach at the academy when requested, based on staffing availability.
7. The Department shall provide input to the academy regarding training needs through the Department Training Coordinator.
8. Reserve officers shall receive recruit academy training equal to that required of full-time officers.
  - a. Training hours and schedules may vary to accommodate the reserve schedule and the course duration may be extended.

**L. Orientation Period**



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
9 OF 16**

**TRAINING**

**303**

1. All new employees, sworn or civilian, shall receive orientation training in the following areas:
  - a. The Department's role, purpose, goals, policies and procedures
  - b. Working conditions and regulations
  - c. Responsibilities and rights of the employees

**M. Field Training Program**

1. After successful completion of the basic academy, newly hired sworn officers are required to complete a structured thirteen (13) week Field Training Program prior to being solo qualified. Advanced classroom CVMO "orientation" training may be required in addition and prior to the Field Training Program.
2. The Field Training Program shall be divided into three, four (4) week phases in which the trainee will be rotated to each of the patrol shifts, whenever possible.
3. During the Field Training Program, the trainee shall receive additional training and evaluations in such areas as Department policies and procedures, rules, regulations, patrol procedures, and victim/witness rights, etc., as outlined in the Department Field Training Manual.
  - a. The Field Training Program shall identify the tasks most frequently performed by certified officers and evaluate the trainee's job performance in those areas.
  - b. Standardized written evaluation techniques designed to measure the trainee's competency in the required skills, knowledge, and abilities shall be used.
4. The field training period may be extended when the performance of the trainee indicates additional training is needed.
5. The Field Training Program shall be overseen by the Training Coordinator who will coordinate the training and evaluation process of trainees by:
  - a. Reviewing daily FTO reports.
  - b. Personally observing trainee's performance.
  - c. Determining if remedial training is necessary.
  - d. Reviewing trainee's written work.
  - e. Meeting with the trainee's and FTO to discuss progress and assess additional training needs. Evaluating the FTO's instructional techniques and evaluations of the trainee.
  - f. Providing the trainee with the performance goals of the Field Training Program.
  - g. Compiling reports of the trainee's performance, as necessary, for the review by the appropriate supervisor.





## CAMP VERDE MARSHAL'S OFFICE GENERAL ORDERS

PAGE  
11 OF 16

### TRAINING

303

reserve officer.

- b. Reserve officers who already possess an AZ POST officer certification and have recent police experience must follow the same criteria as a lateral officer.
- c. If the reserve officer fails to complete the FTO Program within the three year period without reasonable justification, or if the reserve officer is failing to progress through the field training program due to performance problems, a recommendation of termination will be made by the Training Coordinator to the Town Marshal.
- d. Reserve officers shall also receive any additional training required of them to meet AZ POST Standards.

#### **N. Field Training Officer Selection and Training**

1. The Training Coordinator will post announcements of the selection process or notify officers through email, upon the request of the Town Marshal.
2. Officers interested in joining the selection process must submit a memorandum of interest.
3. Officers applying for FTO assignments must meet the following minimum qualifications:
  - a. A minimum of two (2) years' experience as a peace officer
  - b. Overall summary of competent or better on all performance evaluations.
  - c. Off probation status
  - d. A positive written recommendation from their sergeant.
4. A Field Training Officer Committee, consisting of the Training Coordinator, Department supervisors, and one patrol officer chosen by the Town Marshal shall convene and select those applicants they consider most qualified from among those applying.
5. Officers assigned as FTOs will be placed on a list after completing the following:
  - a. An approved Field Training Officer School (24 hours)
  - b. FTO orientation training conducted by the Training Coordinator
6. The Training Coordinator will ensure certification and maintain a current list of all FTO's with certification dates.
7. The Training Coordinator may select a certified FTO from the FTO list to perform as an FTO at the approval of the Town Marshal. FTO responsibilities include:
  - a. Administer basic field training to officers in training through the FTO Workbook.
  - b. Train officers in training in Department policies and procedures.
  - c. Train officer in training in criminal law, constitutional law, and Town ordinances.
  - d. Complete written daily, weekly, and phase evaluations of an officer in training's performance in accordance with guidelines set forth in the Department FTO Manual.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
12 OF 16**

**TRAINING**

**303**

8. Certification of an FTO may be suspended or revoked by a Sergeant, with approval from the Town Marshal, at any time a training officer's performance is considered to be inadequate.

**O. Selection of Instructors for In-Service Training**

1. Instructors for all training courses conducted by the Department shall be selected by the Town Marshal in conjunction with the Department Training Coordinator. Instructors shall be selected on the basis of:
  - a. Specific knowledge in the area to be taught.
  - b. Knowledge of teaching theories and methods. Personal desire and ability to teach others.
  - c. General knowledge of law enforcement and related fields.
  - d. AZ POST Certification.
2. The tenure of instructors for Department training programs shall be dependent upon:
  - a. The training needs of the Department.
  - b. The availability of qualified instructors to satisfy training needs.
  - c. AZ POST Certification.
3. The Department recognizes and encourages the exchange of qualified training instructors between this Department and other local criminal justice agencies in order to:
  - a. Promote better understanding between agencies.
  - b. Obtain training specialties not available within the Department.
  - c. Provide exposure to various training techniques.
4. It shall be the responsibility of the Department Training Coordinator to ensure that visiting instructors are properly qualified to instruct the particular subjects for which they are used.
  - a. Proper AZ POST certification or academic qualifications shall be determined when appropriate.
  - b. Course objectives shall be submitted and approved by the Town Marshal or his designee prior to training by a visiting instructor, unless an AZ POST lesson plan is utilized.

**P. In-Service Training**

1. The Department Training Coordinator shall schedule training for all sworn officers. This training shall address those areas mandated by AZ POST to maintain peace officer certification, and any other areas



## CAMP VERDE MARSHAL'S OFFICE GENERAL ORDERS

PAGE  
13 OF 16

### TRAINING

303

based upon the needs of the Department. All sworn officers, including reserve officers, shall receive annual training in the following areas:

- a. Firearms Qualification
  - b. Use of Force Policy Review
  - c. Law and Legal Updates
2. In-service employees, both civilian and sworn shall receive supplemental training as may be required when they transfer assignments, are promoted or when their assignment is materially affected by major procedural or organizational changes.

#### Q. Advanced Training

1. Advanced training for sworn personnel shall be made available within Department budget and staffing constraints.
  - a. Advanced training will be used to improve the capabilities of officers who have shown qualities beneficial to the Department and to provide training necessary to qualify personnel to fill needed positions within the Department.
2. Requests for advanced training shall be submitted to the employee's immediate supervisor for recommendation and approval. If approved and recommended, the request will be submitted to the Office of the Town Marshal for final approval. A courtesy copy should be routed to the Training Coordinator.
3. While some advanced training is not mandated by Department policies and procedures, it may be considered as a factor in promotion and job assignment, and is necessary for career development. Examples of advanced training include AZ POST courses, such as Interview and Interrogation, the General Instructor Program, etc.

#### R. Specialized Training

1. Specialized training shall be required for any employee assigned to positions requiring specialized skills (e.g. QAS Tech, FTO, firearms instructor, canine handler, and SRO).
2. Specialized training provided to personnel assigned to specialized positions shall include the following:
  - a. Enhancement/development of knowledge, skills, and abilities particular to the assignment.
  - b. Instruction on Department policies and procedures specifically related to the function.
  - c. Structured/supervised on-the-job training.
3. Employees who receive specialized training to perform specialized duties shall fulfill their obligation and shall perform those duties as required by the Department. Employees who fail to properly provide those specialized skills shall be subject to disciplinary action and their eligibility to receive specialized training suspended.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
14 OF 16**

**TRAINING**

**303**

- a. The employee's supervisor shall submit a memo to the Department Training Coordinator recommending the suspension from specialized training.
- b. The employee's eligibility to attend specialized training may only be reinstated with recommendations from all supervisors within the employee's chain of command up to and including the Town Marshal.
- c. The decision to reinstate the employee's eligibility to attend specialized training should be based on the employee's Performance Evaluation, PPR entries and any other applicable documentation.

**S. Shift Briefing Training**

1. Shift briefing training will be used to supplement all other training and to keep officers current on applicable issues between training sessions.
  - a. Shift briefing training will take place when staffing permits.
2. Supervisors shall be responsible for conducting roll call training sessions.
  - a. Shift briefing training will normally be from ten (10) to fifteen (15) minutes in duration.
  - b. Roll call training will normally include but is not limited to:
    - i. Updates in policies, procedures, and programs
    - ii. Job related videotapes and films
    - iii. Legal updates
    - iv. Procedures for detainees in custody
    - v. Ethics and Professionalism
    - vi. Training Bulletins
    - vii. AZ POST and Law Enforcement Television Network courses offered on videocassette
  - c. Instructional techniques may consist of:
    - i. Showing videos or films.
    - ii. Lecture or demonstration.
    - iii. Review of written material.
    - iv. Other methods as deemed appropriate by the presenter.
3. Roll call training may be conducted by supervisors, training personnel, other employees with specific expertise in the area to be taught or guest instructors.





## CAMP VERDE MARSHAL'S OFFICE GENERAL ORDERS

PAGE  
15 OF 16

### TRAINING

303

- a. Although not a formal training session, each roll call training session should have a stated learning objective that the student is aware of at the beginning of the training session.
4. Supervisors shall be responsible for scheduling roll call training for their employees based on time and staffing constraints.
5. Supervisors shall be responsible for obtaining needed materials from the Department Training Coordinator, or may utilize other resources, such as the video library at the academy or AZ POST.

#### T. Physical Fitness Standards/Training

1. The Camp Verde Marshal's Office employs only physically fit and medically approved applicants for the position of peace officer. Officers are responsible for maintaining their overall fitness during their employment with the Town. It is the Department's intent to encourage all sworn personnel to maintain their health and physical condition throughout their tenure with the Town.
  - a. The Department does not require officers to meet specific physical fitness requirements after the initial employment process. Therefore, no specific training is conducted by the Department.

#### U. Civilian Training

1. All newly appointed civilian employees shall receive orientation training in which such topics as the Department's role, policies and procedures, rules, regulations, working conditions, employee rights and responsibilities, etc., are covered. This training shall be in addition to the new employee orientation conducted by the Town Human Resources Department.
2. Civilian employees shall receive training to meet the requirements of the various job responsibilities to which they are assigned.
3. Due to the nature of some civilian positions, specialized training or orientation shall be necessary prior to the employee assuming the responsibilities of the position. This training may include, but is not limited to, the areas of community oriented policing, report writing, civil liability, and communications/customer service. These positions include, but are not limited to:
  - a. Communications personnel.
  - b. Records personnel.
  - c. Animal Control personnel

#### V. Skills Development

1. All newly promoted Department employees shall receive on-going training to obtain or enhance their knowledge, skills, and abilities. This shall be accomplished through in-house courses or advanced



courses offered by AZ POST, or other approved vendors.

#### W. Remedial Training

1. Remedial training may be assigned in place of or in addition to formal disciplinary measures.
  - a. Remedial training is classified as critical subject training or non-critical subject training.
  - b. Remedial training is an important responsibility of both immediate supervisors and the Training Coordinator.
2. Critical Subject Training
  - a. Critical subject training includes those subject areas related to the employee's technical proficiency in matters directly affecting the safety of the public or the employee's own safety.
  - b. The Training Office shall provide critical subject training or other remedial training outside the expertise of the trainee's immediate supervisor.
3. Non-Critical Subject Training
  - a. Non-critical subject training includes those subject areas not affecting the safety of the public or the employee.
  - b. The employee's immediate supervisor is responsible of providing remedial training in non-critical subject areas.
4. Determination of the Need for Remedial Training
  - a. All supervisors are responsible for identifying employees within their command in need of remedial training.
  - b. Employees who require remedial training in critical subject areas will be referred to the Training Coordinator.
  - c. At the discretion of the division lieutenant/supervisor, an employee may be temporarily transferred to an assignment that specializes in the subject area in which remedial training is required.
5. Remedial Training Attendance
  - a. Attendance by employees scheduled for remedial training is mandatory.
  - b. Employees failing to attend as scheduled shall be referred to their immediate supervisor for evaluation of their continued fitness for duty.
  - c. All remedial training needs to be documented with the Training Officer.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
1 OF 5**

**TRANSFER, ASSIGNMENT, AND CAREER  
DEVELOPMENT**

**304**

**POLICY**

It is the policy of the Camp Verde Marshal's Office to transfer and assign personnel to address agency needs and promote professional growth.

**PROCEDURE**

**A. Career Development**

1. It is the policy of this Department to provide members an opportunity for individual growth, professional development, and personal satisfaction at all levels of employment. The Department encourages all employees to continue their formal education with an accredited college or university. The Department also encourages employees to attend schools and seminars, which will enhance their skills, knowledge, and abilities. The Department will assist in every way possible to make each employee's career goals possible.
  - a. To assist employees in continuing their formal education, the Town of Camp Verde offers benefits; refer to Town of Camp Verde Personnel Policies.
2. Supervisory personnel will be provided with periodic training to increase knowledge and skills in coaching, counseling, employee benefits, educational opportunities, and available outside resources. Supervisors will:
  - a. Assist employees in making intelligent decisions regarding career path opportunities available to them.
  - b. Provide a means whereby employees may come to realize professional excellence within a particular area of interest.
  - c. Ensure that training and opportunity are equitably distributed.
  - d. Assist employees in assessing their skills, knowledge, and abilities
  - e. Assist employees in meeting their career goals and objectives.
  - f. During an employee's annual performance evaluation, they will meet with their supervisor(s) for the purpose of career counseling, to assist in the achievement of their personal career goals.
    - i. The plan may relate to advancement, specialization, or training appropriate to the employee's position.
3. All employees will be notified of up and coming training by the Training Coordinator.
  - a. Career/In-Service Training – Training and instruction designed to enhance an employee's upward mobility and/or job satisfaction due to its concentration on an area of interest and specialization, which coincides with the employee's career goals.

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
2 OF 5**

**TRANSFER, ASSIGNMENT, AND CAREER  
DEVELOPMENT**

**304**

- a. Proficiency/In-Service Training – Training based upon the need to provide employees with periodic and continuing job-related instruction designed to enable them to acquire the additional skills, knowledge, and abilities required to remain competent in the duties and responsibilities of their current job assignment.
  - b. Supervisory Training – Any employee promoted to a supervisory position shall, as soon as practical, receive necessary training in management techniques that will enable them to execute the duties and responsibilities of the supervisory position.
  - c. Promotional Training – Any employee promoted to a new position shall, as soon as practical, receive training in areas that will enable them to execute their duties and responsibility within their new position.
  - d. Specialized Training – Any employee promoted to a position requiring specialized skills shall, as soon as practical, receive necessary training in those skills.
  - e. Short-term or On-the-job Training – Temporary assignments to various Departmental components designed to give the employee first-hand experience in various task assignments
4. While the Department will strive to provide career advancement opportunity for all employees, it is the responsibility of each employee to keep the training function notified of changes in their educational status, schools attended, and other factors influencing their career development with the Department.

**B. Transfer/Assignment**

1. Transfers/assignments are defined as the reassignment of personnel to another Division, Unit or Team within the Marshal's Department or a multi-agency task force.
  - a. When a position is vacated and/or created to fulfill a specific service level, the Town Marshal or his designee shall announce the anticipated opening agency wide through a selection process. Personnel will be advised of:
    - i. The intent to fill the vacancy.
    - ii. The minimum qualifications for the assignment opening.
    - iii. The closing date for Memorandums of Interest to be submitted to the Town Marshal.
  - b. Personnel interested in transferring to another area within the Department are required to submit a memorandum through their chain of command to the Town Marshal, which outlines their qualifications for the position. Memorandums of Interest must be received in the Office of the Town Marshal, via chain of command, before the closing date to be considered further for the posted position.
    - i. Each employee submitting a memorandum must receive a recommendation from each level in their chain of command, regarding the employee's request for transfer/assignment and shall immediately forward the request to the Town Marshal for review, with all necessary attachments.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
3 OF 5**

**TRANSFER, ASSIGNMENT, AND CAREER  
DEVELOPMENT**

**304**

- c. The Town Marshal, or his designee, shall screen all Memorandums of Interest to ensure the eligibility of each interested employee. Employees who are found to be ineligible will be notified of the reason for rejection within ten (10) working days after the closing date.
- d. Within sixty (60) days from the established closing date, the Town Marshal shall select an employee to fill the vacancy. Written notification of this decision shall be immediately forwarded to all eligible employees participating in the process.

**C. Temporary Transfers**

1. The Town Marshal or his designee may temporarily transfer personnel to ensure proper operation of the Department. Temporary transfers will not exceed ninety (90) days unless exigent circumstances exist.

**D. Specialized Assignments**

1. The following information is offered as a guideline for officers who may be interested in being selected for special assignments in specific areas of the law enforcement field. This information is a guideline only and is not a guarantee of assignment to any position. The Town Marshal retains the final authority to select employees for any job assignment within the Department.
2. Officers must successfully complete the selection process prior to being considered for special assignments. The selection process may include a written examination relative to the assignment, oral interview, past job performance reviews, knowledge of Departmental policies, etc., as determined by the Town Marshal.
3. Positions that are classified as specialized assignments by this Department include:
  - a. Detective
    - (1) Length of assignment to be determined by the Town Marshal, based upon performance.
    - (2) Minimum of two (2) years as a peace officer.
      - a. Additional time with other law enforcement agencies may be considered, as determined by the Town Marshal.
    - (3) Completion of Initial Evaluation Period with the Department.
    - (4) Successful completion of the selection process.
    - (5) Above average verbal and written communication skills.
    - (6) Ability to maintain a twenty-four (24) hour "on-call" status, as required.
    - (7) Demonstrated self-starter, with ability to work with minimal supervision.
    - (8) Suggested preparation for assignment as a Detective:



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
4 OF 5**

**TRANSFER, ASSIGNMENT, AND CAREER  
DEVELOPMENT**

**304**

- (a) All overall rating of competent or above on the most recent annual performance evaluation.
- (b) AZ POST and/or college courses related to criminal investigations.
- (c) Ability to work with minimal supervision.

**b. Police Canine Handler**

- (a) Must be able to maintain police dog certifications while in the assignment to remain in the position
- (2) Length of assignment to be determined by the Town Marshal, based upon Department needs and job performance.
- (3) Minimum of two (2) years as a peace officer.
- (4) Completion of Initial Evaluation period with the Department.
- (5) Ability to maintain a twenty-four (24) hour "on-call" status, as required.
- (6) Successful completion of the selection process.
- (7) Possess suitable living arrangements for a police canine, as determined by the Town Marshal.
- (8) Suggested preparation for assignment as a police canine handler:
  - (a) An overall rating of competent or above on the most recent annual performance evaluation.
  - (b) Ability to work with minimal supervision.
  - (c) Read available materials on police canines and request attendance at related AZ POST courses, if available.
  - (d) Volunteer with dog training.
- (9) Will receive 1 hour each day at the beginning of each shift for Kennel care.

**c. School Resource Officer**

- (1) School Resource Officer includes the Middle School and High School Resource Officer positions.
- (2) Length of assignment to be determined by the Town Marshal, based on Department needs and job performance.
- (3) Minimum of two (2) years as a peace officer.
- (4) Completion of Initial Evaluation Period with the Department.

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
5 OF 5**

**TRANSFER, ASSIGNMENT, AND CAREER  
DEVELOPMENT**

**304**

- (5) Above average verbal and written communication skills.
  - (6) D.A.R.E., G.R.E.A.T., SRO certified, and/or AZ POST General Instructor certified.
  - (7) Demonstrated ability to work well with children and adolescents.
  - (8) Demonstrated self-starter, with ability to work with minimal supervision.
  - (9) Suggested preparation for assignment as a School Resource Officer:
    - (a) An overall rating of competent or above on the most recent annual performance evaluation.
    - (b) Courses related to school resources and law enforcement in education.
    - (c) General knowledge of audio/visual equipment.
- d. Narcotics Task Force
- (1) Maximum three (3) year assignment.
    - (a) Duration of assignment is at the discretion of the Town Marshal, based on Department needs and job performance.
  - (2) Willingness to work narcotics and possibly in an undercover capacity.
    - (a) Any drug related training.
  - (3) Successful completion of the selection process.
  - (4) Successful completion of random Drug screening.
  - (5) Be susceptible to random drug screening during the assignment to the task force.



## **POLICY**

Promotion denotes vertical advancement in the organizational structure from one rank or position to another, usually accompanied by an increase in responsibility and compensation. It is the policy of this Department to use an accurate and valid process in selecting employees for promotion.

## **PROCEDURE**

### **A. Promotional Process Responsibility**

1. The promotional process is a shared responsibility between the Marshal's Office and the Human Resources Department.
  - a. It is the responsibility of this Department, in conjunction with Human Resources Department to:
    - (1) Establish a testing schedule.
    - (2) Select the employee for promotion.
    - (3) Identify testing materials and processes that are valid for the position vacancy and meet with the approval of the Town Marshal.
    - (4) Administer and score promotional exams and assessment centers, if used. If an assessment center is used, it will:
      - (a) Measure dimensions, attributes, characteristics, qualities, skills, abilities, or knowledge specified in a written job task analysis.
      - (b) Use multiple assessors who are thoroughly trained prior to participating in a center.
      - (c) Use techniques designed to provide information, which is used in evaluating the dimensions, attributes, or qualities previously determined.
      - (d) Use multiple assessment techniques, one of which is a simulation.
      - (e) Use simulation exercises that have been pre-tested prior to use to ensure that the techniques provide reliable, objective, and relevant information and that the exercises are job related.
      - (f) Base judgments resulting in an outcome on pooled information from assessors and techniques.
      - (g) Require assessors to observe and identify performance and subsequently evaluate that Performance after the exercise is complete.
      - (h) Announce the dimensions to be evaluated in a written directive.
      - (i) Use a form or forms to record and document the observations of assessors at each stage of the process.
      - (j) Provide participants, upon request, with written rationale and information concerning the dimensions, ratings and recommendations of the center.





**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
2 OF 4**

**PROMOTION**

**305**

- (5) Ensure compliance with applicable legal requirements regarding the promotional process.
- b. The Department and/or Human Resources Department will notify all employees that a promotional vacancy exists.
2. The authority and responsibility for coordinating and administering the Agency's role in the promotional process shall lie with the Office of the Town Marshal.

**B. Promotional Announcement and Eligibility Lists**

1. Promotional announcements shall be posted on the Department E-mail system(s) at least 30 days before the process is to begin. These announcements shall include:
  - a. A description of the positions or job classifications for which vacancies exist.
  - b. A description of eligibility requirements.
  - c. A list of reading materials to assist in preparing for testing.
  - d. A description of the process to be used in selecting personnel for the vacancies.
  - e. The cut-off date for signing up for the promotional testing.
2. Eligible employees wishing to sign up for the promotional process shall indicate their interest by submitting a Memorandum of Interest to the Office of the Town Marshal.
3. When necessary, the Town Marshal may go outside the agency for qualified applicants.
4. Upon verification of eligibility, employees will be sent a notice of confirmation.
5. Employees successfully completing all phases of the process shall be notified in writing of such, along with among those who completed the process. This notification shall constitute a posting of the final results of the process.
6. Upon completion of the promotional process, the names of those employees eligible for promotion shall be placed on an eligibility list.
  - a. This list shall remain in effect for one (1) year.
    - (1) The eligibility list may remain in effect for an extended period of time at the discretion of the Town Marshal.
  - b. Promotional vacancies shall be filled from this list.

**C. Promotional Process Guidelines**

1. The promotional potential of a candidate shall be based on ability, education, length of service, and past performance.
  - a. Education and certification requirements are those stipulated in the approved job description for a particular position.

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
3 OF 4**

**PROMOTION**

**305**

- b. To be eligible for promotion, an employee must have scored an overall rating of "average" on their last performance evaluation and must not be on probation or suspension at the time the promotional process is scheduled to begin. An employee, who receives an overall rating of a "needs improvement" or less during the selection process or within twelve months prior to being promoted, will be disqualified from further consideration for promotion.
      - c. Other factors affecting the promotional potential of a candidate shall be at the discretion of the Town Marshal.
2. Employees shall be placed on an eligibility list and selected for promotion based on the following criteria, which are job related and non-discriminatory:
  - a. Performance
  - b. Job experience
  - c. Test scores
  - d. Assessment center results, if used
  - e. Oral review board results, if used
  - f. Recommendation from immediate supervisor
  - g. An interview with the Town Marshal
3. All written tests and assessment centers if used shall be administered and scored by the Marshal's Office and the Human Resources Department.
  - a. Employees who pass the written test will advance to the assessment center or oral review board phase.
  - b. Results from an assessment center, if used, shall be assigned a numerical score.
  - c. The oral review board, if used, will assign a numerical score to the results of the oral interview.
  - d. The written test and the assessment center/oral review board score will be combined for an overall score.
4. The Town Marshal shall appoint the oral review board members.
  - a. The oral review board shall be designed to measure personal attributes necessary for the employee to adequately function in the promotional position.
  - b. Once impaneled, the review board shall remain the same for each candidate.
5. The final step in the promotional process is an interview with the Town Marshal. Based on this interview, a selection will be made to fill the promotional vacancy with an employee whose skills, knowledge, and abilities are best suited for that particular position.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
4 OF 4**

**PROMOTION**

**305**

- a. The Town Marshal may, select an employee for the promotional position other than the employee with the highest score when he feels that such a selection would best serve the needs of the Department. When this occurs, the Town Marshal will notify the employee(s) not selected and explain his rationale for the promotional selection.
  - b. The employee selected for the promotion shall be notified by the Town Marshal in writing with the effective date of the promotion, to what division the employee is to report to, and any other pertinent details related to the promotion.
6. Employees selected for promotion shall serve a twelve (12) month initial evaluation period. At the end of this probationary period, their performance in the new position shall be evaluated by their immediate supervisor and a recommendation made through the chain of command to the Town Marshal as to whether the employee should:
- a. Be granted full status in the new position.
  - b. Serve an extended probationary period during which time remedial services shall be offered.
  - c. Be returned to their former rank.

**D. Review and Appeal of Promotional Exams**

1. Employee Right of Review
  - a. The employee has the right to review their scores received during the promotional process to ensure fairness and impartiality.
  - b. Employees wishing to review any of the promotional material should contact Human Resources Department to schedule an appointment.
2. Employee Right of Appeal
  - a. Any employee may appeal the results of their promotional examinations and processes. The appeal shall be made within five (5) working days of the announcement of the final results.
  - b. The appeal shall be made in writing to the Town Marshal through the chain of command. If satisfaction is not obtained at that level, the employee may invoke the Town's Grievance procedures.

**E. Reapplication, Re-testing, and Re-evaluation**

1. If, subsequent to an appeal, it is determined that there should be a re-test, or that a portion of the test should be re-evaluated, the Town Marshal shall cause this to be accomplished as soon as practical.
2. An employee is eligible to reapply for a position under the following conditions:
  - a. Once the Human Resources Department has posted the position's job announcement.
  - b. If an eligibility list has expired (provided one was established) and a position is available, or re-opened through the Human Resources Department.
  - c. If the employee did not successfully complete a portion of the test, they may reapply for the position when one (1) of the above two (2) conditions exists.

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
1 OF 6**

**OFF-DUTY EMPLOYMENT**

**306**

**POLICY**

Camp Verde Marshal's Office employees will be permitted to work off-duty and extra-duty jobs subject to the procedures outlined in this policy. It is further stipulated that professional and consistent standards, both in appearance and performance, for off-duty employment, be maintained at all times to ensure a positive public image.

**A. Definitions**

1. **Off-Duty Employment:** The provision of a service, whether or not in exchange for a fee or other service, engaged in by a Department employee outside of that employment which is regularly required by and authorized by the Town.
  - a. There are two types of off-duty employment; extra-duty employment and regular off-duty employment.
2. **Extra-Duty Employment:** Any employment that is conditional on the actual or potential use of police powers by the Department employee.
  - a. The Off Duty Coordinator or his/her designee, shall be responsible for coordinating all Department extra-duty work requests and assignments that are received by the Department.

**B. PROCEDURES**

1. Extra-Duty/Off-Duty Employment Rates of Compensation:
  - a. When a supervisor works an extra-duty assignment, that requires only an officer the supervisor shall be compensated at the off-duty rate of \$30.00/hour. The only exception is in cases where five or more officers are requested for an extra-duty assignment. In such instances, the supervisor shall be paid a higher flat rate due to the extra responsibility of his/her position.
  - b. On an annual basis the Town Marshal will review rates being charged for officers carrying out extra-duty work details. Any regularly used vendor shall be notified of any change in the rates 90 days in advance. The rates effective with the implementation of this policy shall be:
    1. **\$30.00/ hour**  
Regular extra-duty assignments
    2. **\$35.00/hour**  
Supervisors working in a **supervisory capacity** with 5 or more extra-duty officers present
3. **Overtime Pay**
  - i. Off-Duty Town sponsored events.
  - ii. Officer's will be covered by the Town of Camp Verde insurance and considered on-duty when working extra-duty jobs which pay overtime.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
2 OF 6**

**OFF-DUTY EMPLOYMENT**

**306**

- c. When submitting overtime slips or invoices for off-duty work, the employee must request payment for hours **actually worked**, not the hours posted.
    - d. There is a 2 hour minimum for all overtime paid jobs.
  2. **Regular Off-Duty Employment:** Any employment that will not require the actual use or potential use of law enforcement powers by the police employee.
    - a. This policy applies to extra-duty employment in police related activity only. Regular off-duty employment is regulated by the Town of Camp Verde Personnel Policies unless otherwise stated in this policy
3. **Authorized Extra-Duty Employment Assignments**
  - a. Approved extra-duty assignments include the following:
    - i. Traffic control.
    - ii. Crowd control.
    - iii. Security.
    - iv. Protection of life and/or property.
    - v. General law enforcement for the purpose of preserving the public peace.
  2. Extra-duty employment requests from any business or location where the primary focus is the sale of alcoholic beverages will, as a general rule, not be considered. However, the Department may consider these requests if it serves in the best interest of the community.
  3. Any request for police services that serves only the requestor's interest rather than the interests of the community at large will be denied.
  4. Employees shall not be assigned to any extra-duty contractor who has not signed the Camp Verde Marshal's Office Extra-Duty Police Services Agreement.
    - a. To the extent that officers voluntarily indicate their willingness to participate, the Marshal will authorize Department officers to perform extra-duty services for authorized contractors.
    - b. It shall be understood and agreed that Department officers have specific legal and ethical responsibilities to fairly and impartially perform their duties. The officers are required to follow all Department rules, regulations, and procedures and no contractor can supersede or circumscribe these obligations.
    - c. The contractor must agree to comply with the rules, regulations, policies, and procedures of the Camp Verde Marshal's Office as they affect the contractor.
    - d. It shall be understood and agreed that the Town Marshal, or his/her designee, will determine whether a specific officer will be available at any time for an extra-duty assignment.
    - e. It shall be understood and agreed that the Town Marshal, or his/her designee, may determine at any time that all Department officers are needed to perform regular police duty, because of a



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
3 OF 6**

**OFF-DUTY EMPLOYMENT**

**306**

public safety emergency, and cannot be permitted to perform extra-duty until the Town Marshal, or his designee, determines that the emergency has passed.

- f. The contractor will not pay any monies directly to individual police officers working the extra-duty assignment. The pay for services will be forwarded to the Off Duty Coordinator who will be responsible for distributing monies due the individual officers.

- (1) Exceptions to this pay requirement may be made by the Town Marshal on a case by case basis.

- g. The contractor shall agree to indemnify, defend, and hold harmless the Town of Camp Verde, its officers, officials, agents, and employees as listed in the Extra-Duty Police Services Agreement.

- h. Extra-Duty Police Services Agreements shall be in effect for a term, not to exceed one year, commencing on the date and time both parties sign the agreement, unless otherwise amended.

**C. Employee Extra-Duty Assignment Requests**

1. To work Department approved extra-duty assignments scheduled through the Off Duty Coordinator or his/her designee, the employee must submit a Extra-Duty Request Form to be added to the Department's extra-duty list through the chain of command. Once the request is approved, the employee will be added to the extra-duty work list.
  - a. Extra-Duty Request Forms shall be submitted no later than the due date established by the Off Duty Coordinator or his/her designee.
  - b. The established form shall document significant aspects of employment, including dates, places and/or type of employment.
  - c. The Off Duty Coordinator or his/her designee, shall maintain a list of officers who have applied for and are authorized to work extra-duty.
  - d. Only one Extra-Duty Request Form is required for extra-duty work that is generated through the Department and is for a period not to exceed one month (a social occasion, sporting activity, etc).
2. Any extra-duty employment that is done on a regular and continuing basis must be authorized by the Town Marshal. Regular and continuing employment means that it is performed on previously scheduled hours for an indefinite period of time.
  - a. The Extra-Duty Request Form is not necessary when the employee works an extra-duty employment assignment that is of a regular and continuous basis.
3. While performing extra-duty employment, employees shall conform to applicable Department policies and procedures.
4. Extra-duty employment requests coordinated by the Department will be assigned in accordance with the normal rotation list selection.
  - a. Officers who have accepted an extra-duty job are responsible for locating their own replacement should they be unable to fulfill the job request unless in cases of an emergency where they will notify the Off Duty Coordinator or his/her designee.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
4 OF 6**

**OFF-DUTY EMPLOYMENT**

**306**

- b. Upon reporting for duty at the extra-duty job site, officers will advise the Communications Unit via radio of the fact that they are performing an extra-duty job and the location. The officer will also advise the Communications Unit when their extra-duty job is terminated.

**D. Prohibited Off-Duty Employment**

1. Certain types of off-duty employment are prohibited for the following reasons:
  - a. **Conflict of Interest:** Employment that has the potential to create a conflict between the officer's duties as a police officer and their duties for the outside employer.
    - i. Such employment may confront the officer with having to enforce the law against the employer's interest.
  - b. **Threats to the Status or Dignity of the Police:** Employment that adversely effects the Department or lowers the dignity of the police profession.
    - i. Decisions on employment that may fall into this prohibited category are made on a case-by- case basis by the Town Marshal.
  - c. **Unacceptable Risk of Injury:** Limitations on employment that presents a high potential for injury are intended to avoid injuries that would deny the Department of the officer's regular duty. Such limitations also involve the issue of who is to pay compensation for injury and the officer's eligibility for retirement if an injury is permanently disabling.
2. Members of the Department shall not work for or perform the following activities:
  - a. Any business with which the Town has entered into a contract for services, bail bond agency, private security guard company, taxi or limousine service, escort service, adult bookstore, adult theater, adult entertainment center, or any adult oriented business within the Town of Camp Verde.
  - b. Serve civil processes or work as a private detective or investigator, or any position where the purpose of employment is to gather information for or appear as a witness in a civil action.
  - c. Off-duty employment that requires the use of police identification, authority, or powers while engaged in the collection of debts, bills, or checks.
  - d. Off-duty employment for any person who is a known felon or who is openly associating with individuals the employee knows are felons.
  - e. Off-duty employment, which requires the performance of police, related services without being armed with a Department approved firearm.
  - f. Accept employment as the result of a labor dispute.
    - i. This prohibition does not apply to the employee who was employed by the establishment prior to the labor dispute and continues to perform the same duties during the dispute with no additional duties, which might place the employee in a confrontation between labor and management.
  - g. Work outside the Camp Verde Town limits in a Town of Camp Verde police uniform or in any capacity, which requires the officer to exercise their authority as a peace officer for the State of



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
5 OF 6**

**OFF-DUTY EMPLOYMENT**

**306**

Arizona without direct approval from the Town Marshal.

**E. Off-Duty Employment Restrictions**

1. No employee shall be allowed to exceed twenty (20) hours of off-duty employment per work week, unless approved by the Town Marshal.
2. Employees on suspension due to disciplinary action shall not work extra-duty employment assignments.
3. Employees must allow a half (1/2) hour between off-duty/extra-duty jobs.
  - a. The employee's supervisor or a Police Supervisor of the event can approve an exception to the half (1/2) hour policy.
4. Employees shall have completed their off-duty assignment a minimum of eight (8) hours prior to beginning their regular shift.
5. Employees shall only be eligible to work extra-duty employment assignments when capable of performing full duty assignments.
  - a. Employees shall not work extra-duty employment assignments while being listed as off for sickness, injury, light duty, or emergency leave.
    - i. Any employee taking sick or emergency leave shall not engage in off-duty employment within eighteen (18) hours of the time they would have normally began work unless supervisory approval is obtained.
5. Probationary officers must obtain written approval from the Town Marshal prior to being placed in extra-duty employment assignments.
6. Employees, above the rank of sergeant, shall not participate in extra-duty employment assignments.
7. Officers shall not refuse to respond to a citizen request for aid while in uniform and on an extra-duty employment status.
8. The granting of a request for off-duty employment does not create a right of continuation of the approval.
  - a. The Town Marshal or his/her designee may, at any time, revoke the approval by providing written notice to the employee.
  - b. An employee's supervisor may request, through the chain of command, revocation of authorization upon showing cause that the off-duty employment is in any way interfering with or impeding job performance.
9. Sworn employees who are assigned to positions, which require or may require them to operate in an undercover capacity, shall not be authorized to work extra-duty employment, which could jeopardize their status.





**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
6 OF 6**

**OFF-DUTY EMPLOYMENT**

**306**

**F. Arrests During Off-Duty Employment**

1. Officers are advised to use discretion in making arrests during off-duty employment, which is commensurate with Department policy and procedures.
2. Off-duty officers have the same power and discretion as an officer in an on-duty status and may arrest for misdemeanor or felony offenses with probable cause within the limits of the Town of Camp Verde. In instances that occur outside the Camp Verde Town limits, the officer should report the offense to the local law enforcement agency.
  - a. Officers shall issue citations in lieu of arrest whenever feasible.
  - b. The off-duty officer shall contact the Communications Unit for an incident number and complete all necessary paperwork as if the arrest was made on-duty.
  - c. When an officer, working inside the Town limits on an extra-duty employment assignment, makes an arrest, an on-duty officer shall be called to take custody of the prisoner and, in felony cases, conduct a routine follow-up investigation.

**G. Injury**

1. If an injury or sickness is due to regular off-duty activity, there is no liability of any nature on the part of the Town of Camp Verde.
2. For all extra-duty employment assignments, outside employers must provide proof of disability insurance before authorization will be granted for officers to perform any services.

**H. Special Needs**

1. Specialized police equipment (other than the equipment issued to the officer for duty use) required for extra-duty employment, other than for the Town of Camp Verde, will require the advanced approval of the Town Marshal.
2. If Five (5) or more employees are to be hired for an extra-duty event or assignment, one of the employees will be a Sergeant and will be in charge of and responsible for the detail.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
1 OF 5**

**LIMITED DUTY ASSIGNMENTS**

**307**

**POLICY**

It is the policy of the Camp Verde Marshal's Office, in conjunction with the Town of Camp Verde Human Resources Office and Risk Management, to provide, whenever possible, limited duty assignments to employees who have sustained temporary work-related injuries or illnesses that occurred while on duty.

**PROCEDURE**

**A. Definitions**

1. **Industrial Leave:** Leave necessitated by a work-related injury or illness sustained within the scope of employment with the Town that requires treatment and/or recuperation as determined by a Town authorized medical provider.
  - a. Industrial leave is not accrued, but is available through the State Industrial Commission in conjunction with State law and Town Policy and Procedures.
2. **Limited Duty Assignment:** Temporary work assignments for employees unable to perform their normal duty assignment due to temporary injuries, physical or mental in nature.
  - a. The Town values our employees and will make every effort to provide limited duty assignments in order that employees can promptly, safely and as soon medically feasible return to work.
  - b. Limited duty assignments shall be provided within the scope of the employee's ability(s) and in accordance with the Town's Return-to-Work Program.
  - c. When offered temporary modified work, you will received a notice in writing. This letter will include:
    - i. Description of the type of work available, in detail
    - ii. State the wages to be paid
    - iii. The date and time the employee is to report to work
    - iv. The number of hours he/she is to work per day/days per week
    - v. Who the supervisor/foreman is that you are to report to
3. **Restriction:** A restriction identifies a physical condition that prevents an employee from performing the full scope of his or her job duties as outlined in the job description. There are two types of restrictions.
  - a. **Temporary Restrictions:** Those limitations placed on an injured employee by an authorized medical provider that are of a relatively short duration--less than one-hundred and eighty (180) days--and the employee is expected to fully recover and to return to normal working conditions.
  - b. **Permanent Restrictions:** Those limitations placed on an employee by an authorized medical provider that are expected to be long term--more than one-hundred and eighty (180) days--or from which recovery is not expected.
    - i. Employees who fall into this category are not eligible for participation in the Return-to-Work Program. They may elect to seek alternative employment or file for a "reasonable accommodation" under the Americans with Disabilities Act.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
2 OF 5**

**LIMITED DUTY ASSIGNMENTS**

**307**

**B. Industrial Accident Reporting**

1. The Town's Worker's Compensation Policy requires that the Risk Management Department notifies its insurance representative by telephone if the employee is expected to be off work more than seven (7) calendar days.
2. The following procedure shall be followed for work-related injury/illness and incident reporting.
  - a. Employees shall immediately report a work-related injury/illness to their supervisor.
    - i. In the event that the employee's immediate supervisor is not available, the next level of supervision in the chain of command will be contacted.
  - b. Unless a serious physical injury exists, employees requiring medical treatment will be sent to the nearest Town approved medical facility.
    - i. If life-threatening conditions exist, the employee shall be taken to the nearest emergency medical facility.
    - ii. If medical attention, other than first aid, is not initially received but subsequently obtained by the employee, notification must immediately be made to their supervisor.
    - iii. The employee shall seek medical assistance from a Town authorized medical provider for their initial medical visit.
    - iv. Town requested medical examinations are a benefit to both the employee and the Department. Any such examination should be conducted only to confirm the employee's continued fitness to perform the tasks of their assignments and to inform them of their general fitness condition, not to identify employees with disabilities who are otherwise able to perform their assigned duties, with or without reasonable medical accommodation.
    - v. Town requested medical examinations will be provided at no cost to the employee.
  - c. Supervisors will notify the Risk Management of the reported injury (regardless of whether the injury required medical attention) within twenty-four (24) hours, through the chain of command, so that the appropriate forms can be completed.
    - i. Supervisors shall complete the Supervisor's Report of Industrial Injury, Supervisor's Report of Industrial Injury Supplemental Report and the Supervisor's Accident Investigation Report. 2 of the 3 reports above require the employee's signature.
    - ii. Other reports may need completion as appropriate i.e. Report of Significant Exposure to Bodily Fluids or Other Infectious Material, Hazardous Substance Employee Exposure Report, Sharps Injury Log.
    - iii. Supervisors shall not pre-determine the status of an employee's injury regarding whether or not it is a work-related injury/illness. However, they may note any comments regarding the validity of the claim on the Supervisor's Accident Investigation Report.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
3 OF 5**

**LIMITED DUTY ASSIGNMENTS**

**307**

- d. Workers Comp will review the accident report and make the determination to accept or deny the claim.
  - i. If the claim is denied, the employee has the following two options:
    - a. Within 90 days of the denial, file a formal protest with the Industrial Commission of Arizona and set it for hearing; or
    - b. They may submit a claim to [Arizona Public Employers Health Pool \(APEHP\)](#) for payment. If the claim is denied by APEHP, the employee should contact their supervisor, who will advise the Town Human Resources Office of this information.
3. Employees shall keep their immediate supervisor informed of visits to authorized medical providers and the results of those visits.
  - a. Documentation of visits to authorized medical providers shall be provided to the supervisor, by the employee, within twenty-four (24) hours of visits. Hours lost due to the injury or illness are reported on the employee electronic time sheet as "industrial disability".
4. If an employee is required to be off work, they shall report weekly to their supervisor in person or via the telephone with a progress report.
  - a. Shift personnel are required to schedule the contact time with their immediate supervisor.
  - b. If the employee does not contact the supervisor, the supervisor shall initiate contact.

**C. Limited Duty Assignments**

1. Employees of the Department who are, or could be, on leave of absence from their duties as a result of a work-related injury/illness may be eligible for the Town Return-to-Work Program upon written certification of a medical care provider.
  - a. An Employee Return-to-Work Form, issued and completed by an authorized medical provider, noting the employee's restrictions must be submitted to the Marshal at least (2) days prior to return to work. The Town Marshal and the Human Resources Department will be evaluated the requesting order to determine whether or not an employee is able to return to work in a limited duty status.
    - i. The medical care provider must certify that the employee may return to work with restrictions on physical requirements of the job in question, and that those restrictions are not expected to last more than one-hundred and eighty (180) days.
    - ii. If employee is approved to return to work please forward the Employee Return to Work Form to Risk Management.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
4 OF 5**

**LIMITED DUTY ASSIGNMENTS**

**307**

2. When an employee is approved for participation in the Return-to-Work Program, primary consideration will be given to job placement within the Department and normal job duties.
  - a. A secondary consideration will be alternative placement into another Town department or another assignment.
    - i. This may result in an assignment that is of a lower classification than the normal job assignment and commensurate wages for the duration of the temporary assignment. The Town's insurance carrier can provide a wage credit to ensure employee receives their full wages/salary.
  - b. A critical consideration is to place the employee in a position to perform productive work that is both useful to the Town and achievable within the restrictions placed on the employee.
  - c. A limited duty assignment request must be accompanied by an authorized medical provider's statement of the functions the employee is able to perform.
3. If an employee is not approved for the Return-to-Work Program, the employee may protest the decision under the provisions of the Town Problem Resolution Policy.

**D. Restrictions on Limited Duty Assignments**

1. Under no circumstances will a position be created solely for the purpose of providing work for an employee who is eligible to return to work under a temporary restriction.
  - a. If there is no work available within the Police Department, another Town department, or other approved assignment, the employee may remain on industrial leave.
2. An employee shall not be returned to work to any job that is punitive in nature.
3. In no case will an employee authorized to participate in the Return-to-Work Program be placed in an area that will pose a health or safety risk to the Town, other staff, or the injured employee.
4. Alternative placement will not be used to avoid the permanent filling of vacancies within the Department.
5. An employee participating in the Return-to-Work Program is subject to all rules, regulations, standards, policies, and procedures of the Town, the Police Department or other department to which they are assigned.

**E. Off-Duty Injuries and Illnesses**

1. Off-Duty Accident Reporting
  - a. Department employees who are unable to report to duty due to an injury sustained while off-duty will notify their supervisor as soon as possible upon learning of such.
  - b. In the event that the employee's immediate supervisor is not available, the next level of supervision in the chain of command will be contacted.
2. Employees requesting a limited duty assignment due to an injury sustained, off-duty must make a request for such in writing, through the chain of command.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
5 OF 5**

**LIMITED DUTY ASSIGNMENTS**

**307**

- a. Employees injured off-duty do not fall under the Return-to-Work Program.
- b. It shall be at the discretion of the Town Marshal (or their designee) whether an employee injured off-duty shall receive a limited duty assignment.

**F. Return to Full Duty Status**

1. An Employee Return-to-Work Form, issued and completed by an authorized medical provider, will be evaluated by the Town Marshal and the Human Resources Department in order to determine whether or not an employee is able to return to their assigned position.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
1 OF 3**

**Compensatory and Overtime Policy**

**308**

**A. POLICY**

It is the Town of Camp Verde and the Camp Verde Marshal's Office policy to avoid overtime whenever possible. Supervisors are responsible for advance planning to minimize the use of overtime and whenever possible overtime must be approved in advance by the supervisor. However, due to the inherent nature of the duties in law enforcement and our commitment to customer service, we recognize that employees may need to work in addition to their regularly scheduled hours. The Camp Verde Marshal's Office shall compensate all non-exempt employees who must work beyond their regularly scheduled work period.

**B. DEFINITIONS**

1. OVERTIME: Time worked in addition to regularly scheduled hours of work in a defined work period.
2. WORK PERIOD: A fixed and regularly recurring 40-hour period for seven consecutive days, which is acknowledged prior to assignment of shift.

**C. REQUESTS FOR APPROVAL**

1. Employees must obtain advanced supervisor approval prior to working overtime, EXCEPT:
  - a. When responding to a criminal subpoena arising from regular police duties and/or when an emergency precludes advanced approval.
  - b. When necessary to successfully complete a preliminary investigation.
  - c. To continue processing a traffic accident.
  - d. To complete an essential phase of an investigation when deferment would adversely affect the case.
  - e. When employee must remain on duty until relieved by competent authority.
  - f. When assignment involves the safety of persons or property, such as a fire, accident, or other disaster.
  - g. When working any other authorized assignment.
2. An employee will not work over 16 hours in a 24-hour period without supervisor approval at any time.
  - a. Work shall include regularly scheduled work time, overtime, and extra duty time.
  - b. Employees must have a minimum of eight consecutive hours off duty in the previous 14 hours prior to reporting for duty each day during their regularly scheduled work period.
  - c. A 24-hour period begins at the time an officer/deputy returns to duty from his minimum eight-hour off duty time.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
2 OF 3**

**Compensatory and Overtime Policy**

**308**

3. Supervisors shall reject any unnecessary or improper requests for overtime or compensatory time submitted on a department "Authorization for Overtime" form.

**D. COURT APPEARANCES, DEPOSITIONS, ADMINISTRATIVE HEARINGS COMPENSATION**

1. During normal tour of duty: For any required court appearance or pretrial conference, the employee is credited with the actual overtime worked when:
  - a. Beginning before and extending into duty time.
  - b. Beginning during and extending beyond duty time.
2. During off-duty time: Due to uniform dress standards and travel time involved, employees are credited with a minimum of two hours or the actual overtime worked; whichever is greater.
  - a. Employees must verify need for appearance with the court as directed on the subpoena.
  - b. Employees must appear at the court or hearing site to be compensated. There will be no compensation for officers/deputies waiting at home or any other off-duty site.
3. Compensation for Department Business Only: Compensation is granted only for on-duty work-related court appearances.

**E. COMPENSATION**

1. Training
  - a. All training will be conducted on duty, if possible. Days off and duty hours may be flexed to accommodate on-duty training during an employee's work period.
  - b. Off-duty training time is paid as compensatory time if schedule cannot be changed.
2. Call Outs: When responding to a call out from off-duty status:
  - a. Credit with two hours overtime pay or actual overtime worked, whichever is greater.
    - i. Compensation to an employee who is called out at times other than is regularly scheduled shift will begin at the time the employee is notified, but not to exceed 30 minutes and shall terminate 30 minutes after being relieved of duty.
    - ii. Within two hours of shift: An employee beginning an overtime period within two hours or less prior to the regularly scheduled duty reporting time will be compensated from the time the overtime period begins to the time that employee is scheduled to report for duty.
  - b. Callouts cancelled prior to deployment are compensated; however, officers/deputies are required to have made a valid effort to respond to the call out (i.e. arranging for child care, driving to the incident, altering a schedule).





**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
3 OF 3**

**Compensatory and Overtime Policy**

**308**

3. Paid or Compensatory

- a. With some exceptions, it will be the employee's decision to request pay or compensatory time. Training and travel overtime are compensated by comp hours only. Budget constraints may require other times that the employee will receive comp in lieu of pay, however the employee will be notified when this is necessary.
- b. Employees may choose the time to take compensatory time off with the approval of the Marshal or his designee based upon the needs of the department.
- c. Generally, employees will not be allowed to accrue more than 160 hours of compensatory time. Employees who have accrued over 160 hours will be required to take time off as soon as practical and will be paid for additional overtime hours worked until the accrual has been reduced. The Marshal reserves the right to make exceptions to the 160-hour maximum accrual.

**F. TIMESHEETS**

1. Timesheets shall be completed in the Tyler program and forwarded to the employee's first line supervisor for review at the end of the employee's work period. Timesheets will then be forwarded to the Commander for final review. Authorization for overtime must be approved and included in the timesheets.
2. Failure to turn in a timesheet and the necessary authorization for overtime may result in not receiving the appropriate compensation on the regularly scheduled payday.
3. Repeated infractions and failure to complete Timesheets in a timely manner may result in disciplinary action.



## CAMP VERDE MARSHAL'S OFFICE GENERAL ORDERS

PAGE  
1 OF 12

### USE OF FORCE

400

#### POLICY

The Camp Verde Marshal's Office recognizes and respects the value and special integrity of each human life. In vesting peace officers with the lawful authority to use force to protect the public welfare, a careful balancing of all human interests is required. Therefore, it is the policy of the Department to use only the minimum level of force necessary to conduct lawful objectives. The type and level of force will be only that which is reasonable and necessary based upon the circumstances.

#### PROCEDURE

##### A. The Use of Force Continuum

1. The Department has established an approved use of force continuum. The continuum consists of a broad range of control techniques in which varying degrees of force are used to overcome a suspect's unlawful resistance, control persons who are in custody, or prevent escape.
2. The Department's use of force continuum is a guideline wherein an officer can select effective, reasonable and legal force options to diffuse a verbal or physical encounter. As a subject increases his or her resistance level from verbal to physical, an officer may have to increase the level of his/her response until the resistance ceases and the officer is able to gain control of the subject. As soon as the point of subject compliance is reached the officer must de-escalate his or her response level to the minimum force necessary to control the subject.
3. Due to the varying circumstances of incidents, it is not always possible for an officer to start at the lowest level of force in the use of force continuum and increase at each level of control. Officers may be required and fully justified in using force that falls at any point on the continuum based on the circumstances. Allowances must be made for the fact that officers are often forced to make "split-second" judgments in circumstances that are tense, uncertain, and rapidly evolving about the amount of force that is necessary in a particular situation. Circumstances impacting the officer's decision may include, but are not limited to:
  - a. The nature of the offense.
  - b. The behavior of the subject against who force is to be used, such as verbal dialogue, physically resistive actions or aggressive acts.
  - c. Physical size and conditioning of the subject and the officer.
  - d. The feasibility or availability of alternative actions.
  - e. Location of the incident.
  - f. The availability of other officers.



## B. Use of Force Continuum Levels

1. Within the Department's use of force continuum, the following are reasonable levels of force listed in ascending order:
  - a. Officer Presence: Accomplished by the presence of a police officer in uniform at a situation, or the verbal and credential (commission card and badge) identification of a police officer not in uniform. Even officers in uniform should identify themselves when feasible.
  - b. Verbal Control/Persuasion Techniques: Accomplished through techniques that rely on voice and tone, they can often be used in combination with appropriate body language to gain a subject's compliance.
  - c. Soft Intermediate Force: Accomplished by an officer using approved physical restraints. This level begins with the lightest use of hand applied force to gain compliance/control and includes the following types of defensive control techniques that provide a minimal chance of injury:
    - i. Come-along holds.
    - ii. Wrist locks.
    - iii. Joint locks.
    - iv. Firm grip hold controls.
    - v. Control holds.
    - vi. Takedowns.
    - vii. Pressure point controls.
    - viii. Handcuffing/shackling.
    - ix. Cord/web belt restraints.
  - d. Hard Intermediate Force: The use of personal weapon techniques (i.e., fist, elbow, knee, hard hand, kicks, and strikes), and impact weapons (i.e., police baton, flexible baton projectile, etc.) to temporarily incapacitate a subject have a high probability of injury and should be avoided unless all lesser means of defensive tactics and procedures have been attempted. Employees will not purposely strike subjects in the face or head, except in deadly force situations, due to the high probability of injury.
    - i. Tasers:
      - a) The use of this less-than-lethal weapon to neutralize and/or restrain a subject may be used only when considerable force is necessary to subdue an individual after verbal dialogue and soft intermediate force has failed to bring about the individual's compliance or the subject has signaled his intention to actively resist the officer's efforts to initiate an arrest.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
3 OF 12**

**USE OF FORCE**

**400**

- b) All officers will be trained in the use of the Taser. It will be mandatory equipment and will be attached to their gun belt and carried at all times while on duty. Carrying a Taser is optional for Department employees assigned to undercover operations, special assignments, and command positions.
  - c) Officers should maintain a safe distance from the subject of between two (2) and ten (10) feet and, whenever practical and reasonable, issue a verbal warning prior to using the Taser against a subject.
  - d) The effects of the Taser vary among individuals therefore; the suspect shall be handcuffed as soon as possible after being subdued.
  - e) The officer shall closely monitor the suspect for indications of medical problems and shall summon emergency medical aid, if necessary.
  - f) Officers shall avoid restraining subjects with their legs behind their back, or on their stomachs, as this can contribute to positional asphyxiation. "Hog-tying" of subjects after the use of the Taser is prohibited.
- ii. O.C. Pepper spray:
- a) All officers, who wish to carry pepper spray, will be trained in its use. Pepper spray will be optional equipment.
  - b) The effects of the pepper spray vary among individuals therefore; the suspect shall be handcuffed as soon as possible after being subdued.
  - c) The officer shall closely monitor the suspect for indications of medical problems and shall summon emergency medical aid, if necessary.
  - d) The officers are required to carry either O.C. spray or a baton
- iii. Police Batons (Side-Handle and Expandable):
- a) Batons may be used only when considerable force is necessary.
  - b) Passive resistance, or resistance such as an arrestee refusing to enter a police vehicle, is not sufficient in itself to justify the use of a baton. The police baton will not be used to assist in placing a suspect in a vehicle.
  - c) When the use of the baton is warranted, officers will attempt to strike the suspect's arms or legs. Officers will not purposely strike or jab subjects on the head, neck, sternum, lower abdomen, groin, or kidneys unless faced with a deadly force situation.
  - d) The officers are required to carry either O.C. spray or a baton



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
4 OF 12**

**USE OF FORCE**

**400**

iv. Canine(s):

- a) Properly deployed, canine(s) are considered hard intermediate force and a less-than-lethal tactic. The possibility of severe injury to the suspect exists, however, and should be considered whenever authorizing canine(s) for suspect search or apprehension purposes.

d. Deadly Physical Force:

- i. Deadly physical force is the amount of force intended to kill or cause serious physical injury or that creates such a degree of risk that a reasonable person would consider it likely to kill or cause serious physical injury. It includes the use of firearms or deadly weapons to stop a subject who has the imminent ability and opportunity to inflict death or serious physical injury on the officer or another. Officers shall exhaust every other reasonable means of apprehension, restraint, or force before resorting to the use of deadly force. Officers are authorized to utilize deadly physical force in order:
  - a. To overcome an attack that the officer reasonably believes presents the imminent danger of serious physical injury or death to the officer or another person.
  - b. Reasonable belief is defined as the facts or circumstances the officer knows, or should know, are such as to cause an ordinary and prudent person to act and think in a similar way under similar circumstances.
  - c. Serious physical injury is defined as bodily injury that creates a substantial risk of death, causes serious permanent disfigurement, or results in long-term loss or impairment of the functioning of any bodily member or organ.
  - d. To capture an individual who the officer has probable cause to believe has committed a felony involving the use of or threatened use of deadly force and there is an imminent and substantial risk that the person will cause death or serious physical injury if apprehension is delayed.
  - e. No presumption will be made that a fleeing felon poses an imminent threat in the absence of a previously demonstrated threat to, or disregard for human life.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
5 OF 12**

**USE OF FORCE**

**400**

- f. Before using a firearm, employees shall identify themselves and state their intent to shoot, where feasible. When the shooting of a suspect appears imminent, employees will, if feasible, first issue a verbal warning.
- g. When using deadly force, the intent will be to prevent the subject from inflicting great bodily harm or death. Therefore, for maximum stopping effectiveness and minimal danger to innocent bystanders, the officer should aim at "center body mass".
- h. The use of rifles shall be limited to those situations where deadly physical force is authorized by this policy and when the effectiveness of a handgun would be limited by distance, barricades, number of subjects, armament of subjects, or a combination of similar circumstances.
- i. An employee may also discharge a weapon under the following circumstances:
  - i. During range practice.
  - ii. To dispatch an animal that represents an imminent threat to the officer or to the public when other means of protection are impractical or as a humanitarian measure where the animal is seriously injured a report will be required.

**C. Prohibited Conduct**

- 1. Use of non-department approved weapons, equipment, and chemical agents are prohibited.
- 2. Except for maintenance or during training, employees shall not draw or exhibit any firearm or carelessly handle a firearm unless circumstances create reasonable cause to believe that it may be necessary to use the weapon in conformance with this policy.
  - a. The same rules of good judgment that apply to the discharging of a weapon shall also apply to the drawing and displaying of a firearm by an officer.
  - b. Firearms will not be recklessly handled while an officer is pursuing, subduing, arresting, or searching a suspect.
- 3. Rifles and shotguns will remain "on safe" until the need for weapon discharge is determined.
- 4. Warning shots are prohibited.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
6 OF 12**

**USE OF FORCE**

**400**

5. Employees will not discharge firearms at moving vehicles or at subjects fleeing in vehicles, unless the officer's life or the life of another person is in imminent danger of serious physical injury or death and no escape route is available.
6. Firearms shall not be used under circumstances in which a substantial and unjustifiable risk of injury or death to an innocent person exists.
7. Carotid control holds, or similar tactics causing the restricting of the carotid artery are generally prohibited. The use of such holds or tactics shall be considered deadly physical force and, as such, their use is prohibited in all instances except those, which justify the officer's use of deadly force.
8. Officers will not attempt to deliberately collide with other vehicles or use a police vehicle to force any vehicle off the roadway.
  - a. Police vehicles will not be used to form a roadblock.
  - b. Use of police vehicles against persons will be considered use of deadly force.

**D. Injured Subjects**

1. Any time there is an injury or an alleged injury as a result of an officer's use of force, the officer will do the following:
  - a. Examine any subject claiming injury and render first aid, if necessary.
  - b. Request emergency medical aid to respond to the scene to evaluate the subject.
  - c. Immediately notify a supervisor.
  - d. If there are any criminal charges pending, it shall be the responsibility of the on-duty supervisor to determine if the subject will be booked or cited and released.

**E. Reporting Requirements Regarding Use of Force Incidents**

1. Employees will make a verbal report to their supervisor as soon as practical and a Basic Case Report and Use of Force Form shall be completed within twenty-four (24) hours after the following use of force incidents:
  - a. An employee applies force through the use of lethal or less-than-lethal weapons.
  - b. An employee applies weaponless physical force at a level defined in Section D.1.g (Hard Intermediate Force) of this policy.
  - c. An employee discharges a Department approved and issued firearm for other than training or recreational purposes, excluding incidents defined in Section G.2. of this policy.
  - d. An employee takes an action that results in, or is alleged to have resulted in any physical injury to another person.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
7 OF 12**

**USE OF FORCE**

**400**

2. Personnel assigned to investigate shootings and serious injury involved use of force incidents shall complete a Basic Case Report and the involved employee shall complete a Use of Force Form and supplemental report within twenty-four (24) hours after the use of force incident.
  - a. An officer involved shooting is defined as any time an officer discharges a firearm to subdue a suspect.
  - b. A serious injury use of force incident is defined as any time an employee takes an action that results in, or is alleged to have resulted in, serious physical injury to or the death of another person (excluding vehicular accidents).
3. The Basic Case Report and Use of Force Report shall at a minimum include:
  - a. The circumstances of the incident.
  - b. A description of what force was used.
  - c. An explanation of why the force was used.
  - d. A description of the extent of injury inflicted, sustained or alleged (Photographic documentation should also be provided.).
  - e. Medical treatment subsequent to the use of force.
4. In use of force incidents defined in Section G.1 of this policy, the employee's supervisor will review the appropriateness of the employee's actions and will forward a recommendation, along with a copy of the completed Use of Force Form and Basic Case Report, to the Town Marshal within twenty-four (24) hours of the incident.
  - a. Findings of policy violations, training, or weapon/equipment inadequacies shall be documented in writing for resolution and/or discipline in accordance with existing disciplinary procedures.
5. The senior on-duty supervisor shall immediately notify the Town Marshal, or his designee, upon the occurrence of all use of force incidents defined in Section G.2 of this policy.
6. Under the direction of the Town Marshal, an annual analysis will be conducted of all incidents whereby employees have caused or are alleged to have caused death or injury to another, have applied physical force upon another, or have intentionally or unintentionally discharged a firearm. The purpose of this analysis is to determine any patterns or trends that could indicate training needs, equipment upgrades, and/or policy modifications.

**F. Department Investigation of Use of Force Incidents**

1. The Department shall conduct both an administrative and criminal investigation of the following incidents:
  - a. Any time an attempt is made by an employee to subdue a person through the use of a firearm.







**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
9 OF 12**

**USE OF FORCE**

**400**

remove the officer's duty gear and secure it until it can be released to assigned personnel. The chain of custody must not be compromised.

- i. Non-involved officers shall immediately initiate an area canvass to locate additional witnesses who may have pertinent information regarding the shooting. All witnesses should be brought to the immediate attention of the patrol supervisor or assigned personnel.
- f. In accordance with the Department Unusual Occurrences Policy, an Incident Command Post shall be established and an Incident Commander will direct officers present at the scene to secure the perimeter and evaluate the need for additional personnel. The Incident Commander will also direct an officer present to maintain a detailed log of the incident on an Incident Command Form to include, but not limited to, names of personnel entering the scene, times of entrance, personnel involved in the investigation, assignments of on-scene personnel, etc.
- g. The involved employee(s) will be ordered not to discuss the incident except with personnel authorized by the Incident Commander.
  - i. If, at any time, the involved employee(s) requests to speak with an attorney, arrangements will be made.
- h. The Incident Commander will be responsible for contacting Department supervisors who will respond to the scene and render command assistance.
  - i. The on-duty supervisor will notify the Town Marshal.
  - ii. Communications will notify the Department Public Information Officer who may respond to the scene.
- i. Investigative personnel will be notified and will respond as appropriate. Investigative personnel will:
  - (i). Ensure that all principles and witnesses are located and kept separate pending interview by investigative personnel. If more than one employee was involved, employees will also be kept separate.
  - (ii). Ensure that all evidence is located and preserved. The weapon(s) of the employee(s) involved in the shooting will be released to CIU personnel for examination.
  - (iii). If an employee's firearm is discharged at another person, Investigative personnel will notify a representative from the Yavapai County Attorney's Office who will be summoned to the scene.



**USE OF FORCE**

**400**

- (iv). Investigative personnel will conduct on-scene interviews.
- (v). Investigative personnel will conduct pre-interviews of witness employees at the scene. Separate interviews will be conducted for each employee.
- (vi). Witness officers and civilian witnesses will be interviewed prior to pre-interviewing the involved employee unless exigent circumstances exist.
- (vii). Investigative personnel will not engage in pre-interviews of non-department witnesses. Upon completing the pre-interview(s), the assigned personnel and YCAO representative will conduct an on-scene critique to discuss the facts and circumstances of the case and to determine the applicability of the Miranda Warnings with respect to the involved employee(s).
- (viii). Investigative personnel will take recorded audiotapes of formal from every witness. If at any time during the of a formal statement, an employee makes an incriminating remark or statement which reveals that even a remote possibility of criminal wrongdoing exists, the Miranda Warnings will be given as soon as practicable and before any further statements are obtained from the employee.
- (ix). At the completion of the investigation, investigative personnel shall complete a Basic Case Report detailing the incident and forward it, along with supplemental reports, to the Office of the Yavapai County Attorney and the Town Marshal for review.

**H. Post Use of Force Trauma**

1. It is the belief of management staff that the physical and emotional well being of Department employees is a primary concern following any use of force incident.
  - a. The Town Marshal, or a member of command staff at the discretion of the Town Marshal, shall initiate a personal contact with the involved employee and his family to provide Department support and assistance where appropriate. Further Department assistance or the family of an employee who is injured (emotionally or physically) or dies in the line of duty may include, but not limited to:



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
11 OF 12**

**USE OF FORCE**

**400**

- (i). Transporting the family to and assisting the family at the employee's location.
  - b. Employees directly involved in a serious use of force incident will be permitted and encouraged to contact their spouses or other family members as soon as practical. If the employee has been injured and feels that it will be helpful, the employee's family or friends shall be contacted immediately and in person by a designated employee who knows the involved employee and/or the involved employee's family personally. It is imperative that every effort be made to notify the family prior to the appearance of the media.
- 2. Post Use of Force Reassignment:
  - a. Any employee, who seriously injures or causes the death of a person through use of force, shall be assigned to an administrative position pending staff review and post use of force counseling.
  - b. Any employee who is indirectly involved in a use of force incident resulting in the death or serious injury to any person may be reassigned to an administrative position pending staff review and post use of force counseling.
  - c. The length of time the involved employee(s) shall remain assigned to an administrative position shall be at the discretion of the Town Marshal.
- 3. Post Use of Force Counseling:
  - a. All employees directly involved in a use of force incident resulting in the death or serious physical injury to another person shall be referred, by the Town Marshal or Department supervisor, to a professional counselor. This psychological debriefing shall be scheduled within forty-eight (48) hours after the incident; however, counseling may be made available to the officer as needed. Any exception to the initial psychological debriefing requirement shall require the prior approval of the Town Marshal.
  - b. All employees not directly involved, but who believe they are or may be negatively affected as a result of their involvement in a use of force incident, may request an appointment with a professional counselor. Assistance is also available through Department counseling programs.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
12 OF 12**

**USE OF FORCE**

**400**

- c. No individual, group, organization, department, Town employee, or official shall have access to any information regarding an employee's participation in any counseling program unless the examining psychologist has reason to believe that an employee poses an imminent physical danger to self or others. In the event of such an occurrence, the Town Marshal will be notified, and/or action taken to protect those concerned.



## CAMP VERDE MARSHAL'S OFFICE GENREAL ORDERS

PAGE  
1 OF 12

CITIZEN COMPLAINTS /  
INTERNAL INVESTIGATIONS

401

### POLICY

The Camp Verde Marshal's Office, in order to fulfill its intended purpose has established and administers a sound disciplinary program. It is the policy of this Department that all complaints against employees of the Department, received from any source whether inside or outside of the Department, will be thoroughly investigated. It is the policy of this Department that all allegations of employee misconduct or criticism of its services, initiated by a citizen or member of the department, be thoroughly investigated and promptly adjudicated. Members of the Department, and the public they serve, should expect no more, and the Department offers no less. This will be done to clear the innocent, to protect their reputations, to increase morale and the effectiveness of police operations, to identify and remedy procedural problems, and/or to establish the guilt of transgressors and facilitate prompt and just disciplinary action. This order applies to Camp Verde Marshal's Office administrative investigations only, and not to the procedures of a criminal investigation involving a Departmental employee.

All Department employees shall be issued a copy of and be instructed on the Administrative Investigations/Discipline policy. Whenever changes are published, employees shall receive the updated copy.

### PROCEDURE

#### A. Definitions

1. **Category I Complaint** - Category I complaints include, but are not limited to excessive force, false arrest, civil rights violations or criminal conduct, major infractions of Department policy, serious misconduct, commission of crimes, conduct that could result in suspension, demotion, or termination, bias, discrimination or high profile incidents.
2. **Category II Complaint** - Category II complaints include, but are not limited to poor demeanor, unprofessional conduct, minor infractions of Department policy, citizen complaints, policy and procedural violations - allegations which are not of a serious nature, but involve some infraction of department policy, rudeness, missed court and training.

#### B. Types of Complaints

1. **Internal Complaints**- are those allegations made by an employee directed at specific misconduct on the part of another employee. Any member of the Department who has knowledge of any act or information of any misconduct on the part of another employee will bring it to the attention of their supervisor. If the act or violation involves the reporting employee's supervisor, the information will be related to the next level in their Chain of Command up to and including the Town Manager. If the act is not misconduct and is merely a disagreement with another employee, the first step in any action will be for the employee to attempt to resolve the issue at the lowest level by meeting with the employee to attempt conflict resolution. Should this process not resolve the conflict the chain of command up to and including the open door policy of the Town Marshal can be utilized. The procedure for registering internal complaints is provided to all employees by virtue of this order.
2. **External Complaints** -are those allegations made by anyone other than a Department employee. It is both advantageous and necessary to document all such complaints. Investigating these complaints will allow us to protect the rights and interests of private citizens and Department employees. Permit citizens to seek redress of their legitimate grievances against employees when the citizen feels subjected to improper treatment. Provide Department Supervisors with an opportunity to monitor employee compliance with department procedures and rules. When violations are established, appropriate discipline, training, and direction may be applied to correct the problem.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
2 OF 12**

**CITIZEN COMPLAINTS /  
INTERNAL INVESTIGATIONS**

**401**

The procedure for registering an external complaint will be explained to any citizen by the employee who receives such a complaint.

3. **Inquiry** — those complaints against department policy.
4. **Administrative Investigation** — initiated at the direction of the Town Marshal and conducted by an assigned investigator. These investigations may be conducted because of the sensitivity and/or magnitude of the incident even when a citizen complaint is not involved

**B. Receiving Complaints**

A specialized unit is not in place with the Camp Verde Marshal's Office to conduct complaints and investigations against Department employees and the Department itself. Therefore, the Town Marshal shall be responsible for reviewing all complaints/investigations. Supervisors shall be designated by the Town Marshal to conduct and/or assist in conducting complaints/investigations involving employees within their Division. These individuals will report directly to the Town Marshal.

1. The Town Marshal shall review all complaints relating to the Department or employees. It is the prerogative of the Town Marshal to assign internal cases for investigation in the manner he /she feels will best serve the interest of all involved parties, while ensuring a fair and unbiased investigation of the complaint. At the discretion of the Town Marshal and in the best interest of all parties involved the Town Marshal has discretion to seek assistance from an outside agency to conduct all or a portion of any investigation.
2. The Office of the Town Marshal shall be responsible for the record keeping functions relating to all complaints and investigations. These functions shall include, but are not limited to
  - a. Recording, registering, and coordinating the investigation of complaints against employees or the Department.
  - b. A Complaint Tracking number shall be assigned by the Office of the Town Marshal to all complaints
3. The Camp Verde Marshal's Office will accept all written and/or verbal complaints of employee misconduct, whether from an internal, external or an anonymous source.
4. Any employee of the Department may receive information constituting a complaint or inquiry against an employee of the Department or Department policy. If the employee receiving the complaint is not a supervisor or the supervisor of the affected employee, the receiving employee will refer the complainant to the involved employee's supervisor. If the employee's supervisor is unavailable or not on duty, the complainant will be referred to any on-duty Supervisor.
5. Persons wishing to make a complaint against an employee will be provided with the **Camp Verde Marshal's Office Citizen Complaint Procedure Form**. Employees will recommend that the complainant document their complaint in writing, however persons not wishing to complete the form will still be allowed to formalize their complaint verbally. Persons contacting the Department by telephone will be mailed the complaint process material.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
3 OF 12**

**CITIZEN COMPLAINTS /  
INTERNAL INVESTIGATIONS**

**401**

6. Supervisory and Command personnel will attempt to resolve minor incidents or inquiries upon receipt. When information of this nature is received by telephone or in person and the explanation or means of clarification satisfies the citizen, the matter may be considered resolved. All other incidents will be reported on the Employee Complaint/Commendation Report.
7. Supervisory and/or Command personnel who are advised of a complaint or allegation involving either of the following will immediately bring it to the attention of the Town Marshal through the chain of command:
  - a. Any criminal offense, felony or misdemeanor.
  - b. Administrative infractions that could result in the employee's suspension, demotion, disciplinary pay reduction, or termination.
8. The investigative responsibility of misconduct complaints will be assumed by the involved employee's Supervisor or Commander. The Commander will ensure that appropriate and thorough investigations of all allegations of misconduct are conducted.
9. The investigative process will be handled on the basis of determining whether the allegation constitutes misconduct on the part of the employee.

**D. Maintaining the Department's Administrative Investigation Files.**

1. The confidentiality of these records is important and to ensure that, the administrative investigation records will be separate and apart from the personnel records and/or centralized records system.
  - a. All written records of disciplinary action involving Department employees are maintained within the employee's personnel file. The Marshal's Office will maintain a copy of all disciplinary actions and any disciplinary action resulting from a complaint or investigation will be included within the investigative file, maintained in the Office of the Town Marshal.
  - b. All internal investigation files may be removed from the files and destroyed unless the investigation involved the death or serious injury to a human being as a result of an officer's use of force, involved disciplinary action of a suspension, demotion, or termination, or those investigations pending civil action or administrative appeal. This will include all documents, tape recordings, video recordings, photographs, diagrams, models, and computer disks. Investigations involving the death or serious injury to a human being as a result of an officer's use of force, involving a disciplinary action of a suspension, demotion, termination, or investigations pending civil action or administrative appeal, will be reviewed by the Town Marshal and the Human Resource Director or designee to determine whether retention of the file is appropriate.
  - c. Investigations where the findings are sustained will be retained in the employee's personnel files while employed and in files 5 years after the employee is terminated or when the investigation is completed whichever is that later.
  - d. Investigations where the findings are unfounded, exonerated, or not sustained will be retained in files at a minimum three (3) years.





**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
4 OF 12**

**CITIZEN COMPLAINTS /  
INTERNAL INVESTIGATIONS**

**401**

**E. Investigator/ Supervisor Responsibility**

1. The Investigator/Supervisor will act on behalf of the Town Marshal as an investigate body with the responsibility for:
  - a. Assisting in maintaining Department integrity
  - b. Protecting innocent members
  - c. Identifying police misconduct so that members may be retrained, corrected and/or disciplined through proper administrative action(s)
  - d. Referring all complaints to the Town Marshal for review
  - e. Coordinating and expediting all complaints and conducting specific investigations at the discretion of the Town Marshal.
  - f. Assisting other supervisors with their administrative investigations.
  - g. Conducting inspections at the direction of the Town Marshal.
  - h. Performing administrative or other duties as directed by the Town Marshal.
1. When a supervisor becomes aware of an allegation of misconduct, the supervisor will make all reasonable effort to contact the complainant to conduct an interview within 3 days of the receiving the complaint. A summary of the interview will be included in the report.
2. In certain situations, an employee may be temporarily reassigned or placed on administrative leave with pay and in compliance with the Town of Camp Verde policy and procedures, pending the outcome of an internal investigation. The situations may include, but are not limited to:
  - a. Officer involved shootings.
  - b. Violations of a subject's constitutional rights.
  - c. Violations of a high liability general order.
  - d. Any violation where the Internal Affairs investigator can articulate that placing the accused employee on administrative leave is in the best interest of the department.
  - e. Failure to meet proficiency requirements necessary for the performance of the employee's assigned duties.
3. The decision to place an employee on administrative leave can only be made by the Town Marshal or his/her designee.
4. On those occasions when an employee is suspended from duty the employee may be required to surrender Department-owned equipment, e.g. weapons, badge, Identification Card, handcuffs, for the duration of the suspension. Consideration



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
5 OF 12**

**CITIZEN COMPLAINTS /  
INTERNAL INVESTIGATIONS**

**401**

5. should be given to such action when continued possession of the equipment poses a liability to the Department or one or more of the following conditions exist:
  - a. When the employee has been involved in serious misconduct on or off-duty that involves violence or the use of force.
  - b. When there is reason to believe that not seizing the equipment could result in harm to the employee or others.
  - c. When there is reason to believe that continued possession of the equipment would allow the employee to continue the conduct which caused the suspension.
6. The supervisor effecting the suspension will determine what equipment is to be surrendered and will seize and check in the appropriate equipment, and arrange for storage of the equipment as well as a weapon through a Firearms Training Instructor.
7. **The Employee will be advised of:**
  - a. The nature of the investigation
  - b. Their status in the investigation.
  - c. Any such required statements, tests, or examination results may be used against the employee in a disciplinary action or civil proceeding.
8. The employee will be informed not to speak to anyone regarding an investigation.
9. The employee will abide by the order with the following exceptions:
  - a. A person acting as the employee's representative.
  - b. The employee's spouse or significant other.
10. Any employee under investigation for possible misconduct will be informed of the following in writing, if they apply or are used:
  - a. An employee shall be required to answer questions, submit to examinations or tests (including, but not limited to, intoxilyzer, handwriting analysis, the obtaining of latent prints, voice analysis, polygraph, urinalysis, any and all standard medical and laboratory tests, etc.) relating to their duties and the subject of the investigation, and they shall be terminated for refusal to properly participate in the examination or tests. Substance abuse testing will be done according to established Town policy.
12. An employee under administrative investigation may be reassigned (may include reassignment to their home), until the completion of the investigation. The duration of the reassignment shall be at the discretion of the Town Marshal.
13. Per ARS 38-1101 (Police Officers Bill of Rights) The law enforcement officer may request to have a representative of the officer present at no cost to the employer during the interview. The law enforcement officer shall select a representative who is available on reasonable notice so



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
6 OF 12**

**CITIZEN COMPLAINTS /  
INTERNAL INVESTIGATIONS**

**401**

that the interview is not unreasonably delayed. The representative shall participate in the interview only as an observer. Unless agreed to by the employer, the representative shall be from the same agency and shall not be an attorney except that if a representative from the same agency is not reasonably available, with the employer's permission, the law enforcement officer's representative may be from the law enforcement officer's professional membership organization.

14. An employee subjected to interrogation or interview by the Department supervisor shall have the right to have a person of their choice present during interrogation(s), interview(s), or meeting(s) regarding the investigation.
15. An employee representative is not permitted in the following circumstances:
  - a. In the normal course of duty, the employee is counseled or instructed with an informal verbal admonishment, or other routine or unplanned contact, with a supervisor or other employee.
  - b. Any preliminary questioning of the employee to determine the scope of the allegations or if an investigation is necessary.
  - c. A criminal investigation is being conducted.
  - d. A polygraph examination is conducted.
18. The investigator assigned to investigate shall comply with the following:
  - a. Shall tape record the statement of the accused employee and witnesses if the investigation involves a Category I offense.
  - b. The Department may transcribe any mechanically recorded interview for the purpose of verifying the accuracy of any interview.
  - c. Shall require a written statement from the accused employee if the investigation involves a Category II offense.
  - d. The investigator may record statements involving Category II offenses.
19. The Town Marshal or Commander may authorize the suspension of the notification requirement if such notification would jeopardize the impending investigation. Notification will be made as soon as the exigency is past (this may include alleged criminal activity or serious misconduct).
20. Interviews of any Department employees shall be conducted at a reasonable hour unless the urgency of the investigation dictates otherwise. The interview will take place at a location designated by the investigating supervisor, preferably at a police facility. Employees must be informed of the identity of those in charge of the investigation. Interviews of employees will be relevant to the investigation or other matters that concern the Department which may come to light. At no time will employees be subjected to abusive language or threatened.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
7 OF 12**

**CITIZEN COMPLAINTS /  
INTERNAL INVESTIGATIONS**

**401**

21. The confidentiality of the investigation will be maintained at all times. All Department employees acting as representative or silent witnesses will be given a direct order not to discuss the incident or the investigation. They further will be issued a REPRESENTATIVE ADMONISHMENT form which prohibits the discussion of the investigation.
21. The investigating supervisor will conduct a thorough investigation into the allegation. The investigation shall be completed within sixty (60) days unless extended by the Town Marshal.
22. If the investigation will not be completed within sixty (60) days, the supervisor conducting the investigation must notify the complainant of the delay, and document the reason for the delay in the complaint document.
23. The complaint document will be updated and the complainant notified of the status of the inquiry every 30 days until the investigation is completed
24. At the conclusion of the investigation, the investigating supervisor will submit the report, including the following:
  - The alleged policy violations
  - Interview of the employee
  - Interviews of all witnesses
  - Prior corrective action of the employee and any similar incidents
  - Prior similar corrective action given for other employees
  - The recommended corrective action and any recommended training
  - The completed complaint form will serve as a cover sheet.
22. At the conclusion of the investigation employees will be advised in writing of the outcome. The complainant will be contacted by the investigating supervisor, either in person, telephonically or by letter, and advised of the disposition only of the complaint.
23. Information regarding any disciplinary action taken will not be released (except by public records request).

**F. Criminal Investigations**

1. At the discretion of the Town Marshal and in the best interest of all parties involved the Town Marshal has discretion to seek assistance from an outside agency to conduct all or a portion of the criminal investigation. During a criminal investigation, the accused employee shall be advised that no employment related disciplinary action shall be imposed for merely exercising their constitutional rights
2. A statement given by a Department employee under the threat of dismissal for failure to answer cannot legally be used against the employee in any subsequent criminal proceeding.



3. If employees choose to waive their constitutional rights, they shall be informed that the results of the interview can be used by the Department in both criminal and administrative proceedings.
4. The case will then be conducted as a criminal investigation. The results of the criminal investigation may be used in subsequent administrative proceedings.
5. If a decision is made by the Town Marshal to abandon criminal proceedings, employees shall be informed that such a decision has been made, that they will consequently be required to respond truthfully to all questions, and that they may be required to submit to a polygraph examination.

#### **G. Employee Responsibilities**

1. Employees to be interviewed in a non-criminal violation of department rules will not be given the Miranda warnings and will not be allowed the presence of counsel during the interview. Employees shall truthfully answer all questions in administrative, i.e. non-criminal, investigations. When employees refuse to answer questions, they will be informed that refusal to answer can become the subject of disciplinary action.

#### **H. Polygraph Examinations**

1. In non-criminal matters employees may be ordered to submit to a polygraph examination. Employees will be informed that the results of the polygraph examination or any information derived from the examination may be used by the Department in administrative investigations and hearings. All polygraph examinations for internal investigation purposes must be approved by the Town Marshal.
2. Employees may be required to submit to a polygraph examination when the employee is suspected of:
  - a. Committing a criminal offense, and the investigation is administrative in nature
  - b. Misconduct that would be grounds for termination, suspension, or other disciplinary action
  - c. Concealing information regarding their qualifications for continued employment with the Department
  - d. Withholding or concealing pertinent information regarding any matter under official investigation by the Department
3. If an employee charged with a criminal offense submits to a polygraph examination during a criminal investigation, the employee will be informed that the results of the examination testing - Questions used in a polygraph examination will be pertinent to the subject of the inquiry, except for control questions as may be necessary to validate an examination within the scope of acceptable polygraph procedures.
4. The right to assistance of legal counsel does not exist when required to submit to a polygraph examination in a non-criminal investigation. Polygraph examinations will be performed within a reasonable time of the request and by a qualified examiner.



5. Appropriate questions will be formulated by the polygraph examiner based on the facts of the investigation provided to the examiner by the supervisor conducting the investigation.
6. Employees will answer all questions truthfully. When serious allegations are made against employees, they may request a polygraph examination. Such request will be documented in the case report and must receive prior approval by the Town Marshal.

**I. Medical or Laboratory Exams**

1. At the direction of the investigating supervisor, a laboratory exam, medical exam, intoxilyzer or other diagnostic test may be conducted for administrative purposes only. The scope of the exam will be confined to the attainment of relevant facts regarding the investigation at hand.

**J. Line-Ups/Photographs**

1. Employees may be required to participate in a physical line-up. The use of a line-up must be relevant to the investigation and must be approved by the Town Marshal. At the direction of the investigating supervisor employees may be photographed for the purpose of conducting a photographic line-up. The photograph must not be degrading or compromising. Prior to using the photograph in a line-up, approval must be obtained from the Town Marshal.

**K. Financial Disclosure Statements**

1. With the approval of the Town Marshal, employees may be required to submit a financial disclosure statement. The request for and use of the statement must be directly related to the investigation.

**L. Investigative Reports / Documentation**

1. Reports documenting an investigation of serious misconduct will be completed within sixty (60) days of the close of the investigation. All other investigation reports will be completed within 30 (30) working days of the close of the investigation.
2. The following information will be contained in the report:
  - a. A list of witnesses
  - b. A summary of the investigation
  - c. The details of the investigation
  - d. Detailed summary of all interviews
  - e. The specific orders or policies that were violated
  - f. The investigator will include the disposition of the allegations and advise employees in writing of the disposition.
3. Accused employees may make a written rebuttal or comment which will be attached to the report.
4. The Investigator / Supervisor will submit the report packet thru the chain of command to the Town Marshal for review. The Town Marshal will forward the report to the employee's supervisor for disciplinary action if necessary. The investigating supervisor will contact the complainant at the



conclusion of the investigation and advise the complainant of the disposition. Disciplinary action will not be disclosed to the complainant.

#### M. Disposition and Distribution of Complaints

1. The Employee Complaint/Commendation Report will be completed in all cases in which a citizen desires to make a formal allegation reference a police contact or quality of police service.
2. The form will provide a means of monitoring the organizational response to citizen complaints regarding services received and will provide the investigating supervisor with a format for inquiring into the allegation.
3. After receiving the complaint information, the original report form will be distributed to the investigating supervisor.

#### N. Disposition of Complaint Investigations:

1. The standard of proof in an administrative investigation is by a preponderance of evidence. At the conclusion of any administrative or misconduct investigation, including those investigated at a supervisory level, the investigator shall conclude that the complaint is:
  - a. **Unfounded** - the allegations are false.
  - b. **Exonerated** - the incident occurred but was lawful and proper.
  - c. **Not Sustained** - there is insufficient evidence to either prove or disprove the allegation.
  - d. **Sustained** - the allegation is supported by sufficient evidence to justify a reasonable conclusion of guilt.
  - e. **Sustained, but a Policy Flaw** - the employee's actions were proper conduct according to established policy or procedure, but a change in that policy or procedure is warranted.
  - f. **Administratively Cleared** – Disposition of an administrative inquiry signifying the inquiry has been concluded.
2. The supervisory review of the outcome will determine the appropriate corrective action and any other action to include any remedial training necessary.
3. Upon completion of the entire investigation process, the investigator will write a notification of findings through the chain of command to the Town Marshal. This letter will contain the following:
  - a. The allegations of the investigation. Each allegation must be specifically stated, along with the specific order, rule, regulation, or directive, which was alleged to have been violated.
  - b. A brief statement describing the alleged incident.
  - c. The investigator's conclusion and disposition to each allegation.
  - d. Recommendation for action, if any:
    - i. Upon completion of the investigation, the Town Marshal, or designee shall review the recommendation.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
11 OF 12**

**CITIZEN COMPLAINTS /  
INTERNAL INVESTIGATIONS**

**401**

- ii. In cases where the complaint has been unfounded, exonerated, or not sustained, it is not necessary to list the employee's past record.
    - iii. In cases where the complaint was sustained, and the recommended discipline is a formal letter of reprimand, suspension, demotion, or termination, the employee's past record, discipline, commendations, and past performance evaluations will be listed. All discipline that resulted in a written reprimand, suspension, demotion, or termination, regardless of when it occurred, will be listed.
4. While considering the recommendations for the employee, the supervisor will consider the employee's past record and keep the objectives of the agency in mind.
  - a. Sustained Allegations — when an allegation has been sustained, the Town Marshal will take one of the following courses of action reference the duty status of employees.
    - i. Continue the employee on duty.
    - ii. Recommend suspension with pay pending action by the Town Marshal.
  - b. If the misconduct is of such a nature that suspension without pay is warranted, a pre-suspension hearing will be conducted. The suspension hearing will be heard by the Town Marshal or a designee, Commander and the investigating Supervisor.
  - c. Determine if Department issued equipment should be seized.
  - d. If the act under investigation and the evidence are such that a non-employee would be subject to arrest for commission of the act, the investigating Supervisor will consult with the Town Marshal and request a decision as to whether:
    - i. The accused employee be suspended and arrested forthwith
    - ii. A warrant for the arrest of the accused employee be obtained
    - iii. Criminal action be delayed pending further investigation
    - iv. The matter should be referred to the City or County Attorney
5. The Town Marshal will have final determination of correction action, the need to modify the policy, procedure, rule or regulation, or will determine if there is a need to obtain training on the issue.
6. When the investigation and administrative review have been completed and disciplinary action has been taken, the information will be distributed as follows:
  - a. A copy of the report and a notation of the discipline assessed will be placed in the employee's personnel file during employment with the Town. The file will be kept for 5 years after termination of the employee or completion of the investigation, whichever comes later.





**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
12 OF 12**

**CITIZEN COMPLAINTS /  
INTERNAL INVESTIGATIONS**

**401**

- b. A copy of the report will be placed in the employee's supervisor file.
  - c. The Commander will forward the original packet including recordings, photographs, etc. to the Assistant to the Town Marshal who will process the original reports, returning a copy of the report form to the employee and their supervisor for file.
- 7. Brady vs. Maryland Considerations:**
- a. When an investigation documents the accused employee's lack of honesty, integrity, or bias, or the employee has been found to have committed a criminal act, the details of the investigation shall be provided to the Yavapai County Attorney's Office.
  - b. The County Attorney's Office reviews the investigation and returns a findings letter to the department.
  - c. A copy of the findings letter for all individuals placed on the Brady list will be forwarded to the Town Attorney.
- 8.** Original reports of all citizen complaints will be retained for a minimum of three years after the calendar year the report was prepared. Tape recordings and other supporting materials may be erased/destroyed when the related reports are destroyed.
- 9.** The assistant to the Town Marshal will ensure that all appropriate statistical data regarding citizen complaints, commendations, and administrative investigations is entered into the appropriate computer files, and completion of the following reports:
- a. Annual Complaint/Statistical Summary report
  - b. Annual Analysis of Grievances
  - c. Annual Review of Use of Force Incidents
  - d. Annual Review of Pursuit Incidents



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
1 OF 2**

**Line Inspections**

**402**

**POLICY**

It is the policy of the Camp Verde Marshal's Office that line inspections shall be an ongoing activity to ensure that employees are acting in concert with agency requirements in such areas as personal appearance, use and maintenance of equipment, and adherence to agency directives and orders.

**PROCEDURE**

**A. Line Inspections**

1. A Line Inspection is one that is conducted by personnel directly responsible for the persons, facilities, resources, or other elements being inspected.
2. Line inspections shall be a primary responsibility of supervisors at every level of the agency and shall provide a mechanism for achieving accountability within the agency.
3. All sworn, first-line supervisors, through monthly inspections, are required to ensure that employees are abiding by the established policies and procedures of the Town and the Department. Supervisors are responsible for conducting the following monthly inspections.
  - a. Uniform and Equipment Inspections
    - i. Uniformed sworn patrol officers shall be formally inspected on at least a monthly basis by their immediate supervisor. All supervisors should conduct informal inspections daily.
      - a. Uniforms and equipment shall be in compliance with Policy 123, Uniforms and Equipment.
    - ii. The employee's appearance, personal hygiene, uniform, assigned equipment, and miscellaneous equipment will be subject to inspection.
  - b. Non-Uniform Inspections.
    - i. Sworn and civilian employees who have direct contact with the public in the performance of their duties while serving in a non-uniform capacity shall be subject to line inspections. These inspections shall be performed informally by the employee's immediate supervisor on a daily basis.
    - ii. The employee's appearance, personal hygiene, clothing, assigned equipment and miscellaneous equipment will be subject to inspection. The employee shall be in compliance with Policy 123, Uniforms/Equipment.
  - c. Vehicle Inspection
    - i. Vehicle inspections shall be conducted pursuant to Policy 4.08, Operation of Department Vehicles.
    - ii. In addition to inspections outlined in Policy 4.08, supervisors shall conduct random monthly inspections of assigned and unassigned vehicles.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
2 OF 2**

**Line Inspections**

**402**

**B. Corrective Measures**

1. Supervisors will take immediate action to correct minor problems that become evident during inspections.
  - a. Supervisors shall be responsible for appropriate follow-up procedures to ensure that corrective action will be taken by the affected employee in order to avoid reoccurrence of the problem.

**C. Disciplinary Action**

1. Employee deficiencies shall be handled by the line supervisors, in accordance with established policy, counseling, and training, etc.
  - a. A written memorandum may be used to document the problem to the affected employee.
2. Other deficiencies that adversely affect the operations of the division, which cannot be corrected at the first line level, shall be made known to the Town Marshal in writing.
  - a. The Commander shall meet with the supervisors of the effected division and plan a strategy to address the identified problems. Within thirty (30) days of the meeting, the supervisor shall submit a progress report to the Commander.

**D. Roll Call/Line Inspection Reports**

1. Uniform, equipment, vehicle inspections shall be completed on the appropriate forms.
  - a. Each day the on duty supervisor will be responsible for informal inspections. No forms are needed for daily inspections.
2. Monthly uniform, equipment, and vehicle inspections shall be logged in the employee's Personnel Performance Record.
  - a. Inspection reports shall be available to supervisors of affected employees on items in question.

**E. Other Inspections**

1. The Town Marshal or Commander may order routine or random inspections of any Departmental component, activity, procedure, or personnel.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
1 OF 2**

**Staff Inspections**

**403**

**POLICY**

It is the policy of the Camp Verde Marshal's Office that staff inspections be conducted as a means to ensure that the Department's goals and objectives are being pursued, and to assist in the identification of needs within the Agency.

**PROCEDURE**

**A. Conducting Staff Inspections**

1. Staff inspections shall be conducted within all Departmental components at least every three years to ensure that all components within the Department are working in coordination with one another to achieve the mission, goals, and objectives of the Department. Staff Inspections shall be geared to identify potential problems and needs, and to ensure that:
  - a. Department morale is maintained
  - b. Department policies and procedures are adhered to
  - c. Department records and reports are accurate and up to date
  - d. Department training is timely, effective, and appropriate
  - e. Division procedures are effective and productive
  - f. Unity of command and span of control is maintained throughout the Department
  - g. The Department is fulfilling its legally mandated function
2. Staff inspections shall be conducted by a person or persons designated by the Town Marshal. This individual(s) shall report directly to the Town Marshal during this assignment. This individual(s), acting as a representative of the Town Marshal, shall be granted the authority necessary to complete a thorough inspection.
  - a. The Marshal may designate certain areas and topics to be addressed during the inspection, and shall outline the objectives of the inspection.
  - b. The person(s) making the inspection shall not be responsible to any of the supervisors of the unit being inspected, nor shall they be responsible in any way for the performance of the unit.
  - c. All staff inspections ordered by the Town Marshal shall require a written report to be submitted to the Marshal by the inspector(s).
    - (1) The report shall contain the results of the inspection along with any recommendations for changes or corrective measures in reference to deficiencies.
    - (2) Necessary documentation to substantiate the findings shall be included as a part of the report.
    - (3) The Town Marshal shall forward copies of the report, complete or partial, to the supervisors having the responsibility for the solution or correction of any identified problems.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
2 OF 2**

**Staff Inspections**

**403**

- (4) The report should also identify the positive aspects of the area being inspected.
- (5) A follow-up inspection and report shall be completed to determine if the noted deficiencies, that could not immediately be corrected, have been corrected.
3. The unit to be inspected shall be notified in writing, by the Town Marshal, at least two (2) weeks in advance of the inspection.
  - a. The notice shall explain the purpose of the inspection and what is expected from the involved unit.
  - b. The inspection will begin with a meeting of the inspector(s), and the supervisor of the unit being inspected.
  - c. The inspector(s) shall outline to the supervisor(s) the scope and objectives of the inspection.
4. The inspection will conclude with a meeting of the inspector(s) and the supervisor(s) of the unit inspected. During this meeting the inspector(s) shall brief the supervisors(s) on the overall findings and general results of the inspection.
5. The Town Marshal may request progress reports from the unit that was inspected, and/or the supervisor(s) having the responsibility for the solving of the identified problems as he sees fit.



**CAMP VERDE MARSHAL'S OFFICE  
OPERATING PROCEDURES**

**PAGE  
1 OF 18**

**UNIFORMS AND EQUIPMENT**

**404**

**POLICY**

The Town of Camp Verde has a vision to maintain a professional mind-set. Personnel shall practice good grooming habits at all times while on-duty. Uniforms and equipment shall be maintained in a clean serviceable condition at all times. Personnel should bear in mind that they represent the Department to members of the community and that the Department strives for professionalism in appearance as well as performance. It is also expected that every employee will be responsible for the proper care and use of Department property assigned to or used by him or her.

**PROCEDURE**

**A. General Provisions**

1. Uniform specifications as to style, brand, size and color will be maintained in the form of a General Order with the Uniform Committee responsible for its currency. Local uniform stores will be provided with the specifications.
2. Only those uniform and equipment items that have been issued or approved by the Department are authorized for use.
  - a. While on duty, officers shall carry or have in their immediate possession those authorized uniform and equipment items necessary for the proper performance of their duty.
3. For the purposes of this policy, reference to "right" or "left" will mean the wearer's right or left.
4. Police personnel will carry their commission/identification card at all times while on-duty.
  - a. All employees in civilian attire, on or off-duty, shall wear their police identification where it can be easily seen while in any police department building.
  - b. All employees in civilian attire, on or off duty and who are armed, shall wear their police identification where it can be easily seen while in any Town building.

**B. Overall Appearance**

1. Good grooming will be practiced at all times while on-duty. Hands and fingernails will be clean and nails trimmed.

**Tattoos:** While on-duty, all employees of the Camp Verde Marshal's Office, shall comply with the following:



**CAMP VERDE MARSHAL'S OFFICE  
OPERATING PROCEDURES**

**PAGE  
2 OF 18**

**UNIFORMS AND EQUIPMENT**

**404**

Tattoos may only be displayed on the arms and legs while in uniform or civilian attire. All tattoos must be in a location that can be covered by a long sleeved shirt and tie, socks, or pants if the need arises. Tattoos on the head, neck, face and hands are prohibited.

The display of any unprofessional or offensive tattoo or brand, regardless of its location, while employees are on duty or working off-duty in a police capacity is prohibited. The following list includes, but is not limited to, the types of items prohibited by the intent of this policy:

- A. Depictions of nudity or violence.
- B. Sexually explicit or vulgar art, words, or phrases.
- C. Symbols likely to incite a strong negative reaction in any group, such as swastikas, pentagrams, etc.
- D. Initials or acronyms that represent criminal or historically oppressive organizations, such as AB, KKK, SS, street gang names, numbers and/or symbols.

Body markings that are considered inappropriate and are visible in uniform or plain clothes must be suitably covered while on duty. Inappropriate or excessive body marking issues will be handled on a case-by-case basis.

**Exceptions:** When deemed necessary for the successful investigation or operation, employees in undercover assignments may maintain an appearance otherwise prohibited by this general order, with the approval of the bureau/division supervisor.

Any jewelry, body markings, clothing, or hair growth that is an integral part of a recognized religious organization or practice shall be determined on a case by case basis. Any questions by employees or supervisors regarding the validity of an employee's exception on religious grounds may be submitted for review and approval by the Town Marshal. Any violations of this general order after the issue date shall be subject to discipline.

Employees with existing tattoos or brands which are in violation of this policy on the issue date of this general order shall not be subject to discipline, however, any tattoos or brands deemed unprofessional or offensive as outlined in this general order must be covered – a skin colored "brand" tattoo will suffice. In addition, any tattoos or brand added after the issue date of this general order shall be considered a violation and subject to discipline.

**2. Uniformed Officers**

- a. All sworn uniformed officers shall wear the Department uniform as indicated in this Policy.
- b. This policy shall also apply to department Reserve Police Officers



**CAMP VERDE MARSHAL'S OFFICE  
OPERATING PROCEDURES**

**PAGE  
3 OF 18**

**UNIFORMS AND EQUIPMENT**

**404**

- c. Employees required to wear a uniform and/or special equipment will receive an allotment as determined each year in the Department's annual budget.
- d. All uniforms/equipment purchased by the employee will remain the property of the employee.
- e. All uniforms/equipment purchased by the Department will remain the property of the Department.
- f. The uniform shall be worn only during on-duty hours, while traveling to and from duty assignments, during authorized extra-duty employment, or when otherwise authorized by the Town Marshal.
- g. Uniforms will be appropriately tailored, clean, and neatly pressed, with leather, badge, and brass items shined. Pockets, sleeves, and shirtfronts of all approved uniform items will be worn buttoned whenever possible, with the exception of the collar button.
- h. Articles of the uniform, which require repair or which have been patched or repaired, will not be worn unless the patch or repair is inconspicuous.
- i. Sunglasses, while worn, will be conservative in style and color. Mirrored or multicolored type glasses, such as the large Aviator style glasses are prohibited. Cords for eyeglasses or sunglasses may be worn, but must be of a conservative color and design.
- j. Personnel in uniform shall not purchase or consume alcoholic beverages or do anything, which would reflect adversely on the Department.
- k. All officers of the Department shall, regardless of assignment, maintain a regulation uniform in serviceable condition, subject to inspection at any time.
- l. The material and style prescribed for uniforms shall not be modified or otherwise changed unless reviewed by the appropriate uniform committee and approved by the Town Marshal.

**C. Jewelry**

- 1. Sworn personnel may wear jewelry in good taste and of a conservative style at their discretion.
- 2. Female personnel shall wear no more than two (2) earrings per ear.
- 3. Male personnel shall not wear any type of earring while in uniform.
- 4. Necklaces may be worn while wearing the uniform; however they shall not be outwardly exposed, but concealed beneath the T-shirt.





**CAMP VERDE MARSHAL'S OFFICE  
OPERATING PROCEDURES**

**PAGE  
4 OF 18**

**UNIFORMS AND EQUIPMENT**

**404**

5. All body piercing, except earrings, will not be visible while on duty i.e., tongue, eyebrow, nose, etc.
6. Employees assigned to duty not requiring wearing of the police uniform may deviate from this policy with permission from the Town Marshal.

**D. Hair Regulations**

1. Uniformed Males - Hair may be worn in contemporary styles but no longer than the top of the shirt collar at the back of the neck while standing with the head in a normal upright position. It must be neat, combed, clean, and not extend more than one and one-half inches from the sides of the head and must be worn above the ears.
  - a. Hairpieces may be worn to comply with the foregoing.
  - b. Sideburns: Sideburns may be worn no more than one inch wide at the widest point measured from the natural hairline nearest the ear, they will not extend below the bottom of the ear lobes and will be cut straight horizontally and neatly trimmed.
  - c. Mustaches: Mustaches may extend no further than one-quarter of an inch beyond the corner of the mouth and cannot extend below the corner of the mouth or over the edge of the upper lip. Mustaches may not be waxed or twisted and will be neatly trimmed.
  - d. Beards: Traditionally, uniformed law enforcement officials in this area do not have facial hair (beards, etc.), other than mustaches and sideburns. For this reason, facial hair, other than mustaches and sideburns that conform to existing policy, will not normally be allowed for Department personnel. Non-uniformed personnel can wear conservative beards as approved by the Town Marshal.
  - e. In certain situations, medical conditions may call for an exception to this policy. If a medical condition arises in which a medical doctor recommends that an employee seek an exemption, the employee shall forward the doctor's written recommendation, along with a memorandum requesting exemption, through the Chain of Command to the Town Marshal. The Marshal may require that the employee be examined by a physician retained by the Town of Camp Verde, prior to any decision regarding the employee's request. If an exemption is warranted, the Town Marshal, or his designee will notify the employee.
2. Uniformed Females - Hair may be worn in contemporary and conservative styles, but will be no longer than the shoulders. Long hair (past the shoulders) shall be pulled back in a ponytail or bun if in a police uniform. Non-sworn uniformed may deviate from this requirement as approved by the Town Marshal.



### **E. Insignia of Rank/Position**

1. Marshal – Authorized uniform with collar insignia of four (4) 3/8 “ gold-colored metal stars worn point up, in tandem, 1/2 “ from the front of the collar on all shirts, parallel to the top and centered between the top and bottom of the collar. The uniform jacket will have four (4) 5/8” gold-colored metal stars worn pointed to the center (towards the neck) 1/4” apart centered on the shoulder seam or epaulet with the center of the first star 1/2” from the sleeve seam. Embroidered insignia is authorized. Casual business attire and/or western style clothing, position does not generally require a uniform or the need for rank insignia other than the badge itself. Business attire is acceptable.
2. Commander - Authorized uniform with collar insignia of two (2) 3/8 “ gold-colored metal stars worn point up, in tandem, 1/2 “ from the front of the collar on all shirts, parallel to the top and centered between the top and bottom of the collar. The uniform jacket will have two (2) 5/8” gold-colored metal stars worn pointed to the center (towards the neck) 1/4” apart centered on the shoulder seam or epaulet with the center of the first star 1/2” from the sleeve seam. Embroidered insignia is authorized. Casual business attire and/or western style clothing, position does not generally require a uniform or the need for rank insignia other than the badge itself. Business attire is acceptable.
3. Sergeant- Authorized uniform; Sergeant’s chevrons on each sleeve of all shirts and jackets shall be worn point-to-point immediately below the shoulder patch, single point upwards.
4. Officer – Authorized uniform
5. Field Training Officer- Authorized uniform, F.T.O’s chevron with a single stripe with bottom rocker on each sleeve of all shirts and jackets shall be worn point-to-point immediately below the shoulder patch, single point upwards.

### **F. Optional Insignia**

1. Specialty identifier pins may be worn centered 1/2 inch above the name plate. Only one specialty assignment recognition pin may be worn on the uniform at any time. Specialty identifier pins shall be worn above any award bars.
2. Any officer that is currently assigned to a specialty unit or has been assigned to a specialty unit for more than one year as an officer, regardless of whether the assignment was at the Camp Verde Marshal’s Office, may wear the insignia with the approval of the Town Marshal. Any other insignia that is not listed shall be authorized on a case by case basis by the Town Marshal.

**The current authorized insignias are:**



**CAMP VERDE MARSHAL'S OFFICE  
OPERATING PROCEDURES**

**PAGE  
6 OF 18**

**UNIFORMS AND EQUIPMENT**

**404**

- a. K-9 Unit
- b. Field Training Officer
- c. Small American flag pin
- d. SWAT pin
- e. Motor wings

**G. Police and Rank Patches**

1. A Town Marshal's Office patch shall be affixed on both shoulders of all uniform shirts and outer wear (with the exception of rain gear). The patch shall be ½ " below the shoulder seam and centered. (Rank patches for Sergeant and Field Training Officer (FTO) chevrons shall be located ½ inch below this patch).

**H. Service Bars (aka Hash Marks)**

1. Service bars are optional and may be worn on the left sleeve of the long sleeve uniform shirt. The service bar will be of the diagonal style, yellow in color, trimmed in black on a black background. Worn on the inside of the sleeve crease with the longest point (tip) of the service bar one (1) inch from the top of the cuff seam. Each service bar represents four (4) years of sworn compensated full-time service as a state, county or municipal law enforcement officer (whether in Arizona or another US State). Reserve time, federal time and academy time is not considered as compensated service.

**I. Uniform Requirements for Sworn Officers**

**1. Shirts**

- a. The standard Flying Cross or Flying Cross Command black uniform long sleeve shirt, Elbeco Textron and Duty-Max, or Blauer "Class Act" consisting of two pockets with flaps, epaulets, and pre-stitched badge holder, shall be worn as the Class A uniform shirt.
- b. A short sleeve or long sleeve version of the same shirt worn for Class A uniform shall be worn as the Class B uniform shirt. An alternate uniform shirt for duty is the Class C Olympic flow-thru polo style shirt. When wearing uniform shirts, undershirts are required and shall be white or black in color.

**2. Pants**



**CAMP VERDE MARSHAL'S OFFICE  
OPERATING PROCEDURES**

**PAGE  
7 OF 18**

**UNIFORMS AND EQUIPMENT**

**404**

- a. Class A Flying Cross pants (100% polyester), Elbeco (Textron and Duty Max) or Blauer "Class Act" (100% polyester) shall be black dress uniform style consisting of no cargo pockets. Class B pants Flying Cross pants, Elbeco (Textron and Duty Max) or Blauer "Class Act" black in color. Class C pants shall be black six-pocket Kitaro Elbeco cargo pants.

**3. Shorts**

- a. Black Elbeco poly/cotton blend shorts must be tailored to fit and not be higher than two (2) inches above the knee and must be worn with the Blauer utility style black short sleeve shirt or black Olympic polo style shirt.

**4. Hats**

- a. Cap - The cap will be an authorized black baseball cap, flex-fit with approved insignia on front. The cap will be worn with the bill facing forward. The baseball cap may be worn with the Class B, and C uniforms. Caps must be maintained in good condition, clean and neat if worn.
- b. Campaign style hat (Smokey) - The Campaign style hat is optional and will be an approved style, of lightweight straw type campaign hat #S40DB-NB and is authorized for Class A uniform, it will be black in color with a gold lanyard. A Department approved badge will be worn on the front of the hat.

**5. Footwear**

- a. Boots and shoes must be kept clean, polished, and in good repair. Authorized footwear includes:
  - i. Shoes and boots shall be smooth black leather or a combination of black leather and fabric.
  - ii. Black leather or similar material, low cut or ankle shoe commonly referred to as a "Coach's Sneaker" or "Walking Shoe" may be worn with the Class C uniform.
  - iii. Highly shined or patent leather black dress shoes may be worn with the Class A or Class B uniforms.
  - iv. Calf-length highly shined or patent leather boots, commonly referred to as "motor boots" are authorized for Motorcycle Officers only.
  - v. Black socks shall be worn whenever a sock is visible with pants. White or black athletic, ankle crew length socks with no stripe or logo shall be worn when wearing shorts and shall be visible and no more than two inches above the footwear.



**CAMP VERDE MARSHAL'S OFFICE  
OPERATING PROCEDURES**

**PAGE  
8 OF 18**

**UNIFORMS AND EQUIPMENT**

**404**

**6. Utility Duty Belt:**

- a. All utility gear, either all Safariland or all Bianchi Acuu-Mold, worn on the nylon duty belt shall be of nylon-web configuration and black in color. While on-duty and in uniform at a minimum, each belt shall carry a department issued/approved firearm holster, a carrier for two ammunition magazines, Electronic Control Device, OC Spray or PR24 or ASP, radio pouch, (radio may be affixed to body armor worn over the uniform shirt) and a handcuff case. Positioning of this equipment shall be at the option of the officer while being consistent with training and strong hand defensive tactics. Optional equipment (i.e. OC Spray, pocket knife, flashlight, pager, phone, latex gloves). Shall be stored in devices of the same nylon-web design.
- b. An alternative to the nylon web equipment shall be smooth black leather basket weave or similar material equipment with or without a patent leather finish to be worn with the Class A, Class B, or Class C uniform only.

**7. Outerwear:**

- a. The Elbeco or Flying Cross three-season jacket, black in color, Gore-Tex or similar type material, waist cut police style jacket with optional removable liner. The jacket shall have either a badge holder and a metal name plate, or a badge patch and name tape in locations similar to the uniform shirt. The Marshal and Commander shall wear their insignia of rank on the Epaulets located  $\frac{1}{2}$  inch from the shoulder seam. Sergeants and Field Training Officers shall have their patches sewn  $\frac{1}{2}$  inch below the department patch.
- b. The Elbeco or Flying Cross light weight jacket shall be black in color, nylon and waist cut police style. The jacket may be reversible to display safety orange and reflective tape. Rank and insignia locations shall be the same as the three-season jacket.
- c. Additional waist cut police jackets, black in style may be approved by the Town Marshal as long as the insignia, badge and patches are consistent with the above listed jackets.
- d. The raincoat shall be a standard  $\frac{3}{4}$  length black to orange reversible raincoat. The raincoat shall have the word "Police" prominently displayed. Optional rain gear shall be a yellow jacket with the word "Police" prominently displayed.

**8. Turtleneck/Mock Turtleneck Shirts:**

Black mock turtleneck, turtleneck/mock turtlenecks of polyester, cotton, or cotton/polyester blend are authorized for wear under long sleeve uniform shirts. The neck area shall be folded a maximum of two folds and below the chin. If the turtleneck is long sleeve, its sleeve must not extend beyond the end of the long sleeve uniform shirt. "CVMO" may be



**CAMP VERDE MARSHAL'S OFFICE  
OPERATING PROCEDURES**

**PAGE  
9 OF 18**

**UNIFORMS AND EQUIPMENT**

**404**

embroidered on the neck of the turtleneck.

**9. Gloves:**

Solid black leather or other law enforcement designated type glove with no finger or knuckle holes. No visible logos or sports gloves are permitted. May be lined or unlined. Cannot extend up the forearm above the wrist. Gloves are only authorized for wear between October 01 and March 31 (motor officers and bicycle officers may wear gloves year round). Motorcycle officers have the option of wearing longer length flare-type gloves, with the same specifications. Protective gloves may be worn during searches or when picking up or collecting hazardous items.

**10. Necktie:**

The necktie will be black in color, either the tie or clip-on type (the clip on type is recommended), Dacron/wool blend, 3 inches wide, with the bottom point of the tie to hang within two inches of the top of the belt, and worn with a conservative tie clasp (solid gold colored) or conservative tie tack. The tie will be centered in front of the collar, completely covering the collar button. The wearing of the tie is optional, the necktie will be worn with the long sleeve Class A uniform.

**11. Mourning Band:**

The mourning band shall consist of black elastic band for metal breast badges or a black "in memory" pin for cloth badges. Authorized times of mourning include the death of any Arizona Certified Peace Officer killed in the line of duty. The mourning band will be worn from the time the officer is reported deceased until immediately following the committal service.

**12. Badge and nameplate**

- a. The authorized breast badge shall be worn shined and centered above the left breast pocket. The badge will be a style approved by the Town Marshal. The badge shall state the rank of the officer. The embroidered badge may be replaced for the polo shirts.
- b. Department authorized brass nameplate, (3/8 inch by 2 ½ inch), with the officer's first initial and last name shall be worn centered with the top of the nameplate even with the tip seam of the right shirt pocket. The officer's first initial, middle initial and last name is optional.
- c. Metal name plates will only be worn with metal badges. The polo style uniform shirts shall



have the name embroidered in the same manner. An embroidered name tape is also authorized for outerwear.

#### J. Other Uniform/Equipment Items:

##### 1. Flashlights

- a. Officers shall have flashlights available and charged while on duty, either in their vehicles or on their person, for sergeants and officers.
- b. Flashlights are authorized for the conventional use of illuminating a darkened area. They are not designed as impact weapons, and shall not be used as such unless an officer is faced with a deadly force situation, as defined in Policy 1.04, "Use of Force".

##### 2. Knives

- a. The Department authorizes the use of knives or other edged instruments for use as utility tools.
- b. Knives shall be carried in a case, holster or concealed on the officer.
- c. They shall be secured or carried in such a manner that it is not easily accessible to others.

##### 3. Ballistic Vests:

- a. Ballistic armor will be available to all officers through the Department as a budgeted line item, and will be provided as funds allow. Supervisors shall, on at least an annual basis, check and ensure that sworn employee's under their direction possess personal ballistic armor in good condition. This shall be noted in a P.P.R. entry, inspection, evaluation or other appropriate documentation.
- b. All uniformed officers and supervisors must wear protective vests during their tour of duty.
- c. It is highly recommended that all officers assigned to the Detective and Administrative Divisions wear a protective vest during their tour of duty. However, those officers in the Detective and Administrative Divisions who choose not to wear their protective vest must have it immediately available at all times, during their tour of duty.
- d. All officers working in police-related secondary employment positions/paid details, arranged through the agency, **and must wear protective vests.**
- e. Body armor must be purchased in accordance with guidelines and protocols established



by the National Institute of Justice and properly fitted to each officer.

- f. Body armor shall be worn when engaging in any pre-planned high risk operations including but not limited to:
  - i. Any pre-planned tactical operation, including those officers supporting a tactical operation conducted by another agency.
  - ii. Any pre-planned arrest, search, or warrant service.
  - iii. Any pre-planned special event or crowd control situation where the possibility of violence is anticipated.
  - iv. As directed by the Town Marshal or his designee.

#### 4. Exterior Vest Carriers

- a. The wear of exterior vest carriers is authorized as follows:
  - i. Exterior body armor carriers must be black in color and closely resemble the material of the Class B uniform shirt authorized for wear.
  - ii. The exterior carrier is not intended to be a load bearing vest and should not have "POLICE" lettering on the outside of the vest (unless the vest is worn for a specialty unit such as CIB).
  - iii. The vest carrier may be worn with the Class B and C uniform shirt only.
  - iv. The exterior vest carrier **may** include two chest pockets, and will have no more than 3 pouches on the front (to hold items such as, radio, Electronic Control Device holster pocket, flash light). The officer's name will be embroidered on the right front of the vest. The exterior vest will be made of the same material of the Class B shirt.
  - v. Uniforms may be purchased at any uniform store that sells the Elbeco or Blauer or similar material color and texture. The vest can resemble the uniform shirt or simply be an outer carrier of similar material and shade (black) as the shirt with no more than 3 pouches affixed to the front.
  - vi. The wear of exterior vests for Specialty Units may vary upon approval by the Town Marshal.





- b. The exterior vest carrier must be clean and well maintained at all times. Vests that are damaged or faded must be removed from service and replaced.

**K. The Class A Formal Uniform:**

All sworn employees of the Camp Verde Marshal's Office shall maintain at least one (1) class A uniform that is readily available for wear.

1. Flying Cross or Flying Cross Command, Elbeco Textron or Duty-Max, Blauer "Class Act" black long sleeve shirt.
2. Flying Cross pants (100% polyester), Elbeco (Textron and Duty Max) or Blauer "Class Act" (100% polyester) shall be black dress uniform style consisting of no cargo pockets.
3. Black tie with professional tie tack/bar
4. Highly shined, Corfram or patent leather boots or shoes
5. Gold in color whistle lanyard – music note clasp (attached from right shoulder epaulet and tucked into the outside of right shirt pocket).
6. Straw campaign hat (optional)
7. Highly shined, Corfram or patent leather duty gear.
8. Corfram shoes shall be worn only with Corfram duty gear. Patent leather boots/shoes shall be worn with patent leather duty gear.

**L. The Class B Duty Uniform:**

This uniform is worn for patrol duty, court appearance, or as directed by a supervisor. The uniform top and bottom must match in brand name and be of the same materials.

1. Flying Cross or Flying Cross Command, Elbeco Textron or Duty-Max, Blauer black long sleeve shirt.
2. Flying Cross, Elbeco (Textron, Duty Max or Kitaro) or Blauer cargo black pant.
3. Highly shined boots or shoes
4. Black baseball cap (optional)



5. Nylon, leather or basket weave duty belt

**M. The Class C Duty Uniform:**

The Class C Utility Uniform, may be worn for patrol duty or warm weather

1. Black Flying Cross or Olympic polo shirt.
2. Black six-pocket Kitaro or Elbeco cargo pants.
3. Black Elbeco poly/cotton blend shorts.
4. Polished boots and shoes.
5. Ball cap (optional)
6. Nylon, leather or basket weave duty belt

**N. Motor Officer Assignment:**

1. Officers assigned to motorcycle duty shall wear a Department-issued DOT approved motorcycle helmet of a Department authorized color and design. The authorized uniform will be a Class A, B or C.
2. Motor Jackets: Leather or nylon motor jacket.
3. Honor Guard/Class A Uniform: Ascot, Lanyard and white gloves (a smaller sized Camp Verde Marshal's Office Patch shall be centered on the ascot).
4. Motors may wear utility uniforms for VCU call-outs, in-service training, or when authorized by the Commander.
5. Motor Boots: Either Danner or American Boot Company boots are authorized for the Traffic Unit. Motor boots will be worn at all times unless utility uniforms are being worn or when working out of a patrol vehicle.
6. Motor Wings: The authorized motor wing for the Traffic Unit is the TJ Jewelers and is



**CAMP VERDE MARSHAL'S OFFICE  
OPERATING PROCEDURES**

**PAGE  
14 OF 18**

**UNIFORMS AND EQUIPMENT**

**404**

motto guzzi style. The motor wings will be gold in color.

7. Motor breeches may either be wool or polyester and black in color.

**M. Bike Patrol** – Officers assigned to a bike patrol detail shall wear the following:

1. Shirt: Olympic polo type shirts black in color (long and short sleeved.)
2. Shorts: Olympic Hollywood shorts black in color or cycling shorts that are black in color with or without padding.
3. Pants: Olympic or United uniform cycling pants black in color.
4. Jacket: Olympic or United uniform bike patrol jacket black in color or Olympic or United uniform bike patrol vest black in color or Olympic or United uniform bike patrol zip-off bolera jacket combination black in color.
5. Footwear: Black in color cycling shoes or tennis shoes in black or black low cut/rise with plain toe or any identified black footwear identified by supervisory staff.
6. Gloves - Solid black leather or other law enforcement designated type glove with no finger or knuckle holes. Officers assigned to Bicycle Unit may wear black fingerless gloves. No visible logos or sports gloves are permitted. May be lined or unlined. Cannot extend up the forearm above the wrist.
7. Helmet - Officers assigned to a bike patrol detail shall wear department-issued DOT approved bike helmet while riding.

**Other Uniformed Staff:**

- A. **Animal Control /Code Enforcement Officer:** shall be attired in a manner similar to a Class C uniformed officer. They will wear a royal blue polo or royal blue button up shirt with two pockets. Animal Control Officers shall have the words "Animal Control" centered and ½ inch above the left pocket under, their first initial and last name will be embroidered on the right side of the shirt. Shoulder patches and a cloth badge will be worn. Pants will be black in nature with or without pockets on the side (BDU style are permitted). Footwear and utility belt gear shall match that of police officers with the exception of firearms, batons, and handcuffs, unless otherwise authorized by the Town Marshal.
- B. **Property and Evidence Custodian (s)** shall wear a polo shirt and black colored pants (similar to Class C pants), BDUs are authorized. The Property and Evidence Custodian (s) shall have "Evidence" embroidered onto the shirt centered on the side with the Camp Verde Marshal's log, a pocket is optional. If the employee wants their name on the shirt their first



initial and last name may be embroidered on the right side of the shirt straight across and even with the embroidery on the left side. Cloth badges and patches shall not be worn on the shirt. Footwear shall be black in color.

#### **O. Extra Duty Uniform**

The uniform approved during the regularly worked shift is authorized for extra duty assignments.

#### **P. Plain Clothes Assignments (CIB):**

##### **Appropriate Dress:**

1. Sworn males shall wear any of the following while at work: Suit, tie, dress shirts, polo shirts during summer months, sweaters, slacks, Dockers type pants; BDU type pants, patterned shirts. Department approved clothing with the Town of Camp Verde or CVMO insignia may be worn when appropriate. Tennis shoes are not authorized.
2. Sworn females shall wear slacks, Dockers type pants, BDU type pants, suits, cotton knit pants, blouses, cotton knit shirts, polo shirts. Skirts and dresses are not permitted as work attire. Department approved clothing with the Town of Camp Verde or CVMO insignia may be worn when appropriate.
3. Sandals, shoes with heels over 2 inches high, capri pants and tennis shoes are not authorized.
4. Supervisors may authorize employees to wear relax dress for special assignments etc.
5. Plain clothes officers shall carry an authorized duty holster, at least one ammunition magazine, handcuffs and a visible Police Badge.
6. Sworn officers assigned to special assignments or undercover duty in which it is critical to conceal their identity, as sworn officers shall be exempt from this policy.

##### **Inappropriate Dress:**

1. Examples of inappropriate attire for the workplace are: shorts, t-shirts, any shirt with a plunging neckline, any shirt that bares the midriff, any shirt that displays unprofessional language or pictures, "spaghetti strap" shirts. Skirts and dresses.



**Q. Replacement of Damaged Uniforms, Equipment and Personal Effects**

1. Departmentally approved uniform equipment and personal effects may be replaced or reimbursed by the Department when rendered unserviceable due to damage or loss incurred in the line of duty.
2. "Departmentally approved uniform equipment and personal effects" means those articles of attire and those items possessed by an employee which the employee is required to wear or possess or which are otherwise authorized for wear or possession. This definition excludes items of adornment (e.g., jewelry) and extravagant items (e.g., a solid gold writing pen or Rolex watch) but includes items necessary for accomplishing the member's official duties (e.g., glasses, etc.).
3. "Damage or loss incurred in the line of duty" means damage or loss that occurred while the member was executing a proper and official duty. This definition excludes damage or loss due to carelessness, poor judgment, or negligence.

**R. Damage to, or Loss of, Uniforms and Equipment**

1. The employee will notify their supervisor as soon as possible of the damage to their uniform or personal equipment. The supervisor will then inspect the item for damage.
2. The Camp Verde Marshal's Office will not authorize reimbursement in cases where the employee's negligence contributed to the loss/damage of the uniform/equipment or personal item.
3. If the occurrence requires a Departmental Report, the details of the damage to the uniform/equipment will be included therein. If the damage occurred as the result of criminal activity, a notation will also be made noting that restitution is requested if a suspect is successfully prosecuted.
4. The employee shall submit a memorandum requesting replacement within two weeks of the occurrence and submit the damaged item to their supervisor.
5. This memorandum shall include a short description of how the damage occurred, the name and address of the vendor selected to replace the item, as well as the price and tax rate charged by the vendor. A copy of a receipt may accompany the memorandum.
6. Supervisors shall review the request and provide their recommendations through the chain of command to the Town Marshal, or the designee.
  - a. The procedure will be limited to the replacement of uniform items that are damaged (unusable) during on-duty incidents, and personal equipment with a value of no more than \$100.00 (not including ballistic vests). Items such as expensive jewelry, secondary



**CAMP VERDE MARSHAL'S OFFICE  
OPERATING PROCEDURES**

**PAGE  
17 OF 18**

**UNIFORMS AND EQUIPMENT**

**404**

weapons, or items with a cost of replacement or repair of more than \$100.00 will not be replaced by the Department for any reason. It is recommended that employees avoid wearing or using expensive personal property/equipment while working, due to the high potential for damage.

- b. The Department will coordinate with the Town/County Prosecutor to ensure restitution is pursued and either the employee or the Town (if the Department has already replaced the item) receives the recovery once it has been awarded by the court.

**S. Uniform/Equipment Inspections:**

1. Supervisors are responsible for ensuring that personnel under their command maintain a neat and professional appearance, and utilize only Department approved uniforms and equipment.
2. Uniforms and equipment shall be informally inspected each day by the on duty supervisor when officers report for assignment.
3. Supervisory personnel shall formally inspect officer appearance to ensure uniformity, proper dress, and serviceability of their officers' uniforms and equipment at least once a month. An entry containing the date of the inspection(s) and findings of the inspection shall be entered into the employee's Personnel Performance Record.
4. Annually, the Town Marshal or designee shall conduct an inspection and inventory to ensure all equipment issued to an employee by the department is accounted for and in serviceable condition.

**T. Civilian Personnel:**

1. Civilian personnel may wear casual business attire, capri pants, skirts or dresses shall not have a hemline or slits extending higher than 2 inches above the knee. No "spaghetti straps" unless covered by a jacket. Sandals and strapless shoes are permitted. Jeans and tennis shoes are permitted if approved by the supervisor (if they are not working in the public view i.e. dispatch)
2. Volunteers assigned to the Police Department shall wear their VIP uniform unless the assignment requires a differing dress and should then be approved by the VIP coordinator. If the VIP does not have a VIP uniform they will adhere to the appropriate appearance and dress for civilian personnel.
3. The supervisor of any employee may order the employee to go home and change to appropriate attire. The employee shall return to work as soon as possible and shall not be compensated for the time away from work.



**CAMP VERDE MARSHAL'S OFFICE  
OPERATING PROCEDURES**

**PAGE  
18 OF 18**

**UNIFORMS AND EQUIPMENT**

**404**

**U. Uniform/Equipment Storage and Security:**

1. It is imperative that employees, both sworn and civilian, exercise accountability and control of Department issued equipment at all times. While not in use, employees will not secure their equipment in areas readily accessible to the public.
2. Department issued/owned portable radios, ballistic vests, laptop computers, police identification and badges, cellular telephones, and firearms are not to be stored in personal vehicles or in take home vehicles overnight.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
1 OF 3**

**Evacuation**

**405**

**POLICY**

It is the policy of this Department to provide information and guidelines that will ensure maximum safety and protection for employees and visitors of Department facilities. We are also dedicated to the safe and orderly evacuation of the building in the event of a fire or other threat requiring such action.

**PROCEDURE**

**A. Building Security**

1. Building Security is the responsibility of all employees of the Department. Access to the facility is controlled and the building contains areas limited to public access as well as certain restricted areas limited to authorized department employees. Department employees will exercise prudent security measures when using departmental facilities and assist all personnel in limiting unauthorized access.
2. The Marshal's Office building will be secured in the following manner:
  - a. Exterior Doors - Excluding the main front doors to the Department, all other exterior doors are to remain secured at all times. These doors will not be left open and unattended at any time including during deliveries or building maintenance.
  - b. Interior Doors - The inside lobby doors to the interior of Department facilities shall be secured at all times.
3. Visitor Guidelines
  - a. All visitors will check in at the Records Section window.
  - b. All visitors shall be issued a visitor's identification badge. The Records Section shall maintain all visitor badges. Visitors will wear this badge at all times while in the building. Visitors shall return their badge when leaving the building.
    - i. A log shall be kept of all visitors issued a visitor identification badge.
  - c. Visitors shall not be left with free access to the building without prior approval of an on-duty Supervisor or their designee.
  - d. Exceptions to visitor procedures are as follows:
    - i. Town Personnel – Town employees will be limited to areas designated in the performance of their duties.
      - a. This would also include authorized Department volunteers.
    - ii. Law Enforcement Officers/Public Safety Employees - Law enforcement employees, firefighters, etc., who are either uniformed or displaying proper I.D., from other agencies that have checked in at the Records Section or who have entered the building with Departmental personnel will be exempt from obtaining a visitor's badge.

EFFECTIVE:





**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
2 OF 3**

**Evacuation**

**405**

- a. If dressed in plain clothes, public safety employees will display identification or their badge.
- iii. Elected Town officials, Town management and Town department directors are not required to have a visitor's badge. They will identify themselves at the Records Section lobby window and advise which employee or section they wish to see. The employee or section will be notified and respond to the lobby to escort the visitor as a courtesy.
- iv. Prisoners or investigative leads that are under the direct control of an officer, and are accompanied at all times, are not required to obtain visitors badges.

**B. Fire**

- 1. Fire alarms and fire extinguishers are located throughout the building. It shall be the responsibility of each employee with supervisory duties to ensure that their employees are familiar with the locations of these items.
  - a. Any employee discovering a fire shall immediately:
    - i. Notify Communications of the fire, giving the exact location of the fire, if known.
    - ii. If trained and knowledgeable in the use of available fire fighting equipment, attempt to extinguish or contain the fire. Employees shall never jeopardize their personal safety attempting to extinguish or contain a fire.
  - b. Communications shall immediately notify the Fire Department via the direct telephone and:
    - i. Advise the Fire Department as to the location of the fire within the building, if known.
    - ii. Remain on the line with the Fire Department dispatcher to pass along any additional information regarding the progress of the fire.
    - iii. Make an announcement to all persons in the building that a fire has been reported and the location of the fire, if known.
      - a. Employees should be advised to evacuate the building and assemble in the east parking lot of the Main Station.
      - b. Designated employees who have received training in the use of the Department fire extinguishers shall take an extinguisher from their location and proceed to the area of the fire and attempt to extinguish or contain the fire until the arrival of the fire department.
    - iv. Upon the arrival of Fire personnel all remaining Department employees shall evacuate the building.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
3 OF 3**

**Evacuation**

**405**

c. Evacuation

- i. Employees shall proceed to the nearest building exit that is not blocked by smoke or fire.
- ii. Any employee who is in the company of a non-employee at the time of the alert shall responsible for the safe evacuation of that person.
- iii. Once safely outside the facility, employees shall assemble in the east parking lot of the building.
- iv. Employees shall remain in the parking lot until fire personnel have authorized entry back into the police facility.
- v. It shall be the responsibility of the Communications Supervisor, or the senior Communications employee in the absence of the supervisor, to make a determination as to how long the dispatch function of the Department shall remain staffed and with how many people. If it is necessary to evacuate the dispatch area, communications will be conducted from outside the building with a portable radio or from inside a police vehicle.
- vi. The Records Section Supervisor, or an employee in the absence of the supervisor, will be responsible for escorting visitors from the lobby to the parking lot.
- vii. After hours, in the event that the Records Section is closed, the Communications Section will be responsible to monitor the lobby for the purpose of this policy.

**C. Severe Weather**

1. Communications will receive information via ACJIS or from Civil Defense authorities regarding severe weather or the threat of severe weather in this area.
  - a. This information shall be made available to all police units by general broadcast.
2. When a severe weather watch is upgraded to a severe weather warning, the on-duty supervisor shall make the determination as to whether or not employees in the police facility should take cover in a protected area. If the decision is made to take cover, this officer shall notify Communications to make the appropriate announcement.
  - a. Personnel, upon returning to their work area, will check for damage caused by the severe weather and report the findings to their immediate supervisor.



## CAMP VERDE MARSHAL'S OFFICE GENREAL ORDERS

PAGE  
1 OF 4

### Bias Based Policing

406

#### 1. POLICY

It is the policy of the Camp Verde Marshal's Office that all enforcement actions will be based on reasonable suspicion or probable cause as required by Arizona Revised Statutes and the 4<sup>th</sup> Amendment of the United States Constitution. Officers must be able to articulate specific facts, circumstances, and conclusions, which support probable cause or reasonable suspicion for all enforcement actions. Except where race or ethnicity is part of an identifying description or characteristic of a possible suspect, officers shall not select individuals based solely on a common trait of a group in establishing either reasonable suspicion or probable cause. This includes but is not limited to race, ethnic background, gender, sexual orientation, religion, economic status, age, cultural group, or any other identifiable group. All persons will be treated equally and will not be singled out or otherwise treated differently because of their race ethnicity, gender or other improper criteria.

The Camp Verde Marshal's Office does not condone the use of any bias based profiling in its enforcement programs as it may lead to allegations of violations of the constitutional rights of the citizens we serve. It undermines the legitimate law enforcement efforts and may lead to claims of civil rights violations. Additionally, bias based profiling alienates citizens, fosters distrust of law enforcement by the community, invites media scrutiny, legislative action, and judicial intervention. Officers found to be in violation of this policy shall be subject to disciplinary action up to and including termination of employment.

#### 2. DEFINITIONS

- A. **Biased Based Profiling** - The selection of individuals based solely on a trait common to a group for enforcement action. This includes, but is not limited to, race, ethnic background, gender, sexual orientation, religion, economic status, age, cultural group, or any other identifiable group.
- B. **Enforcement Actions** - Actions both on and off-duty, undertaken by Police department personnel that arise from their authority related to employment, oath of office, state statute, Federal Law or Town Code. Activities such as traffic contacts, field contacts, arrests, investigations, asset seizure and forfeiture, and general law enforcement contact with citizens.
- C. **Probable Cause** – Facts and circumstances that would lead a reasonable officer to believe that a crime has been committed, is being committed, or will be committed, by the person or persons under suspicion.
- D. **Reasonable Suspicion** - Suspicion that is more than a mere hunch, but less than probable cause: specific articulable reasons to suspect that criminal activity is ongoing and the person or persons contacted are involved in that criminal activity or are currently presenting a threat to the safety of themselves or others. This information can be based on observations, training and experience, and/or reliable information received from credible outside sources.

#### 3. PROCEDURES

##### A. Traffic and Field Contacts

- 1. Traffic and field contacts between police officers and citizens will be in accordance with Camp Verde Marshal's Office written policy, which serve as the basic protocol used when officers have contact with a citizen traffic stop, field interview or investigation. In an effort to prevent inappropriate perceptions of biased based policing, officers should utilize the following strategies when conducting field and traffic contacts with the understanding that they may not be possible in high risk situations:

- a. Be respectful, courteous, polite and professional.

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
2 OF 4**

**Bias Based Policing**

**406**

- b. Identify themselves (providing name and agency affiliation), providing name and badge number when requested, in writing or on a business card.
  - c. State the reason for the traffic stop or temporary detention, unless providing this information will compromise the safety of officers or other persons. In traffic contacts, provide this information before asking the driver for identification and other required documents.
  - d. Inform the driver or pedestrian as to what action is being taken and what actions, if any, the person must do as a result of the enforcement action.
  - e. Conclude the stop in an expeditious manner.
  - f. Provide an explanation if it is determined that the reasonable suspicions were unfounded (e.g., after an ATL stop).
2. Enforcement action shall be documented, generally in the form of, but not limited to, a written warning, citation, or an arrest.
  3. When enforcement action is taken, the appropriate agency documentation shall be completed as required by the specific type of enforcement action and the guiding written policies pertaining to such enforcement action. All enforcement action documentation will include the gender, race or ethnicity of the person stopped or contacted, if this information can reasonably be ascertained by physical appearance or from the driver's license or other documents provided by the individual.
  4. No person, once cited or warned, shall be detained beyond the point where there exists no reasonable suspicion of further criminal activity.
  5. No person or vehicle shall be searched in the absence of a search warrant, or a legally recognized exception to the search warrant requirement, or the person's voluntary consent. Specific guidance pertaining to searches of vehicles, persons, or structures is provided in the Search and Seizure.
  6. If the officer's vehicle is equipped with a video camera, the equipment will be used in accordance with Mobile Videotaping SOP. Video and sound will be activated prior to the traffic stop or field interview, to record the behavior of the vehicle or the person. The video recorder will remain activated until the person and/or vehicle is released.
  7. In the absence of a specific, credible report containing a physical or vehicle description, a person's race, ethnicity, gender or sexual orientation or combination of these shall not be a factor in determining probable cause for an arrest or reasonable suspicion for a stop.
  8. The deliberate recording of any misleading information related to the actual or perceived race, ethnicity, gender or sexual orientation of a person stopped for investigative or enforcement purposes is prohibited, and is a cause for disciplinary action up to and including termination of employment.

**B. Investigations**

1. Profiling, in itself, can be a useful tool to assist law enforcement officers in carrying out their duties to include the investigation of criminal activity and subsequent arrest as well as asset seizure and forfeiture efforts. Biased based profiling, however, is the selection of individuals based solely on a common trait of a



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
3 OF 4**

**Bias Based Policing**

**406**

group as defined in this policy.

2. The Camp Verde Marshal's Office does not condone and will not allow the use of biased based profiling in its enforcement programs to include investigations both incidental and on-going as well as subsequent arrest and asset seizure and forfeiture.
3. Department personnel shall focus on a person's conduct or other specific suspect information. They must have reasonable suspicion supported by articulated facts which indicate that the person contacted regarding their identification, activity or location has been, is, or is about to commit a crime or is currently presenting a threat to the safety of themselves or others.
4. All agency investigations shall be carried out in accordance with established written policies.

**C. Allegations of Biased Based Profiling**

1. Any person may file an allegation of employee misconduct with this agency if they feel that they have been stopped, detained, or searched based solely on a biased based profile.
2. No person shall be discouraged, intimidated, or coerced from filing such a complaint, or discriminated against because they have filed such a complaint.
3. Any Police department personnel contacted by a person who wishes to file such an allegation shall immediately call their supervisor to the scene. The supervisor will obtain the information required to initiate an investigation of the allegation. All allegations of employee misconduct shall be handled in accordance with Policy 5.01, Administrative Investigations/Discipline.
4. All allegations of biased based profiling, upon conclusion, shall be forwarded to the Town Marshal and will contain findings, suggestions for disciplinary action, or changes in policy, training, or tactics.
5. Dependent on the findings of each allegation, as well as the specific factors involved, corrective measures will be taken to remedy violations of this policy. Corrective measures may include but are not limited to, training, counseling, policy review, and discipline up to an including termination of employment.
6. The Town Marshal will ensure annual administrative review of agency practices, including citizen concerns, are conducted in order to examine this agency's commitment to impartial policing. Dynamics that are to be included in these reviews include, but are not limited to, related department policies, practices, as well the quarterly reports of citizen concerns provided by the Community Resource Officer as required by Policy 5.07 Community Resources/Crime Prevention.

**D. Supervisor Responsibilities**

1. It is the responsibility of the supervisor to monitor the activities of their personnel and to identify potential biased based profile activity. If such activity is identified, the supervisor shall address those individuals and document actions taken.
2. Supervisors will periodically review a sampling of in-car video tapes of traffic stops and citizen contacts as well as reports generated as a result of these incidents and activities.
3. Supervisors will be particularly alert to potential patterns and practices of their personnel that may indicate biased based profiling of individuals.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
4 OF 4**

**Bias Based Policing**

**406**

E. Training

1. Officers will receive annual bias based profiling related training, which should include, but is not limited to, the following subjects:
  - a. Field contacts
  - b. Traffic stops
  - c. Search issues
  - d. Asset seizure and forfeiture
  - e. Interview techniques
  - f. Cultural diversity
  - g. Discrimination
  - h. Community support
  - i. Legal updates



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
1 OF 3**

**Citizen Observer Program**

**407**

**POLICY**

The Camp Verde Marshal's Office's Citizen Observer Program is designed to provide citizens with an insight into law enforcement activities and functions by riding with a uniformed patrol officer.

**PROCEDURE**

**A. General Guidelines**

1. Permission will be refused to persons with extensive police records, criminal reputations, or unacceptable appearance, or to anyone else if, in the opinion of the Town Marshal, or his designee, it would be detrimental to the employee or to the Department.
  - a. Persons who are on criminal probation or parole shall not participate in the program.
  - b. A records check shall be done on the applicant to check for prior criminal activities and outstanding warrants.
    - (1) If all checks are negative, this shall be indicated in the appropriate places on the waiver form. If the subject has a warrant or a past history of criminal activity, copies of the printout shall be attached to the waiver form.
  - c. Long hair, sideburns and beards are acceptable if clean and groomed.
  - d. Proper dress is required of the observer. No t-shirts, worn jeans, or inappropriate slogans. Casual or sport clothing is permitted.
    - (1) If the on duty supervisor feels the observer is inappropriately dressed, he will cancel the scheduled ride-along.
2. An observer may ride with a particular employee, if requested, when the observer schedule is compatible with the normal operations of the Department and conditions permit.
3. Non-AZ POST certified observers shall only participate in the program between the hours of 6:00 A.M. and 0100 hours or as approved by the Town Marshal or designee.
4. Non-AZ POST certified observers shall not become involved in any police action.
5. The observer shall not be permitted to carry a firearm while on a ride-along.
  - a. AZ POST certified observers may carry a firearm with shift supervisor approval.
  - b. Observers who possess a CCW (Carrying Concealed Weapon) permit shall not carry firearms while on a ride-along.
    - (1) AZ POST certified observers who carry a firearm while on a ride-along shall be required to wear a badge or other identification, which identifies them as a police officer.
6. The Town Marshal, or his designee, may grant exceptions to this policy at any time.

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
2 OF 3**

**Citizen Observer Program**

**407**

**B. Request and Waiver of Liability**

1. Any individual, inclusive of off-duty officers from other jurisdictions, civilian employees and volunteers, interested in participating in the Citizen Observer Program shall properly complete a Waiver of Liability Form and submit it to the Department. This form must be signed, witnessed and approved at least five (5) working days prior to their participation in the program
2. Requests to participate in the Citizen Observer Program will be scheduled through a patrol supervisor at least five (5) working days prior to their participation.
  - a. "Walk-in" applicants may ride with the approval of a supervisor and if all other requirements of this policy have been met.
3. After the waiver form has been approved by the Town Marshal, or his designee, the appropriate patrol supervisor will call the applicant and notify them of the decision and if there are any changes in the request.

**C. Program Limitations**

1. An observer will not ride with an employee until the employee has in his/her possession the Waiver of Liability Form, properly completed, signed and approved.
2. No more than one person shall ride with an employee at any one time, unless prior approval is received from the Town Marshal.
  - a. Members of the media shall receive prior approval from the Town Marshal, or his designee if more than two people will need to ride in one unit.
3. All observers shall be limited to one ride-along during a thirty (30) day period.
4. No person under the age of eighteen (18) shall be permitted as an observer unless approved by the Town Marshal or designee.
5. Observers may be permitted to ride with a probationary employee with shift supervisor approval.
6. Observers will be scheduled so as not to interfere with scheduled Reserve Officers.

**D. Officer Responsibilities**

1. The officer who has an observer assigned to him will:
  - a. Explain his job as fully as possible and attempt to create a favorable environment between him/herself and the observer. He will not take the observer on a specific tour, without supervisor approval, but only where his duties take them.
    - (1) No observer shall accompany an officer to a booking area or holding facility.
    - (2) No non-AZ POST certified observer, or the media, will accompany an officer into a private residence. If the media will facilitate the police purpose or permission from the resident is granted the media may accompany the officer.

EFFECTIVE





**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
3 OF 3**

**Citizen Observer Program**

**407**

- b. Ensure that the observer has read and understood the instructions for the program.
- c. No observer shall accompany the officer on calls and stops outside the vehicle. The officer will instruct the observer to stay in the police vehicle with the exception of breaks, meetings, and entering the police station.
- d. No observer, to include off-duty officers from other jurisdictions and civilian employees, will transmit or receive radio transmissions utilizing CVMO communications equipment or frequencies. The use of CVMO communications equipment by observers is permitted only when immediate assistance is needed.
- e. Immediately report to his supervisor any interference with his/her duties or willful noncompliance with rules and regulations on the part of the observer.
  - (1) Any supervisor, at his discretion, may cause or permit the termination of the observer's ride-along at any time, at either the request of the officer or the observer.
- f. Officers shall not participate in vehicle pursuits when citizen observers occupy their vehicle.
- g. Complete the comment section of the application form after the observer has ridden and forward to the Office of the Town Marshal.

**F. Digital and Video Images, Film, and Photographs**

- 1. No digital images, film or photographs of events occurring during any observer tour will be made by any citizen or his/her agent without the written permission of the Town Marshal. Any person or company requesting permission to make any of the above will be required to submit a formal request to the Town Marshal outlining the intended use of the imaging media.
  - a. Nothing in this section shall prevent members of the media from filming current events involving police operations when the taking of the film is not the sole purpose of an observer's tour, and when it would not be interfere with police tactical operations.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
1 OF 4**

**Hate Crimes**

**408**

**POLICY**

The Camp Verde Marshal's Office, in response to a growing concern involving hate crimes throughout the country, has implemented a procedure to identify and react to such crimes. This response has been developed in accordance with guidelines established by the "Hate Crimes Statistics Act of 1990."

**PROCEDURE**

**A. Definitions**

1. **BIAS CRIMES:** A criminal offense committed against a person or property, which is motivated in whole, or part, by the offender's bias against the victim's race, religion, ethnic/national origin, or sexual orientation.
2. **RESPONDING OFFICER:** The first law enforcement officer on the scene who must determine whether a suspected hate crime has occurred.
3. **SECOND LEVEL OF JUDGEMENT:** The officer or unit within the law enforcement agency who has received specific training in hate-related incidents who must make an investigative determination on whether a hate crime has occurred.
4. **RACIAL BIAS:** A pre-formed negative opinion or attitude toward a group of persons who possess common physical characteristics genetically transmitted by descent and heredity which distinguish them as a distinct division of humankind.
5. **RELIGIOUS BIAS:** A pre-formed negative opinion or attitude toward a group of persons who share the same religious beliefs regarding the origin and purpose of the universe and the existence or nonexistence of a Supreme Being.
6. **SEXUAL ORIENTATION BIAS:** A pre-formed negative opinion or attitude toward a group of persons based on their sexual attraction toward and responsiveness to, members of their own sex or members of the opposite sex.
7. **ETHNIC/NATIONAL ORIENTATION BIAS:** A pre-formed negative opinion or attitude toward a group of persons of the same race or national origin who share common or similar traits.

**B. Hate Motivation**

1. Racial Hate
  - a. Anti-White.
  - b. Anti-Black.
  - c. Anti-American Indian.
  - d. Anti-Asian.
  - e. Anti-Multi Racial.

EFFECTIVE



Hate Crimes

408

- f. Anti-Other Racial
- 2. Religious Hate
  - a. Anti-Jewish.
  - b. Anti-Catholic.
  - c. Anti-Protestant.
  - d. Anti-Islamic.
  - e. Anti-Other Religion.
- 3. Ethnicity/National Origin Hate
  - a. Anti-Arab.
  - b. Anti-Hispanic.
  - c. Anti-Other Origin.
- 4. Sexual Orientation Hate
  - a. Anti-Male Homosexual (Gay.
  - b. Anti-Female Homosexual (Lesbian)
  - c. Anti-Homosexual (Gays and Lesbians)
  - d. Anti-Bisexual
  - e. Anti-transsexual
  - f. Anti-Heterosexual

**C. Offense Categories**

- 1. The Hate Crimes Statistics Act of 1990 requires the Attorney General to establish guidelines and collect data about crimes that manifest evidence of prejudice based on race, religion, sexual orientation, or ethnicity. If one of the below listed crimes, in particular, is committed, it is the responding officer's responsibility to determine whether there is any indication that the offense was motivated by hate. If it is determined, during the investigation, that the offender was motivated by bias, there is a foundation for a hate crime.
  - a. Murder and negligent manslaughter.
  - b. Forcible Rape.
  - c. Robbery.
  - d. Aggravated Assault.

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
3 OF 4**

**Hate Crimes**

**408**

- e. Simple Assault.
- f. Intimidation.
- g. Burglary.
- h. Larceny-theft.
- i. Motor vehicle theft.
- j. Arson.
- k. Damage, destruction, or vandalism of property.

**D. Responding Officer Responsibilities**

1. The officer shall secure the scene, provide medical attention (if necessary), evaluate the situation, and take the necessary action dictated by the circumstances.
2. After the scene is stabilized, the responding officer shall make a determination if the elements of a hate crime exist.
  - a. Has a criminal act occurred that is in violation of Title 13 of the Arizona Criminal Code?
  - b. Was the apparent motive for the criminal act based upon the bias motives outlined in paragraph B.1 through B.4?
3. If a hate crime exists, notify the patrol supervisor and have them respond to the scene.

**E. Responding Supervisor Responsibilities**

1. Determine if a hate crime/incident exists.
2. Determine if additional personnel are required to stabilize the incident.
3. Request specialized units, if necessary.
4. Direct the initial investigation or request that the appropriate CIU investigator respond.
5. Ensure that the Town Marshal is apprised of the incident.
6. Ensure that a Case Report is made regarding the incident.
7. If a CIU investigator is not called out, the on-duty patrol supervisor will notify the CIU Supervisor for any further action.

**F. Hate Crime Investigator Responsibilities**

1. Review the initial Case Report to ensure that it meets the hate crime definitions listed in Section A of this EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
4 OF 4**

**Hate Crimes**

**408**

policy and that it conforms to criteria established for UCR hate crime reporting.

2. Coordinate the focus of the investigation and assist with technical questions or interviews.
3. Track and record all hate crime activities as well as the disposition of those activities.
4. The assigned hate crime investigator will maintain the hate crime statistics and report them to the Records Supervisor no later than the fifth day of April, July, October, and to be included in the Department's Quarterly UCR Statistics.

**G. Records Management Section Responsibilities**

1. Forward the Quarterly Hate Crime Report to the Arizona Department of Public Safety in the same manner as the UCR report.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
1 OF 5**

**Organized Crime and Violence**

**409**

**POLICY**

The Camp Verde Marshal's Office is committed to the suppression of organized crime activities within the community. It is the responsibility of every Camp Verde Deputy/Officer to be watchful of organized crime and vice activities and to take appropriate action when observed or suspected.

**PROCEDURE**

**A. Organization and Administration**

1. The organized crime and vice component of the Department shall be vested in the Criminal Investigations Unit (CIU).
  - a. The CIU Supervisor is responsible for coordinating and overseeing organized crime, and vice enforcement actions.
  - b. The CIU Supervisor shall be responsible for advising the Town Marshal of any vice, drug or organized crime activities currently being investigated within the scope of the CIU function.
    - (1) The CIU Supervisor shall submit a report to the Town Marshal with the status of all cases currently being worked and updates on previously reported cases.
2. Vice control functions include prostitution, illegal manufacture, possession and sale of controlled substances, illegal gambling or possession of gambling paraphernalia, illegal sale or use of alcoholic beverages, and the sale and/or distribution of obscene or pornographic materials.
  - a. The Arizona Department of Liquor License and Control has the responsibility of licensing and enforcing the Alcohol Beverage Code. This Department will actively enforce the Alcohol Beverage Code and will work in cooperation with the local law enforcement agencies when appropriate.
3. Arizona Criminal Code, Title 2, defines organized criminal activity (Criminal Syndicate) as any combination of persons or enterprises engaging, or having the purpose of engaging, on a continuing basis, in conduct which violates any one or more provisions of any felony status of this State.
4. The responsibilities of the CIU Supervisor as it relates to organized crime and vice are to:
  - a. Identify and document known or suspected persons involved in organized crime or vice activities.
  - b. Substantiate, by investigation, reports made by citizens.
  - c. Communicate with other agencies, witnesses, and informants regarding these activities.
  - d. Review existing case files for similarities and connections.
  - e. Maintain accurate and organized records which allow referencing to past and future similar complaints and activities.

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
2 OF 5**

**Organized Crime and Violence**

**409**

**B. Operations**

1. When vice or organized crime information is received, it shall be documented, indicating the source, the activity, pertinent dates and times, the name of the person receiving the information, and any other beneficial information.
  - a. This information shall be in the form of a memo addressed to the CIU Supervisor.
  - b. Any offenses or arrests shall be documented in the normal manner.
    - (1) A copy of any offense or arrest report involving actual or suspected vice or organized crime activity shall be forwarded to the CIU Supervisor by the on-duty supervisor.
2. The CIU Supervisor shall maintain a file on vice and organized crime information received from Department resources, outside agencies, and citizens. The CIU Supervisor shall coordinate investigations based on such information as warranted.
  - a. All files pertaining to vice and organized crime shall be kept separate from the central filing system.
  - b. The security of these files is the responsibility of the CIU Supervisor.
3. The identification and control of organized crime and vice activities can best be accomplished by mutual cooperation between all Departmental components and outside agencies.
  - a. Employees receiving information on organized crime or vice, or suspecting these activities, have the responsibility to make this information known to their supervisors.
  - b. Special meetings may be conducted as needed to exchange information concerning on-going or possible investigative efforts.
  - c. Command supervisors should ensure an exchange of relative information at regularly scheduled staff meetings.
  - d. Information received concerning illegal alcoholic beverage activity shall be submitted to the Arizona DLLC.
  - e. Information received concerning illegal drug activity may be submitted to the local narcotics task force.
4. Vice and organized crime complaints shall be investigated to the fullest extent possible. Several factors may be used by the CIU Supervisor to determine the extent and intensity of the investigation.
  - a. Solvability factors.
  - b. The relative importance of the problem to the community and the Department.
  - c. The availability of staff and resources needed to conduct the investigation.
  - d. The expertise needed to conduct a proper investigation.

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
3 OF 5**

**Organized Crime and Violence**

**409**

- e. The validity of the intelligence information.
- 5. When the need to conduct a covert operation has been determined, the CIU Supervisor shall inform the Town Marshal of any investigation to take place and request his approval to proceed with the operation.
- 6. The following provisions will be taken into consideration when planning a covert operation:
  - a. Analyzing crimes, victims, and suspects through the use of crime analysis, in-house computer checks, background checks, criminal history checks or other means.
  - b. Determining legal ramifications.
    - (1) Staff may wish to confer with the Town or County Attorney's Office.
  - c. Familiarizing officers with the objective and details of the operation, the neighborhood, or target area. This shall normally be accomplished by briefing all officers involved and notifying Communications.
  - d. Determining operational procedures for observation, arrests, surveillance, and high risk entries.
  - e. Supplying officers with expense funds, when necessary.
  - f. Establishing means of routine and emergency communications.
  - g. Selecting equipment and vehicles.
  - h. Providing relief, back up security, and perimeter protection for the officers. i. Supplying officers with false identity, disguises, and necessary credentials. j. Maintaining overall confidentiality and cover.
  - k. Obtaining authorization for the raid and use of force.
  - l. Designating a single person as supervisor or coordinator of the operation.
  - m. Providing close supervision.
  - n. Make contact with suspects.
  - o. Searching for and seizing evidence and/or contraband.
  - p. Requesting medical assistance.
  - q. Obtaining coordination and assistance from others both inside and outside of the agency.

**C. Surveillance Operations**

- 1. Surveillance is defined as the continuous or periodic watching of persons, vehicles, and places or objects.

EFFECTIVE





**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
4 OF 5**

**Organized Crime and Violence**

**409**

- a. The routine observation of individuals or groups acting in a suspicious manner, the photographing and visual monitoring of events for safety, historical, or training purposes does not constitute surveillance
2. The objectives of surveillance are:
  - a. To determine whether a violation of the law exists or will exist.
  - b. To obtain evidence of a crime.
  - c. To protect undercover officers or to corroborate their testimony.
  - d. To determine the reliability of informants.
  - e. To determine identities of parties involved in an investigation.
  - f. To obtain probable cause for obtaining search warrants.
  - g. To prevent the commission of a violation of the law or to apprehend a subject in the commission of a crime.
3. Surveillance data will be used only for legitimate law enforcement purposes
4. Photographic surveillance may be conducted on any individual, location, organization, or event which meets the criteria for surveillance. The principal criteria for establishing surveillance is:
  - a. A legitimate and reasonable cause exists to believe that an individual or organization is engaged in, or has demonstrated the propensity to engage in, illegal activity.
  - b. A legitimate and reasonable cause exists to believe that an event may provoke community disorder.
  - c. Surveillance ensures that exercise of constitutional rights is protected.
  - d. Surveillance and Undercover Equipment
    - (1) All specialized equipment used for undercover and surveillance purposes may be obtained through an on-duty supervisor.
      - (a) The employee will fill out the equipment log signing for the item.
    - (2) When surveillance equipment has been checked out, the employee will be responsible for the equipment until it is returned and put back into Department inventory.
      - (a) Each piece of equipment will be examined or tested to ensure that it is in satisfactory operating condition.

**D. Conducting Organized Raids**

1. Written procedures shall be established and maintained by CIU for procedures on conducting vice and EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
5 OF 5**

**Organized Crime and Violence**

**409**

organized crime raids. This plan shall include provisions for:

- a. Analyze the situation prior to conducting the operation.
- b. Designation of a single person as supervisor and coordinator of the operation.
- c. Methods of obtaining authorization for the raid.
- d. The development of strategies and tactics for approaching, entering, securing and leaving the target.
- e. Methods for searching and seizing evidence and/or contraband.
- f. Equipment selection.
- g. Methods of selection, coordination, cooperation, and communication with specialized support units.
- h. Authorization of use of force.
- i. Initial briefing sessions and de-briefings.
- j. Making contact with the suspects(s). Contacts made with suspects in any vice crime will be done with safety and by no less than two detectives, if possible.
- k. Arresting suspect(s).
- l. Requesting medical assistance.

**E. Informants**

1. The Criminal Investigations Unit is authorized to use informants at the discretion of the Town Marshal in accordance with Department Confidential Informants Policy

**F. Records**

1. All records relating to active vice or illicit drug investigations will be maintained separately from the central file system.
  - a. The records shall be maintained within the Criminal Investigations Unit.
  - b. Access to the records will be limited to CIU Detectives, Detective Supervisor, Division Commander, and the Town Marshal.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
1 OF 5**

**Operation of Department Vehicles**

**410**

**POLICY**

The Camp Verde Marshal's Office's policy on operating Department vehicles is established to put in place guidelines for the proper operation and maintenance of Department owned vehicles in different types of situations, to include responding to routine and emergency calls. It is the responsibility of the driver of each Department vehicle to drive safely and with due regard for other vehicles, obstructions, and pedestrians, at all time.

**PROCEDURE**

**A. General Provisions**

1. Emergency response driving is defined as the operation of an authorized emergency motor vehicle (a police vehicle equipped with emergency lights and siren) by a law enforcement officer, in response to a life threatening situation or a violent crime in progress, at a speed above the posted speed limit and/or in disregard of traffic control devices governing the motion or direction of movement of motor vehicles.
2. Officers may exercise the privileges set forth in paragraph A.3., if the following three (3) conditions exist simultaneously:
  - a. The vehicle driven must be an authorized emergency vehicle (see paragraph A.1.).
  - b. The unit must be responding to an emergency.
  - c. A siren must be sounded and emergency lights displayed.
3. If the provisions of paragraph A.2. exist, officers driving authorized emergency vehicles may do the following, providing due regard for the safety of all persons is considered:
  - a. Park or stand, irrespective of the provisions of Title 28.
  - b. Proceed past a red stop signal or stop sign, but only after stopping or slowing as may be necessary for safe operation.
  - c. Exceed the prima facie speed limits as long as life and property is not endangered.
  - d. Disregard regulations governing direction of movement or turning in specified directions, unless otherwise directed in this policy.
4. The decision to drive under emergency conditions will be discretionary with each individual officer. However, the unit responding to an emergency must base their decision to operate a vehicle under emergency driving conditions on the totality of information received, not solely upon the type of call dispatched, or whether the emergency tone is utilized to dispatch the call. Officers will take into consideration additional information provided that would make the call a valid life threatening situation or a valid violent crime in progress.

Some situations are normally inappropriate for emergency driving, such as, but not limited to, armed robbery or burglary alarm calls. These calls require the officer to handle the situation as if in progress; but an emergency response (rather than urgent) would be inappropriate and unduly dangerous. In calls such as an armed robbery, or burglary alarm call, the officer should respond as quickly as possible, but not under emergency driving conditions. Then, upon arrival to the call, the officers should handle the situation

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
2 OF 5**

**Operation of Department Vehicles**

**410**

as if it is in progress.

5. When deciding to initiate or continue driving under emergency conditions, officers will consider such factors as, but not limited to, traffic volume, time of day, the type of crime in progress and potential hazard or liability to themselves and the public. Officers will have sufficient information to justify the decision to drive under emergency conditions and will advise Communications of their intent.
6. Officers responding to assist another officer will bear in mind that even though a rapid response is essential, they must arrive at the scene safely, and with due regard for the safety of others, in order to be of assistance.
7. Drivers of authorized emergency vehicles operating under emergency conditions shall use their siren and emergency lights. Emergency lights only, may be used in responding to certain emergency calls to avoid alerting suspects. However, the use of emergency lights only, does not exempt the driver from the provisions of Arizona Revised Statutes.
8. The driving involved with the apprehension of routine traffic violators is not considered to be emergency driving. Officers are expected to make reasonable efforts to apprehend routine Title 28 violators and may exceed the posted speed limit to clock a vehicle or disregard other Title 28, e.g., a red light, when it can be done safely.
9. This policy is not intended to suppress the intelligent exercise of good judgement based on the totality of the circumstances and the information available to the officer.

**B. Pursuit Driving (See Vehicle Pursuit Policy)**

**C. Non-Emergency Operation of Departmental Vehicles**

1. Employees will comply with the vehicle laws as contained in ARS Title 28 at all times when operating Town owned, rented, leased, or seized vehicles.
2. Employees will not use Departmental vehicles without the permission of a supervisor and will not use them for other than official police business.
3. Employees shall possess a valid Arizona Driver License appropriate to the type of vehicle being driven.
4. Careless, abusive use of police vehicles may result in disciplinary action, up to and including termination.
5. Employees shall use seat belts in all vehicles so equipped and shall require all passengers and prisoners to do the same.
6. Only authorized persons shall be transported in Department vehicles.
7. Alley lights and spotlights may be used when the vehicle is stationary or moving at speeds not to exceed 15 mph and shall not be used in a manner which will blind or interfere with the vision of operators or other approaching vehicles.
8. A vehicle's hazard warning lights will be utilized every time a Department vehicle is parked in such a manner that it is in a trafficked part of the roadway, or where it could present a hazard to motorists.
9. A vehicle's Public Address system may be utilized to make announcements of an official nature.

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
3 OF 5**

**Operation of Department Vehicles**

**410**

**D. Maintenance**

1. Employees driving or assigned the use of a Town vehicle will comply with the following policies:
  - a. Employees will inspect their assigned vehicles before each shift and report any damage or mechanical failure in writing to their supervisor, prior to using the vehicle.
    - (1) Malfunctions observed during a shift will be reported to a supervisor immediately.
    - (2) Vehicles in an unsafe condition will not be driven.
  - b. Breakdowns occurring on the street will be reported immediately to the supervisor either through Communications or by telephone.
  - c. All emergency equipment will be checked to insure proper operation.
  - d. All fluids will be checked (gas, oil, water).
    - (1) Employees will gas their vehicle during their tour of duty when the fuel level approaches  $\frac{1}{2}$  tank.
    - (2) The oil level will be checked and oil will only be added when the "add" line so indicates.
  - e. Check tire condition for adequate tread and inflation.
  - f. Check trunk for emergency equipment to include, but not limited to: flares, spare tire, jack, etc.
  - g. Employees will insure that their police vehicles are kept clean and free of trash.

**E. Police Vehicle Security**

1. Personnel will lock police vehicles when leaving them unattended.
2. Prior to leaving vehicles at a mechanical maintenance shop, the Communications Shop or other locations for repairs, etc., all weapons and portable radios shall be removed from the vehicle.

**F. Parking Police Vehicles**

1. Officers will keep in mind the safety of the public when parking police vehicles and will not park a vehicle in such a manner as to create a hazard.
  - a. Officers shall never park in a handicapped parking space.
2. If a police vehicle is parked to provide protection at an accident scene or to provide illumination at night upon the traveled portion of a roadway, the vehicle's emergency lights shall be activated, and will be unoccupied. The vehicle's trunk shall remain closed at all times to provide optimal illumination from the rear, unless items are being retrieved from the trunk.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
4 OF 5**

**Operation of Department Vehicles**

**410**

**G. Parking While on Official Business**

1. Employees, who are on official business or attending court, are required to obey all parking regulations whether they are parking a Town or a privately owned vehicle.

**H. Mandatory Patrol Vehicle Equipment**

1. Officers shall activate their lights and siren, and inspect their patrol vehicle prior to operating it, to ensure that it contains the following equipment: a blanket, traffic cones, charged fire extinguisher, flares, hazardous materials bag, tire jack, accident measuring tape, pry bar, a first aid kit, and the appropriate restraint devices. Officers shall note the inventory of these items, as well as the activation test of the lights and siren, on the Daily Vehicle Inspection Form. Officers shall also check to ensure that the town decals and police markings are intact on the vehicle. Officers shall report any missing equipment to their supervisor. Fire extinguishers, which require refilling, will be turned over to the supervisor for replacement.

**I. Damage to Town Vehicles**

1. Any employee, who damages a vehicle or becomes involved in a motor vehicle accident with a Town-owned, rented, or leased vehicle shall be responsible for immediately notifying their supervisor.
  - a. When an officer is involved in a motor vehicle accident involving a Town owned, rented, or leased vehicle, it shall be the responsibility of the supervisor to determine if an outside agency should be contacted to conduct an investigation of the accident.
2. If an accident results in damage to a Town vehicle, damage to the property of another, or complaint or injury/alleged injury, a State Accident Report shall be completed.
3. In the event that damage is incurred, the officer shall initiate memorandum indicating the cause of the damage.
4. The supervisor shall ensure that all involved employees are interviewed in accordance with Administrative Investigations/Discipline Policy.
5. When any police vehicle sustains considerable damage, the investigating officer will take photographs of the damage.
6. The memorandum listing damages, along with any other Departmental reports related to the damage, will be forwarded through the chain of command to the Town Marshal.

**J. Special Purpose Vehicles**

1. A special purpose vehicle is any motorized vehicle or bicycle owned by the Camp Verde Marshal's Office, used in regular service duties, other than standard marked and unmarked units.
2. The Department maintains the following special purpose vehicles:
  - a. Service Dog Handler Unit
  - b. 4 X 4 Vehicle(s)

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
5 OF 5**

**Operation of Department Vehicles**

**410**

- c. Police Bicycle(s)
3. Service Dog Handler Unit
  - a. Refer to the Police Service Dog Unit Policy 4.24.
4. 4 X 4 Vehicle(s)
  - a. The primary purpose of a 4 X 4 police vehicle is to handle the special operational needs of those areas in the Town where the terrain is primarily desert, rocks and other conditions not easily traversed by a standard patrol vehicle.
  - b. Only those sworn officers who have successfully completed an approved police 4 X 4 training course will be allowed to operate a 4 X 4 vehicle.
  - c. The instructions, conditions, and limitations of usage are the same as for the standard patrol vehicle.
  - d. A 4 X 4 vehicle is authorized to enter off-road areas of the Town to investigate calls for service, suspicious activity, etc.
  - e. A 4 X 4 vehicle may be used for general patrol at the discretion of the shift supervisor.
  - f. Any patrol officer that is assigned to operate a 4 X 4 vehicle is responsible for its condition and maintenance.
  - g. The equipment that is to be carried in a 4 X 4 vehicle is the same as for the standard patrol vehicle.
  - h. 4 X 4 vehicles will not be used for pursuits unless authorized by the Town Marshal.
5. Police Bicycles
  - a. The primary purpose of the police bicycle is to provide high visibility in neighborhoods and business areas throughout the Town. The police bicycle also has the ability to be inconspicuous and to traverse terrain in a more direct route than perhaps a patrol vehicle.
  - b. When riding at night, officers assigned to a police bicycle will be deployed in pairs, unless otherwise ordered by the unit supervisor.
  - c. The police bicycle is also authorized to patrol parking lots and to assist in other details requiring the need for an inconspicuous vehicle.
  - d. The bicycles will be maintained by the assigned officers. They shall be responsible for keeping all police bicycles in proper working order. Each police bicycle will have a preventative maintenance check every six months. It is also the responsibility of each bicycle patrol officer to report any damage or malfunctions to the unit supervisor.
  - e. A tire air pump and a flat tire repair kit shall be kept with the bicycle patrol officer while on duty on a police bicycle.



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
1 OF 7**

**Unusual Occurrences**

**411**

**POLICY**

The Camp Verde Marshal's Office will respond to emergency situations, such as natural disasters or civil disturbances, through an organized and coordinated Emergency Operation Plan, in such a manner as to provide the maximum possible safety and security to the public.

**PROCEDURE**

**A. General Provisions**

1. The Town of Camp Verde's Emergency Operation Plan (EOP) was established to predetermine, as far as possible, the operational policies and responsibilities of the Town government, private, and volunteer agencies for response to and recovery from major technologic, natural, or man-made disasters. All employees shall adhere to the guidelines set forth in this policy when dealing with an unusual occurrence.
  - a. This policy and the plan are designed to serve as guides for police response during a major disaster situation and assist Town and Marshal's Office personnel on effectively organizing and operating under emergency situations. It can be applied to a wide variety of situations.
  - b. As a general rule, this policy and plan should be implemented when a situation exists that may require a major commitment of Town and Department resources for an extended period of time.

**B. Definitions**

1. For the purposes of this policy, the following definitions shall apply:
  - a. **Civil Defense:** Preparedness activities designed to minimize the effects on the population from an attack or peacetime disaster, to deal with the immediate emergency conditions which would be created, and to carry out emergency repairs to facilities that have been destroyed or damaged.
  - b. **Civil Disturbance:** A situation involving a random act(s), or a specific act(s) of violence directed at governmental functions, personnel, public/private property, or other person(s).
  - c. **Emergency:** A situation arising with or without warning, causing or threatening death, injury or disruption to normal life for numbers of people in excess of those which can be dealt with by the public services operating under normal conditions, and which requires special mobilization and organization of those forces.
  - d. **Emergency Operations Center (EOC):** A central facility from which key officials can gather information, make decisions, and direct and coordinate response and recovery efforts.
  - e. **Town of Camp Verde Emergency Operation Plan (EOP):** A plan that has been developed and established to be implemented and followed in the event of a natural or man made disaster affecting the Town of Camp Verde. The Town government must be prepared to implement plans and procedures to protect lives and property.

EFFECTIVE





## CAMP VERDE MARSHAL'S OFFICE GENERAL ORDERS

PAGE  
2 OF 7

### Unusual Occurrences

411

- f. **Hazardous Materials (HAZMAT):** Substances or materials which, because of their chemical, physical, or biological nature, pose a potential risk to life, health, or property if they are released. Explosive substances, flammable or combustible substances, poison, and radioactive materials are all classified as hazardous materials.
- g. **Unusual Occurrence:** A situation that results from a disaster (generally of an emergency nature), either natural or man-made, and civil disturbances.

#### C. Enabling Legislation

1. The appropriate enabling legislation, including the Civil Defense Act, Arizona Revised Statutes, and Town Ordinance is documented in Town's EOP.

#### D. Organization

1. The Town Mayor is the Emergency Manager for the Town of Camp Verde. In the event of a Town wide emergency situation, that would affect multiple departments throughout the Town as defined in the Town's EOP as a "major disaster" or "emergency", all personnel shall abide by the guidelines as set forth in the EOP Manual.
  - a. The Emergency Manager shall be responsible for preparing a program of comprehensive emergency management within the Town.
  - b. The EOP shall be reviewed and updated as needed.
  - c. The Town Marshal will represent the Department as the EOC Staff Member and also on the on the Executive Policy Group.
    - (1) The Town Marshal or his designee will be responsible for assisting in planning for response to unusual occurrences and act as the liaison with the Town, County, State, and Federal emergency management authorities.
2. The Town Marshal shall be in command of all law enforcement resources committed to an unusual occurrence, within the Town limits, unless he designates or delegates that authority to another individual or agency.

#### E. Marshal's Office Responsibilities

1. All law enforcement functions shall be organized via the Incident Command System and all related components will operate under the direct control of the Town Marshal. All Marshal's Office resources committed to the support of any other department shall remain under the direct control of the Town Marshal.
2. In the event of a situation or declared emergency, the role of the Marshal's Office shall be as outlined in the EOP.
  - a. The function of the Communications Unit during a major incident or unusual occurrence is to act as a coordinating point between the employees in the field dealing with the event and the Police, or Town's, Incident Commander either in the EOC or a Field Command Post. All of the functions of the Communications Unit listed in Department Policy and Procedures are to be maintained during a major incident or unusual occurrence. Some of their functions may be re-prioritized during the unusual

EFFECTIVE



occurrence.

3. A copy of the EOP shall be accessible to all command personnel.

#### **F. Assessment of Disaster Scene**

1. The scope of a disaster scene must be evaluated in order to assess the Marshal's Office's level of response to the incident. The Incident Commander, or designee, will determine, by whatever means available, the following factors:
  - a. Type and Location of Disaster.
  - b. Size of Disaster Scene - Determine feasible perimeter boundaries and estimate the number of personnel necessary to control access to the scene by unauthorized person(s).
  - c. Estimated Length of the Emergency Situation.

#### **G. Mobilization Plan**

1. The Mobilization Plan is a method of alerting, preparing, and then mobilizing maximum personnel of the Camp Verde Marshal's Office in dealing with any unusual occurrence that may require emergency forces over and above the normal work force.
2. The Mobilization Plan can be altered or limited to fit smaller situations, as authorized by the Town Marshal.
3. The purpose of this plan is to establish guidelines for a planned tactical response to any major civil disorder incident or any unusual occurrence where greater forces than normal work forces are needed. This system allows for a rapid, organized, and disciplined response.
  - a. The personnel assignments can be modified as necessary to accommodate the mobilization. This would be the responsibility of the Incident Commander.
4. Communications will conduct the following:
  - a. During major incidents requiring large mobilization of personnel the Communications supervisor will ensure that adequate staff is available for all functions, including personnel for the Emergency Operations Center (EOC) when activated.
  - b. Designate radio frequencies for the emergency operation.
5. Alert Stages
  - a. During periods of civil unrest or other times when a comprehensive, organized mobilization is likely, the Town Marshal may order a readiness alert. This alert will result in the cancellation of all scheduled time off.
    - (1) Personnel will be available for emergency response to work within one hour of notification.
  - b. Tactical mobilization will consist of the utilization of all on-duty officers, including detectives and staff positions.
    - (1) When mobilized, these personnel will report directly to their supervisor to await assignment.

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENERAL ORDERS**

**PAGE  
4 OF 7**

**Unusual Occurrences**

**411**

6. Assembly Areas

- a. Upon declaration of a readiness alert or mobilization, the Town Marshal, or his designee, will act as Incident Commander. The Incident Commander will supervise the department efforts to prepare and respond to the emergency. As needed, he will:
  - (1) Designate primary and alternate assembly areas which are accessible to all employees reporting for duty.
  - (2) Coordinate with the on scene supervisor for response of personnel to the emergency location.

7. Equipment Distribution

- a. All equipment required to support the readiness alert or mobilization shall be distributed as follows:
  - (1) The Incident Commander will determine equipment needs of responding personnel.
  - (2) Supervisors will ensure that required equipment is distributed and accounted for.
  - (3) All equipment expended will be reported to the supervisor and replaced upon termination of the incident.

8. Special Task Force Activation

- a. The Incident Commander shall coordinate activities with other agencies and form any special task forces that may be necessary to accomplish department missions and resolve the incident or emergency.

9. Key personnel designated are:

- a. Camp Verde Marshal's Office Command Staff, Public Information Officer
- b. Town officials, i.e., Mayor, Town Manager, Council Members, Department Heads
- c. County Officials
- d. State Officials, i.e., Governor, Arizona Emergency Management

10. Coordination with Emergency Management Personnel

- a. Coordination with emergency management personnel will be the responsibility of the Incident Commander upon implementation of the Town of Camp Verde Emergency Operation Plan and activation of the Emergency Operations Center.

11. All requests for transportation needs will be directed to the Administrative Sergeant. He has at his disposal all department owned vehicles.

- a. The Incident Commander upon activation of the Emergency Operations Center may obtain needed vehicles from other Town departments.

12. Management Control Measures

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
5 OF 7**

**Unusual Occurrences**

**411**

a. Implementation of the Incident Command System to effectively manage, control, and resolve the incident or emergency. As a means of controlling and managing the incident or emergency, activation of the Incident Command System is not required when the Emergency Operations Center has been activated.

13. Mobilization drills, including Emergency Operations Center exercises, will be held periodically, as directed by the Town Marshal. Mobilization drills will test department compliance with policy and procedures and aid in the training of personnel and development of better ways to provide department response.

**H. Military Resources**

1. In the event that the assistance of the United States Military is needed, (a major incident or large scale disaster), the procedures listed in the Department Interagency Cooperation and Relationships Policy will be followed.

a. This does not preclude the Camp Verde Marshal's Office from calling on the local military bases for selected assistance, such as, but not limited to, bomb technicians, military canines, etc., or other similar services to those which might also be secured from any other law enforcement agency.

**I. Civil Disturbances - Mass Arrests**

1. The right to assemble peacefully and exercise freedom of speech must be respected, and any response by the Department to demonstrations, protests, picketing, rallies, etc., of a non-violent, lawful nature, must be restrained and neutral. However, should such a gathering become a disturbance or manifest violence, the Department must be able to respond as a professional, organized unit in order to restore the peace, prevent crime, arrest violators, and protect the rights of the community.

a. Reasonable efforts to employ non-arrest methods of crowd management will be made as the primary means to resolve order. Should these methods prove unsuccessful due to the situation or where violence is directed toward citizens or the police, violators will be arrested and active methods of dispersal, including the arrest of large numbers of violators, employed.

b. In all cases, the minimum force necessary to accomplish the lawful mission of the Camp Verde Marshal's Office will be employed and officers will act under the direction of supervisors in an organized manner.

2. In any event, the Department Incident Commander will consider a response in accordance with the Town of Camp Verde's EOP. This plan was designed to be utilized in conjunction with the other applicable Department and Town Policies. All of these plans must be considered when dealing with a Civil Disturbance.

3. During a civil disturbance where mass arrests are necessary, the procedures outlined in the Department Arrest Procedures Policy shall be adhered to reference the arrest, processing, confinement, and booking of the suspects.

4. Juvenile offenders who are arrested during a civil disturbance shall be handled in accordance with the procedures outlined in Department Prisoner Transportation, Prisoner Detention, and Juvenile Operations Policies.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
6 OF 7**

**Unusual Occurrences**

**411**

5. Individuals arrested during a civil disturbance shall be transported in accordance with the Department Prisoner Transportation Policy.
  - a. Prisoners shall be transported directly to the Yavapai County Adult Detention Center or other authorized detention facility.
6. Any evidence at the scene shall be collected and properly impounded.
  - a. Depending on the situation, it may be necessary to call out Detectives to collect the evidence.
7. Additional officers, detectives, special assignment units, etc. may be necessary to handle security/perimeter points. Therefore, it may be necessary to call in officers that are off-duty and/or to request assistance from surrounding agencies.
8. During a mass arrest, it is important to identify all suspects.
  - a. If the suspect is to be booked, the necessary paperwork shall be completed which will include photographs and prints of the suspect.
  - b. If the suspect is to be cited and released, a valid piece of identification (driver license, military card, etc.) shall be used to confirm the identification of the suspect.
9. During a civil disturbance, it may be necessary to seek assistance from outside agencies. The Incident Commander shall make the determination if other outside assistance is required and shall make the request in accordance with the Department Interagency Cooperation and Relationships Policy.
10. Defense counsel visits will be permitted in accordance with the Department Arrest Procedures Policy.
11. The Camp Verde Town Attorney's Office shall be notified, and every effort made to get their assistance before making any mass arrests. Additionally, they shall be provided supporting documentation as soon as possible after the event. This will allow that Office time to prepare for cases and offer assistance to the Department.
12. The Public Information Officer shall be notified in accordance with the Department Public Information Policy for their assistance during any major disturbance or incident.
13. Arresting officers shall take into consideration the length of time between the physical arrest of the suspect and the time they are booked into a holding facility.
  - a. It may be necessary to supply food, water, or a rest room facility for the suspect and a supervisor shall be informed if such conditions are required.
14. If medical treatment is required for an injury/alleged injury to the suspect, emergency medical services shall be contacted and shall respond.
  - a. If it is necessary for the suspect to receive follow-up treatment at a hospital, the arresting officer shall ensure that the suspect is taken to a medical facility.
  - b. Once treatment is completed there, unless the suspect is admitted, the officer shall transport the suspect to the Yavapai County Adult Detention Center to begin booking procedures.

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
7 OF 7**

**Unusual Occurrences**

**411**

**J. Mutual Aid**

1. In the event mutual aid is requested by another jurisdiction during the course of an emergency within the Town of Camp Verde, that aid will be given in accordance with the EOP if it does not impact or affect the response that is being provided to the citizens of Camp Verde.
2. In the event mutual aid is requested by another jurisdiction and no emergency exists within the Town of Camp Verde, aid may be given after proper authorization has been received.

**K. De-escalation Activities**

1. As the situation subsides, the Incident Commander will:
  - a. Survey the affected area and determine the continued need for police personnel at the scene.
  - b. As the situation allows, and with the concurrence of the EOC, if activated, assess the amount of personnel and equipment at the scene and determine when and how much to reduce them. Overall police involvement should continue until the incident is brought to a conclusion.
  - c. Prior to securing, all involved employees shall report to the command post for debriefing.

**L. Post Event Activities**

1. Once the incident is concluded, it is important to ensure that all appropriate reports and forms are completed to document the incident.
  - a. Accountability of Equipment: Supervisors will be responsible for ensuring that all equipment issued during the event is turned in and accounted for before they are relieved from duty.
  - b. Evaluation of Incident: Upon the completion of the incident, the Incident Commander or a designee will develop information for a critique of the incident to include logs, reports, and recommendations for updates to the EOP, or any applicable Department Policy.

**M. Public Information/Media Relations/Rumor Control**

1. In the event of an emergency situation requiring Public Information/Media Relations, all Department personnel shall abide by the Department Public Information Policy
2. Additionally, rumors sometimes appear, are started, or come about during major incidents. It is important for Police personnel to avoid promulgating, or spreading them.
  - a. Employees are advised to refer all individuals, including the media, making inquiries to the Public Information Officer through the Command Post at major incidents.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
1 OF 16**

**Traffic Operations**

**412**

**POLICY**

It is the policy of the Camp Verde Marshal's Office to conduct traffic enforcement that will aid in the detection, apprehension, and deterrence of violators. The goal of traffic law enforcement is to bring about voluntary public compliance with all traffic regulations.

**PROCEDURE**

**A. Enforcement Philosophy**

1. The primary purpose of traffic enforcement is to prevent traffic collisions and secondarily, to ensure the compliance of non-moving traffic laws not associated with collisions. It shall be at the discretion of the officer if the violation warrants the issuance of a citation, or a lesser level of corrective action.
  - a. For purposes of traffic enforcement, a resident of the State of Arizona is any of the following:
    - (1) Any person who remains in the State of Arizona for a period of seven (7) months or more during any calendar year.
    - (2) Any person who engages in trade, profession or occupation, other than:
      - (a) Seasonal agricultural work.
      - (b) Temporary seasonal work not to exceed three (3) months of a calendar year.
    - (3) Any person with children in school without payment of non-resident tuition.
    - (4) Any individual, partnership, or company, which maintains a branch office and operates motor vehicles in this state.
  - b. For purposes of traffic enforcement, a non-resident is:
    - (1) A non-resident owner of a foreign vehicle, which is registered and licensed in a state other than Arizona, is used in Arizona for other than transportation of passengers or property for compensation.
    - (2) An out-of-state student enrolled with seven (7) or more hours in a college or trade school.
  - c. When a juvenile is charged with a major traffic violation, i.e., criminal speeding, reckless driving, etc., the officer shall attempt to contact the juvenile's parents or legal guardian and release them into their custody whenever possible.
    - (1) If a parent or guardian cannot be contacted, the officer shall obtain their names, address, and telephone number and include it on the citation. For additional information reference Juveniles, refer to Policy 4.04, Juvenile Operations.

**B. Operational Practices**

1. All sworn patrol officers have the responsibility during their shift to enforce traffic laws within their assigned district. It is therefore vital that patrol officers remain visible in neighborhoods and on Town streets to act



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
2 OF 16**

**Traffic Operations**

**412**

as a deterrent to violators.

2. For the majority of citizens, the only contact with the Police Department will be made during a traffic stop. It is important that the officer approaches the violator in a professional manner and applies fair and equitable enforcement action.
  - a. The officer's appearance shall convey a professional image, which can be demonstrated by dress, grooming, and language.
  - b. The officer shall be certain of the violation and the circumstance(s) surrounding the violation.
  - c. An appropriate greeting with a proper title should be delivered in a courteous manner.
3. Normal traffic law enforcement involves visible patrol by officers assigned to the Patrol Unit. Unmarked vehicles equipped with emergency lights and sirens may also be used for enforcement. Traffic enforcement includes the following assignments:
  - a. Patrol enforcement involves enforcement within the officer's assigned area while not engaged in other law enforcement activities.
    - (1) Directed visible patrol may be conducted in a general area or dedicated to a specific route between two points where the officer may patrol or remain stationary.
  - b. Stationary observation shall be conducted at a location allowing the officer to safely position the vehicle.
  - c. Unmarked vehicles may be used for monitoring covert enforcement tactics when visible patrol has not had the desired impact.
    - (1) When unmarked vehicles are to be used for traffic enforcement, it shall be a planned directed traffic enforcement activity approved by the Town Marshal.
    - (2) Officers involved in covert traffic enforcement will be in uniform and easily identifiable as a peace officer.
      - (a) Unmarked vehicles with plain-clothes officers may not actually enforce traffic violations unless there are exigent circumstances to initiate a traffic stop.
4. The CIU Supervisor will review cases that may require follow-up by CIU based on criteria established in Policy 4.17, Case Management.

**C. Stop and Approach**

1. Before attempting to stop a vehicle, the officer shall give the dispatcher the following information:
  - a. Location of the vehicle stop.
  - b. Vehicle plate number and state.
  - c. If it is believed that the occupants of the vehicle may pose a potential danger.





**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
3 OF 16**

**Traffic Operations**

**412**

- (1) If the officer has any concerns that the occupants of the vehicle are potentially dangerous, he should call for back up before stopping the vehicle.
2. When attempting to stop a vehicle, the officer shall activate his emergency lights to notify the operator to stop and to alert other vehicles that unusual vehicle movement is about to occur.
  - a. If the driver does not respond to the lights, the officer should use his siren to attract the driver's attention.
3. The officer should direct the driver to a location providing the best possible visibility and lighting, avoiding stopping on curves and bridges.
4. The officer shall use due care in order to provide a safe environment for himself and the violator.
  - a. The officer should not allow the occupant(s) of the vehicle to approach the police vehicle.
  - b. The officer should approach the vehicle from the left rear, constantly observing the occupants. From the right rear, when traffic conditions warrant.
    - (1) As the officer is approaching, the trunk lid, rear doors and rear seat should be checked.
      - (a) With unusual vehicles, i.e. semis, motor homes, vans, etc., areas of concern should be checked, such as all exits, doors, etc.
    - (2) The officer should ensure that his gun hand is free.
  - c. When speaking with the driver, the officer should stand slightly to the rear of the driver's door, facing the driver. This stance allows an unobstructed view of the vehicle interior and prevents the officer from being struck if the driver opens the door.
  - d. If the rear seat passengers present a potential threat to the officer, he should stand at the rear of the driver's side passenger door.
5. Officers will utilize the following strategies when conducting field and traffic contacts with the understanding that they may not be possible in high risk situations:
  - a. Be respectful, courteous, polite and professional.
  - b. Identify themselves (providing name and agency affiliation), providing name and badge number when requested, in writing or on a business card.
  - c. State the reason for the traffic stop or temporary detention, unless providing this information will compromise the safety of officers or other persons. In traffic contacts provide this information before asking the driver for identification and other required documents.
  - d. Do not ask the violator if they know why they were stopped, many people perceive this as being talked down to.
  - e. Ask for the driver's license, vehicle registration, and insurance card.
  - f. Request any justification for the violation (for court purposes).



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
4 OF 16**

**Traffic Operations**

**412**

- g. Inform the driver or pedestrian as to what action is being taken and what actions, if any, the person must do as a result of the enforcement action:
  - (1) The date, time, and location of court appearance.
  - (2) Whether a court appearance is mandatory, or if there is other options available.
  - (3) The motorist's option (when applicable) to plead guilty and pay the fine by mail.
  - (4) A full explanation of the charge and the motorist's rights.
- h. Conclude the stop in an expeditious manner.
- i. Provide an explanation if it is determined that the reasonable suspicions were unfounded (e.g., after an ATL stop).

**D. Uniform Enforcement of Traffic Laws**

- 1. The State Traffic Code, ARS Title 28, will be used for all civil or criminal violations of traffic laws. The Town Code may be used as the basis for a violation if the violation is not represented in the State Traffic Code. Although this Order contains the Department's enforcement policy, officers will be permitted to use reasonable discretion in citing for violations.
- 2. Although the ultimate enforcement action taken against a motorist for a violation is based upon an officer's training, experience, and common sense (with a goal of voluntary compliance), it is the policy of this Department that formal enforcement action be taken on serious and/or hazardous violations such as, but not limited to:
  - a. DUI
  - b. Reckless Driving
  - c. Aggressive Driving
  - d. Serious violations arising out of the operation of a commercial vehicle.
  - e. Driving with a suspended, revoked, or expired driver's license or vehicle registration.
  - f. Speed violations in excess of 15 miles over the reasonable and prudent speed.
  - g. Traffic collisions.
  - h. Any speed or passing violations occurring in a school zone.
  - i. Occupant Restraint Law: Officers will strictly enforce all occupant restrain laws, to include seat belts and child restraint devices.
  - j. Other hazardous violations.



3. Less formal enforcement action may be taken against a motorist on:
  - a. Minor speed violations.
  - b. Equipment violations.
  - c. Non-hazardous moving or non-moving violations.
  - d. The less severe or multiple violations.
  - e. Newly enacted laws in which the contact would serve to educate the motorist.
  - f. Operating off road vehicles.
  - g. Pedestrian and Bicycle Safety: Officers will enforce laws and ordinances relating to bicycles and pedestrians.

**E. Enforcement Actions**

1. Enforcement shall consist of physical arrest, traffic citations, or a written or verbal warning. At all times, officers should use discretion in determining the appropriate enforcement action, but this discretion should meet the following guidelines:
  - a. Physical Arrest: Is the full-custody denial of a person's freedom of movement. An officer shall make physical arrests when:
    - (1) The driver is involved in a pursuit by police. (2)  
The driver has committed a D.U.I. violation. (3)  
The driver has committed Aggressive Driving. (4)  
The driver has committed a felony.
  - b. Traffic Citations: May be issued to a driver who jeopardizes the safe and efficient flow of traffic by operating an unsafe or improperly equipped vehicle or committing hazardous moving violations. Or who knowingly violates the State Traffic Code.
  - c. Warnings: Verbal or written, may be given to a violator whenever there is a minor traffic violation, minor equipment violation, or a minor violation in which the driver may not have been aware of the infraction.
  - d. Driver Reexamination: If an officer suspects any condition that may prevent a driver from operating a vehicle safely, he should write a report recommending the reexamination of the driver and forward the report to the Department of Motor Vehicles for reexamination.

**F. Directed Traffic Enforcement**

1. Although the traffic enforcement function has a specific purpose, it is the responsibility of all uniformed officers to enforce traffic laws.



2. Patrol supervisors shall review traffic accidents and traffic enforcement reports and implement the appropriate directed enforcement response. The response may take the form of:
  - a. A directed patrol specifically assigning personnel to conduct enforcement activities at a specific place and time, based on an analysis of traffic accident experience, and analysis of traffic related reports or community complaints.
  - b. Specifically assign one or more Department members to conduct enforcement activities exclusively for a particular type of violation.
  - c. Distribute information to personnel that directs their attention or increases emphasis upon a specific type of violation and/or particular place and time range.
3. The Patrol Supervisor may specify the use of certain types of equipment during directed enforcement activities. Such equipment may include the use of radar, radar trailer, unmarked vehicles, or other equipment.
4. Traffic personnel will be deployed to areas having the greatest concentration of accidents and calls for traffic services, and at the times experience has shown these occur.
5. Officers will use their discretion when minor violations have occurred involving a school bus with children on board.
  - a. The officer will obtain the number of the school bus and contact their supervisor on how to proceed.
6. The purpose of the assignments is to take and enforce action against those violations determined to cause accidents and should involve countermeasures ascertained to be the most effective for the specific enforcement problems involved.
7. The Town Marshal will conduct an annual evaluation of the directed enforcement programs to ascertain the effectiveness of directed enforcement efforts.

#### **G. Freeway Traffic Stops**

1. See Policy #6.05 Freeway Traffic Stops

#### **H. Traffic Analysis**

1. The responsibility for traffic analysis shall be assigned to the patrol supervisors.
  - a. The Patrol Supervisors will use the information provided to determine the most appropriate enforcement action to be used to favorably modify collision-causing behavior. This may include the visual surveillance of high collision areas, radar enforcement, or extensive low tolerance enforcement.
2. Collision data will be provided to the Patrol Supervisors so that this information may be analyzed to determine the locations of high collision areas and the factors involved.
  - a. This information will be used in determining the proper enforcement action to be taken as to the location, time, and violation factors.





**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
8 OF 16**

**Traffic Operations**

**412**

**K. Immunity**

1. Legislators - Legislators are immune from arrest while the legislature is in session, for fifteen (15) days prior to the start of the session, and while traveling from their homes to attend a session or returning to their homes at the end of a session. They should have proper paperwork identifying them as a member of the legislature. In certain situations legislators are immune from arrest. Legislators are not immune from receiving a civil traffic citation, which does not amount to an arrest.
  - a. Immunity does not apply in cases of treason, felonies, or misdemeanors amounting to a breach of the peace.
  - b. Officers may make arrests for misdemeanors only in cases of an offense by violence, an immediate disturbance of public order such as assault, or in cases of driving a vehicle while under the influence.
  - c. A supervisor will be notified of the contact as soon as possible.
2. Arizona National Guard – National Guard members may be cited for traffic violations not demanding detention while en route to and from an armory drill, encampment, formation, or are otherwise engaged in training activities.
3. Diplomats/Consular Corps – Diplomatic agents, such as ambassadors and foreign ministers, their families, servants, and their staff, are totally immune from arrest for any offense. They should have in their possession proper paperwork identifying their status. Questions arising as to whether an individual is entitled to this immunity should be directed to the Federal Bureau of Investigations.
  - a. Foreign Consuls, their families, servants, and staff are not immune from arrest, except as follows:
    - (1) The Mexican Consul is immune from arrest for misdemeanor offenses, but Deputy Consul are immune only if they are a citizen of Mexico.
    - (2) A supervisor will be notified as soon as possible.
4. Federal Employees – Federal employees operating federal vehicles are subject to the same enforcement policy as other citizens who are in violation of traffic ordinances, except that they will not be cited for driver's license violations.
  - a. If a federal employee is detained for a long period of time or physically arrested, the officer will notify the employee's supervisor of the situation and the employee's status.

**L. Speed Measuring Devices**

1. Officers shall only use speed measuring devices approved by the Department and that in which they have received the required training, and in such a manner generally accepted by federal, State, and local standards.
2. Officers who have completed probationary status may use speed-measuring devices to ensure that motorists are complying with established speed limits. Lateral officers who have at least one (1) year of experience as a police officer and receive written permission to utilize speed-measuring devices from the Office of the Town Marshal are exempt from this requirement.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
9 OF 16**

**Traffic Operations**

**412**

3. Approved speed measuring devices:
  - a. RADAR – as approved by the National Highway Traffic Safety Administration.
  - b. A marked patrol vehicle with a calibrated speedometer.
  - c. Speed Awareness Trailer – this device is for educational and awareness purposes only, not for enforcement.
4. The required instruction for the operation of a traffic radar unit in traffic enforcement will consist of two (2) to four (4) hours of classroom study, and eight (8) to twelve (12) hours of field training as set forth by the National Highway Traffic Safety Administration, conducted by a qualified radar instructor.
5. To ensure continued proper operation, a qualified technician will check radar units annually.
  - a. Records pertaining to radar unit maintenance shall be retained by the officer responsible for coordinating the radar maintenance for a period of three (3) years.
6. Patrol vehicles will be calibrated annually with radar at two different control speeds.
  - a. The calibration records shall be retained by the Records.
7. Radar shall not be used in the rain.
8. Officers will test the radar at the start of their shift with an internal circuit test and a tuning fork test. Officers will ensure that they are in possession of an assigned vehicle's true calibration speeds prior to issuing a speeding citation.
9. The on-duty supervisor is responsible for the control and assignment of all speed measuring devices within the Department.
  - a. The on-duty supervisor will make speed-measuring devices available for assignment to officers in their unit.
    - (1) Once a speed-measuring device has been signed out to an officer, the officer is responsible for the proper operation and safekeeping of the unit.
    - (2) The officer shall return their assigned speed-measuring device to the on-duty supervisor, who will ensure that the device is in proper order prior to accepting the radar.

**M. Driving Under the Influence**

1. It is the policy of the Camp Verde Marshal's Office to reduce the number of alcohol-related traffic collisions through effective DUI enforcement. This enforcement includes officer training to develop skills for detecting the influence of alcohol or drugs, and proper administration of preliminary and evidentiary intoxication tests.
2. For additional information on Driving Under the Influence, refer to Policy # 6.04.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
10 OF 16**

**Traffic Operations**

**412**

**N. Directing Traffic**

1. Officers should respond to direct traffic at any incident that disrupts the normal flow of traffic, or when directed to do so by the on-duty supervisor.
  - a. Employees that respond to fire scenes to assist with traffic control will coordinate their actions with the senior on-scene fire department official, or the designee.
2. When directing traffic, officers shall always wear either their reflective vests or their department approved yellow raincoats.
3. Officers may manually control traffic lights when special events require them to alter the usual cycles in order to maintain a safe and efficient flow of traffic.
4. Officers should try to follow the normal traffic light progression when directing traffic at a malfunctioning traffic light.
5. When manually directing traffic, officers should use the following standard hand signals:
  - a. STOP – The officer should make eye contact with the driver, point at the driver, and then extend arm slightly above parallel with the ground with the hand raised.
  - b. TURN RIGHT – The officer should make eye contact with the driver, extend his left arm to point at the driver, and move his right arm to point where he wants the driver to go.
  - c. TURN LEFT – The officer should make eye contact with the driver, extend his right arm to point at the driver, move his right arm to point where he wants the driver to go, then use his left arm to motion the driver to turn.
  - d. GO – The officer should make eye contact with the driver, point at the driver, then motion where he wants the driver to go.
6. At night or when weather conditions reduce visibility, the officer should place flares to warn drivers of changing traffic conditions.

**O. Traffic Direction and Control during Special Situations**

1. During special events such as, but not limited to, parades, sporting events, major highway construction, and maintenance activities, the Administrative Sergeant, along with the on duty supervisor, shall establish a contingency plan for traffic direction and control. The plan shall address the following problems and circumstances:
  - a. Ingress and egress of vehicles and pedestrians.
  - b. Provisions for parking.
  - c. Spectator control.
  - d. Public transportation.
  - e. Provisions for news media





**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
11 OF 16**

**Traffic Operations**

**412**

- f. Provisions for relief of officers assigned point control duties.
  - g. Alternate routes for through traffic.
  - h. Temporary traffic controls and parking prohibitions.
  - i. Emergency vehicle access.
  - j. Coordination and utilization of special operations personnel.
2. Temporary Traffic Control Devices
- a. Normally, temporary traffic control devices will only be used with the approval of a supervisor for the control of traffic during special events or in the event of a traffic signal malfunction.
    - (1) Traffic cones in the patrol vehicle or barricades and signs from the Public Works may be requested.
    - (2) If a situation causes a traffic problem or danger to the public, officers will take control of traffic until the necessary barricades are in place.
  - b. Officers conducting manual traffic control shall wear the Department issued traffic control vest.
3. Fire Scenes - Officers responding to the scene of a fire call will ensure observance of the following rules in regards to traffic control:
- a. Non-emergency vehicles will not be allowed to enter into the area where fire apparatus are parked and operating.
  - b. No vehicles will be allowed to drive over any fire hoses.
  - c. Parked vehicles, which interfere with fire operations may be towed as needed, after a reasonable attempt has been made to contact the registered owner.
4. Adverse Road and Weather Conditions – During severe or adverse weather conditions, the on-duty supervisor will ensure that notification is made to any agency or group that may be affected by or needed to aide in the control of traffic or road conditions to prevent injury or damage from occurring.
- a. The on-duty supervisor may contact the Streets Department and/or other support units to request assistance.
  - b. On-duty supervisors may close roads or streets, if the existing conditions pose a public safety hazard.
    - (1) If the closing of streets may be for an extended period of time, the on-duty supervisor may request the news media to make a special announcement of the closing.
5. If a situation causes a traffic problem or danger to the public, officers will take control of traffic until the necessary barricades are in place.
6. Any problems or incidents, which occur, shall be documented in writing.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
12 OF 16**

**Traffic Operations**

**412**

**P. Service Functions**

1. Officers shall stop for stranded motorists. If they are unable to stop due to a more urgent call, the officer shall notify Communications.
2. The officer should place the police vehicle in the safest location possible and turn on the rear emergency lights to make the scene more visible.
3. The officer may either assist the motorist or call a tow service. If a hazard exists, the officer should remain at the scene until the tow truck arrives or until called away on an emergency.
4. If the motorist requires medical assistance or fire fighting personnel, the officer shall remain with the motorist and have the dispatcher notify the appropriate agency.
5. The stranded motorist may be taken to the nearest place of safety (service station, police department) to make arrangements for further transportation.
6. An officer encountering a medical emergency shall have Communications call for medical personnel.
  - a. If necessary the officer may need to provide first-aid until medical personnel arrive.
7. If an officer encounters a citizen with a traffic complaint, the officer shall note the complaint and refer it to the appropriate department for review.

**Q. Police Escorts**

1. Employees will only provide an emergency escort service after receiving authorization from a supervisor. Regular and route escorts shall only be authorized by the Town Marshal, or his designee. Officers may be provided as an escort for the following situations, at the Marshal's discretion:
  - a. Public officials
  - b. Dignitaries
  - c. Emergency Vehicles
  - d. Funerals
  - e. Oversize vehicles
  - f. Hazardous or unusual cargo
  - g. Parades
  - h. Other special events as determined by the Town Marshal, or his designee.
2. Officers will not provide an escort for civilian vehicles during medical emergencies except in the most dire of situations, and with the approval of a supervisor.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
13 OF 16**

**Traffic Operations**

**412**

**R. Mobile Video Cameras**

1. Mobile Videotaping equipment should be used to gather evidence of DUI and other criminal traffic offenses.
2. Refer to Department Policy #6.06, Mobile Videotaping, for procedures and operation of the mobile video cameras.

**S. License Reexamination Referrals**

1. Officers who contact subjects displaying the characteristics of someone who may be medically or physiologically incapable of operating a motor vehicle shall complete a reexamination Motor Vehicle Department form #46-3903 and forward to the MVD.
  - a. This form will include information regarding what brought the subject to the officer's attention, violations observed, statement made by the violator and what led the officer to believe that the subject is in need of reexamination.
  - b. The violator may be cited for violations that occurred in relation to the stop.

**T. Parking Enforcement**

1. Department personnel will take action on unsafe parking violations observed and on all citizen complaints concerning parking violations. Enforcement action will be in compliance with Arizona Revised Statutes and Town Ordinances.

**U. Roadway Hazards**

1. Employees on patrol shall identify any hazards upon or adjacent to a roadway, and shall report such hazards to the appropriate authority. If the problem is an immediate hazard, employees shall take steps to mitigate the situation until the appropriate authority addresses the problem. Hazards may include but are not limited to:
  - a. Debris in the roadway.
  - b. Defects in the roadway.
  - c. Lack of safety features.
  - d. Lack of, or visually obstructed down/damaged traffic control devices or information signs.
  - e. Lack of or defective roadway lighting.
  - f. Abandoned vehicles.
  - g. Hazardous materials.
  - (1) Fire Department personnel will be immediately summoned to all suspected hazard material substance located on or near a roadway.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
14 OF 16**

**Traffic Operations**

**412**

- (2) Employees on the scene of possible hazardous materials will maintain a safe distance from the area while, at the same time, ensuring that access is restricted to only those trained in its safe removal.
- (3) If necessary, employees may request additional units to assist in maintaining scene security or to assist in a directed evacuation effort.

**V. Abandoned Vehicles**

1. Officers, while on normal patrol, shall check vehicles which appear to have been left abandoned upon a traffic way.
  - a. Officers will obtain a registration and wants/warrant check on the abandoned vehicle. The information provided will assist the officer in determining ownership and status of the vehicle.
  - b. If the vehicle is not a hazard, officers shall place an abandoned vehicle tag upon the vehicle, which will provide notice of applicable State laws governing the abandonment of vehicle. This notice shall also assist in alerting other officers that the vehicle has been checked.
    - (1) Officers shall make a reasonable attempt to contact the registered owner of the vehicle and advise them that they will have 48 hours to move the vehicle.
  - c. As soon as possible, and after 48 hours has elapsed since the abandoned vehicle has been red tagged, the officer will return to the scene and determine if the vehicle has been moved. Abandoned vehicles that are not moved as required will be removed from the scene by a tow truck.
    - (1) A case report shall be completed documenting all the information pertaining to the towing of the vehicle.
    - (2) Communications shall be advised to enter the vehicle as an abandoned/stored vehicle in the ACJIS computer and to note that the vehicle has been towed.
  - d. Abandoned vehicles, which create a hazard to the public's safety or have been vandalized, shall be cause for immediate removal.
2. Private Property – Officers while on regular patrol, will not normally tow abandoned vehicles they encounter on private property.
  - a. Officers may, however, tow an abandoned vehicle on private property providing:
    - (1) The investigating officer has made reasonable attempts to notify the registered owner, and;
    - (2) The officer notifies a supervisor of the situation, i.e.:
      - (a) The vehicle is parked in a manner that presents a danger to public safety, i.e., in a fire lane, etc.
      - (b) The vehicle appears to have been vandalized.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
15 OF 16**

**Traffic Operations**

**412**

- b. Officers will tow vehicles on private property when the person in possession of the vehicle has been placed under arrest.
  - (1) Another party at the scene who is authorized by the registered owner may take possession of the vehicle.
    - (a) If the physical control of the vehicle is given to another party, it will be noted in the report that the registered owner surrendered possession of the vehicle to that party.
- c. A Case Report shall be completed concerning the removal of the vehicle.
  - (1) The report shall contain record of all attempts to notify the owner, the time and date of the tow.
  - (2) If it appears the vehicle has been vandalized, any noted damage shall be included on the report.
- d. Communications shall be advised to enter the vehicle as an abandoned/store vehicle in the ACJIS computer and to note that the vehicle has been towed.

**W. Checkpoints**

- 1. Checkpoints may be utilized in a fixed or circle system depending on need. A supervisor shall be in charge of the checkpoint operations. Checkpoints may be established to:
  - a. Search for a dangerous felon.
  - b. Restrict entry into an area impacted by an emergency.
  - c. For traffic operations/enforcement.
- 2. A supervisor may direct a checkpoint to be established.
- 3. Proper equipment will be used to provide adequate warning to approaching motorists and to provide safety for the officers manning the checkpoint. This equipment may include:
  - a. Warning signs
  - b. Lighted barricades
  - c. Flares
  - d. Area lighting equipment
  - e. Emergency vehicles
  - f. Reflective vests or high visibility clothing

**X. Educational Materials**

- 1. The ultimate goal of enforcement officials is to achieve voluntary compliance with traffic laws and regulations. Preparation and dissemination of traffic safety educational materials support enforcement



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
16 OF 16**

**Traffic Operations**

**412**

efforts and enhance public understanding of traffic safety programs.

2. Traffic safety educational materials will be maintained in the front lobby of the Main Station.
3. The School Resource Officer is available when requested to work with the district schools in educating the students in the area of traffic, whether pedestrian or vehicular.
  - a. Other officers may also assist the School Resource Officer in training.

**Y. Traffic Planning Committees**

1. The Department will participate in committees, in conjunction with the Camp Verde Development Services, to assist the Town and other agencies in preparing for local and regional traffic planning.



## Chapter 1- General

### A. Job Description of Evidence Custodians

1. The Evidence Custodian is responsible for maintaining security and control of property and evidence that the Marshal's Office acquires through normal duties and responsibilities.
2. The duties of the Evidence Custodian require initiative and resourcefulness.
3. The work involves high frequency contact with the public, requiring the person to have good interpersonal and communication skills.
4. The position requires that the Evidence Custodian be able to work with minimum Supervision.
5. The Custodian must have the ability to communicate orally and in writing, be able to operate a computer terminal, and maintain a working relationship with a variety of individuals and organizations.
6. The Evidence Custodian position requires that the person have the ability to effectively organize work assignments and establish priorities with minimum supervision.
7. The Custodian should have a working knowledge of the Rules of Evidence, the Arizona Revised Statutes, Town Codes, and other codes as they apply to the evidence/property function.

### B. Job Duties of the Evidence Custodian

1. The Evidence Custodian's primary assignment is to log, classify, store, dispense, destroy and release property or evidence to its rightful owner, for court presentation and/or destruction and auction.
2. Also included are the following duties: Maintain evidence, found and safekeeping property, in such a manner that the individual items are secure from theft, loss, or contamination, and can be located in a timely manner.



3. Maintain Property reports with property notations of any and all actions associated with the property, commonly referred to as the "CHAIN OF CUSTODY."
4. Ensure the timely and legally correct notification of owners and release/disposal of property recovered, found, or seized by the Marshal's Office. Operate computer terminals in case disposition research and other related information involving the classification and disposition of property items.
5. Coordinate the disposal of unclaimed property and special disposal of narcotics, explosives, bio-hazardous specimens, and firearms.
6. Stay abreast of local, state, and federal laws involving property/evidence handling and recommend appropriate changes.
7. Maintain a clean and orderly property storage facility.

#### **C. Property procedures for seized items**

1. The Camp Verde Marshal's Office utilizes a bar-code system to label, control, track and dispose of all property seized and taken control of by the Marshal's Office. This would include items of evidence, found property, stolen / recovered items, property held in safekeeping and illegal or contraband items. The bar-code system provides the department with an accurate chain of custody record and accountability for all items seized.
2. Each seized item will be issued a specific bar-code sticker during the impound process by the impounding deputy. The bar-code sticker will then be placed with the item prior to being secured in an evidence locker or secured storage location. The Property Custodian upon taking custody of all seized items will then begin the process of scanning seized items and tracking the movement, storage, processing, and disposition of all seized property.

#### **D. Property Storage Area Inspections and Reporting of Inspections**

1. Once every 6 months, the Criminal Investigation Sgt or his designee will make a routine inspection of the Property Room. This inspection includes checking for proper record keeping, accountability of evidence, proper storage, and cleanliness. After completing the inspection, the Investigation Sgt will complete a written report of his findings and submit the report to the Town Marshal.





2. In May of each year, the Marshal will assign a supervisor, who is not routinely or directly connected with the control of property and evidence, to conduct an inspection and audit of the Property Room. This inspection places special emphasis on money, drugs, and firearms and includes a significant representative sampling of property. After completing the inspection, the inspector completes a report of his findings and will send the report to the Marshal.
3. Whenever the Marshal appoints a new Property & Evidence Room employee, the new and outgoing employees jointly conduct an inventory of property and evidence presently in department custody to ensure that records are correct and properly documented. This inventory includes individually accounting for all firearms, monies, and drugs and spot checks of all other evidence and records.
4. When possible, the new Property Room employee receives two (2) weeks of training with the outgoing employee, before the inventory of evidence occurs. The training period ensures an orderly change of responsibility and maintains the integrity of the system.

## Chapter 2- Access, Facilities & Records

### A. Access

1. Access to the Property Room and all other property storage areas is LIMITED to the Property and Evidence Personnel, custodial/maintenance personnel, or other person(s) approved by the Property and Evidence Facility Custodian, and then only when accompanied by an Evidence Custodian.
2. Departmental personnel shall not enter the property storage areas unless an Evidence Custodian is present and there is a need to be there.
3. ALL VISITORS AND/OR EMPLOYEES, who enter the Property Facility storage area, must sign their name in a "Property Room Entry Log" and record the date/time/purpose of the visit. **Only Evidence Custodian shall move property or evidence from its storage location.**
4. Distribution, duplication or possession of Property Room access card &/or keys to authorized personnel will remain under the control of the Commander.
5. Property storage areas shall be secured during all non-business hours and during business hours when the Evidence Custodian leaves the room unoccupied.

### B. Storage Facilities



1. The primary storage area for all evidence and property is located at Camp Verde Marshal's Office.
2. Firearms, controlled substances and valuable items are stored within the property room but are kept separate from general evidence and property.
3. Bicycles are stored in in the impound lot at back of the Marshal's Office.
4. The temporary storage of property/evidence in desks, personal lockers, or other areas **SHALL BE PROHIBITED**. The only exceptions are the "Temporary Evidence Holding Lockers" located in the Patrol Work Room at the Marshal's Office.

### **C. Maintaining Property Records**

1. Property Room employees closely examine all packages impounded and will confirm each listing with the property sheet or the barcoding entry. A Spillman Record will be created if there is no barcoding entry.
2. The Spillman Record will reflect the following information for each item of property or evidence previously or currently in an evidence / property storage area:
  - \* Location of the property/evidence
  - \* Date and Time of property/evidence receipt
  - \* Date and Time of property/evidence disposition
  - \* Description of the property
  - \* Case Number
  - \* Property Tag Number or Log number

## **Chapter 3- Packaging, Processing & Storage**

### **A. Property Sheets/Bar Code Entry**

1. Every item submitted to the Property & Evidence Room shall have a property sheet completed or an entry into the bar coding system.
2. Property that requires testing at the DPS Lab or other facility should be clearly marked. A "DPS request for Scientific Examination Form" must be completed and accompany the evidence or property sheet.

### **B. Packaging – General**



1. There are a variety of containers that can be used to package physical evidence.
2. The Investigating Deputy should try to suit the container to the sample. Packaging materials are located at the booking office.
3. Plastic cellophane envelopes are suitable for small dry objects. Do not put damp or biological evidence in plastic or any "non-breathable" package.
4. Paper envelopes are suitable for small dry objects and paper evidence. Do not use paper envelopes for fiber evidence, a vial or pillbox is preferred. A vial, pillboxes, capsules, and like containers are suitable depending upon the exhibit and its condition.
5. Garments and large exhibits can be placed in paper bags, cardboard boxes, or wrapped in paper.
6. Paper or plastic envelopes can be sealed around the ends of large exhibits, such as tools, with tape to prevent loss of adhering evidence.
7. Loss of adhering evidence on large exhibits, such as safes, vehicle bumpers, etc., can be prevented by placing paper over the evidence and sealing it down with tape.
8. Always use clean and new containers to prevent contamination.
9. Paint cans are primarily used to store Arson evidence and Hazardous Material samples.
10. Plastic tubes with push-on caps are used to store hypodermic needles as well as other sharp items.
11. Do not over seal and complicate opening the container. Avoid or limit the use of staples, and never apply staples to a plastic container if fine particles of material are enclosed.
12. Each item or similar items secured at different locations should be placed in separate containers. Packaging separately prevents damage through contact and cross contamination.

### **C. Marking - General**

1. All property that is collected or seized shall be marked for identification and packaged to avoid contamination, to ensure the integrity of the evidence.



2. Item numbers should be in this format – first initial followed by last initial then a number. For example: AB1. Employees with the same initials should coordinate as to not duplicate item numbers.
3. The item number should be based on the submitting employees initials not the case officer's initials.
4. The case number & item number(s) of the contents should be clearly written on outside of the packaging. Any other pertinent information can be written on the packaging as well.
5. All packaging should be sealed with tape and the initials and badge number of the securing employee should be written so that it crosses both the tape and the package. Make sure to mark on both the top and bottom of the tape.
6. In cases where packaging is not possible or inappropriate secure a tag to the property. The tag should include the case number and item number.

**B. Processing, Packaging & Marking (Non-DNA Related) – Specific**

Different classifications of property require special handling to ensure the wellbeing of Property Facility personnel and the integrity of the evidence.

**1. Audio/Video Cassette Tapes**

- a. All audio/video cassette tape recordings will be packaged separately for other items in a manila envelope. This is so that they can be stored in a designated area away from radios, stereos, and any items having magnets in or attached. This will safeguard against accidental erasure.

**2. Bicycles**

- a. Found and recovered bicycles are stored in a secured area adjacent to the Marshal's Office. All bicycles that come under the control of the Marshal's Office shall have a DYMO-TAPE sticker attached to it indicating the Department Report number and item number.
- b. The completed property sheet must be deposited in Evidence Locker #9, indicating the storage of a bicycle.

**3. Blood and Urine**



- a. Blood Packaging
    1. Blood collected is placed back into the kit for storage.
    2. The person collecting the sample is responsible for completing the information on the face of the vial and the internal "Chain of Custody".
  - b. Urine Packaging
    1. Make sure the container securely closed and then placed in a specimen bag.
    2. The container & specimen bag is then but into a box for storage.
  - c. The investigating Deputy shall tape and initial the outside packaging before securing in the temporary refrigerator in the Booking Office.
  - d. The completed FORMS shall be placed in Evidence Locker #9 or with the other evidence collected in the case.
  - e. The Evidence Custodian shall store blood & urine in a refrigerated area of the Property Facility Storage area.
4. **CD/DVD**
- a. The case number, item number and what it contains (ie: photos, interview, surveillance, etc.) should be marked directly on the CD or DVD with a marker.
  - b. The CD/DVD should be placed in a sleeve the case number should be written on the outside. No other packaging should be used.
5. **Consumables**
- a. Do **NOT** impound consumable food stuffs. Photograph and return to the owner or responsible party. This includes alcoholic beverages.
  - b. Consumables may be impounded if they have specific evidentiary value.
6. **Glass**
- a. Windows are frequently broken in burglaries, headlights in hit-run cases, and bottles or other objects may break with fragments being left on garments or other property of the subjects involved in various types of crimes.
  - b. The shoes and clothing of suspects as well as other objects, which may be contaminated with glass should be marked and wrapped separately to avoid cross-contamination. Even though contaminating glass is not usually immediately visible to



the investigator, any visible pieces should not be removed or disturbed, but rather the entire article should be carefully wrapped to protect and preserve the contaminate found on the article.

- c. Glass is not to be picked up by hand.
- d. Place small glass fragments in envelopes or pillboxes. Mark and seal the container.
- e. Place large glass fragments in bags/boxes but separate individual pieces with paper or tissue to prevent breakage and damage to edges during transport. Mark large fragments with grease pencil, adhesive tape, labels, or a scribe, but this is usually not necessary if they all are sealed together in a single marked container.
- f. When breakage direction determination will be needed, mark each glass piece prior to its removal from the window to designate inside and outside surfaces.

#### 7. **Hazardous Materials/Devices**

- a. In no case should an unexploded device or hazardous materials be transported to or stored in or around the Property Facility. The case officer should contact the DPS EOD respond.
- b. Fireworks will be impounded for destruction. The Evidence Custodian in accordance with approved procedures will dispose of fireworks and ammunition.

#### 8. **Jewelry**

- a. Jewelry should be itemized prior to impounding.

#### 9. **Paint**

Paint is one of the most common types of physical evidence encountered. Paint evidence will be found in the majority of hit-run and burglary cases where it may prove to have material value. Paint evidence may also be involved in other types of crimes.

##### a. **Hit and Run Cases**

- 1. Paint may be transferred to the clothing of pedestrian victims. Examine all garments with particular attention being paid to areas showing pressure glaze, tears, or other contact. If found, do not remove the paint, but mark the garment and dry it completely if damp. Then carefully wrap each item separately by rolling in paper or place each garment in separate paper bag.
- 2. Obtain samples for comparison from all areas showing fresh damage on suspect vehicles. This is very important since the paint may be different in type and composition in different locations even though the color is the same.



If the paint can be flaked off, by bending the metal slightly, remove it in this manner. If not, scrape paint off using a clean knife blade. In every case, make certain that samples of all layers down to the metal are collected. Carefully wipe the blade of any knife or scraping device employed before collecting each sample to prevent cross contamination. Place each sample collection from different areas in separate containers.

3. Cross transfers of paint commonly occur in hit-run cases involving two or more vehicles. If loose paint chips are located in such cases, attempt to remove and place them in envelopes. If, however, the transfers are smeared on the surface, flake off chips or scrape paint from the vehicle including the transferred paint as well as the top layer of paint originally on the car. Keep all transfers recovered from different areas in separate containers.

**b. Recovery and Preservation of Paint Specimens**

1. Keep all samples in separate containers.
2. If the sample is very small or difficult to remove and the complete exhibit itself can be sent to the laboratory, this is the best procedure and will make available all of the paint without loss. Always scrape or otherwise remove samples of all layers of paint or other material present if the complete exhibit containing the paint is not to be submitted to the laboratory. Small glass or plastic vials are excellent containers for paint.
3. Paint may also be placed on sheets of white paper, which can then be folded and sealed to prevent loss. Paper envelopes alone should never be used for the submission of paint unless the specimen is very large in size. If such envelopes are used, always seal **all 4** corners with plastic tape to prevent loss.
4. A very useful method for securing paint from vehicles, walls, and similar locations is to place a short strip of plastic tape on one side of the open end of a small paper envelope with the gum flap folded back. The tape and envelope are then attached to the object containing the specimen. By holding the envelope open with one hand, paint can be scraped loose and into the envelope with a clean knife blade. Once the sample is in the envelope, the tape can be removed, the flap folded forward and the open end of the envelope folded several times, then this folded area is sealed with a paper clip or short length of tape. Such a container may then be sealed in a standard mailing envelope, which may easily be marked for identification.



- c. Markings placed on labels, envelopes, or other containers should include the officer's name, date/time collected, as well as specific source of sample. (For example: F/F fender 1991 Ford, license #ABC-123.). In no case should conclusions of the officer, requests for examination, or other unnecessary writing be included.

#### 10. Photographs

- a. The investigating deputy's first step in the investigation of any crime is to photograph completely and accurately, where applicable, all aspects of the scene before any items which might possibly be evidence are removed or disturbed.
- b. The obtained photographs should be downloaded onto a CD using the Digimatic located in patrol room. The CD should then be submitted with other evidence in the case.
- c. All undeveloped film should be impounded with a request for developing thru DPS by completing a film envelope and securing in an evidence locker along with a copy of the property sheet.

#### 11. Soil

The comparison of soil or dried mud samples on suspect's shoes or clothing with specimens secured in and about a crime scene is frequently of value in burglaries, sex offenses, homicides, and other investigations. Periodically, soil samples will also fall from under vehicle fenders at hit-run scenes and comparison with specimens recovered from a suspect vehicle may aid in placing the vehicle at the scene. Comparison of samples in such investigations may prove useful, but to have real significance, usually necessitates employment of very careful evidence collection procedures and the securing of numerous samples.

##### a. **Firmly Attached Soil Samples**

1. If the soil is firmly attached to some object, as in the case of dried mud on a shoe, do not remove it. Label the object and place it in a bag or appropriate container.
2. Always completely seal the container so no loss of the specimen can occur. Be certain the sample is dry before packaging

##### b. **Loose Soil on Clothing**

1. If the soil is loose, for example in a trouser cuff, shake it out onto a clean piece of paper. Then, fold the paper several times to enclose the dried soil sample and then package in an appropriate container.





2. Always completely seal the container so no loss of the specimen can occur. Be certain the sample is dry before packaging.
3. Label to show sample source.

**c. Soil on Other Objects**

1. In the case of loose soil or mud on the street or in a building, pick up the soil and place the dried sample in a plastic bag, box, or jar and seal and mark the container. Attempt to collect the soil without other contaminating material.
2. In hit and run cases, cakes of dried mud may fall to the pavement or road shoulder from under a vehicle fender. In such cases, if contamination may have occurred, attempt to pick up the upper part of specimen only, leaving the contaminated underside. Also advise the laboratory of possible contamination.

**d. Damp Soil**

1. Always dry out damp soil specimens or moist objects containing soil or mud prior to packaging them. When sealed in a container while damp, mold growth will occur and organic matter in the soil may decompose.
2. Always seal a lid on soil containers to prevent loss of sample and place suitable markings on the outside of the container.

**e. Prevent Contamination**

1. Great care must be taken to prevent contamination or loss of samples during shipment. Always place samples in sealed plastic or glass containers, if possible.
2. Do not use paper envelopes as they invariably leak. If boxes are used, line them with clean paper and seal the box.

**12. Tool Marks**

Tool marks are encountered most frequently in burglary cases but also may be found in many other types of crime. The evidence consists of abrasions or impressions left by tools on objects at the crime scene and various types of tools found in the possession of the suspects. In many cases it is possible to identify the specific tool which made the questioned marks by means of laboratory comparisons of tools and marked objects. In some instances, it is also possible to prove that marks on tools were produced by objects which they contacted at the crime scenes. In other cases it is possible to prove by means



of physical or other comparisons that parts of tools left at crime scenes were broken from damaged tools found in a suspect's possession.

**a. Preservation and Packaging of Tools.**

1. All areas on recovered tools which contain transferred paint, building materials, or other contamination should be wrapped in plastic so that such substances will not be lost.
2. Tools should be wrapped or packaged to prevent the prying blades or cutting edges from contacting any other surface or object.
3. Care should be taken that no tape is placed on the mark or questioned area of the tool when packaging.

**b. Make No Tests with Tools**

1. Attempts should never be made to fit tools into questioned marks or to make test marks prior to laboratory examination. If done, the questioned mark or tool may be altered and this may make any laboratory examination valueless. In addition, traces of transferred paint or other substances on the tool may be lost or additional material may be transferred to the tool.

**C. Special Handling – Drugs, Money & Weapons**

**1. Drugs – Known & Suspected**

- a. Special precaution must be taken when handling known and unknown substances believed to be narcotics.
- b. Known or suspected narcotics should be packaged independently FROM all other types of evidence. Multiple known or suspected narcotics can be placed in the same final package as long as each item inside can be identified. For example you have 3 baggies of marijuana, each baggy may be sealed and marked with an item number and then placed into 1 manila envelope.
- c. Items for examination should be independently packaged and marked. If some known or suspected narcotics will be tested but not all they should be placed in separate packages.
- d. SYRINGES OR SHARPS will always be placed in a plastic tube to prevent accidental injury to all persons handling the item. They can then be placed into another package with similar items.



- e. Fresh plant material should not be packaged in plastic bags, as it will mold. The material should be packaged in paper bags. **Ventilate the bags to allow for evaporation**

## 2. Money

- a. All money collected must be COUNTED AND itemized by 2 employees prior to being packaged for storage.
  - 1. Place money in in pre-printed envelopes and complete all applicable areas.
  - 2. Seal the back of this envelope with tape. Write your initials and badge number across the tape making sure to write across both edges of the tape and onto the envelope.
  - 3. Place the envelope into a manila envelope for submission.
- b. Deputies will place all currency (US, Coin, Foreign, Novelty, etc.) in separate envelopes for impounding. The Evidence Custodian will not accept these items unless properly packaged.
- c. All money envelopes will be opened and the amount of impound will be confirmed by Evidence Custodian and a second person unless the impounding deputy indicates that the currency has specific evidentiary value and should not be disturbed.
- d. All money over \$150 held as evidence will be deposited into a Town of Camp Verde bank account, unless the impounding deputy indicates that the currency has specific evidentiary value and should not be disturbed.
- e. Money held as evidence should be deposited within 7 business days from acceptance into the Property Room. Money held for specific evidentiary value will not be deposited.
- f. After 10 days all money over \$150 held as safekeeping or found property will be deposited into a Town of Camp Verde bank account.
- g. Procedure for depositing the money into the Town of Camp Verde bank account is as follows:
  - 1. A separate deposit slip will be completed for each case and the case number written on the slip.
  - 2. The deposit slip and the sealed envelope will be transported to the bank by the Evidence Custodian and another employee or VIP.



3. The sealed envelope will be opened in the presence of the bank employee and the contents verified.
4. The case number will be written on the deposit receipt.
5. The standardized memorandum will be completed and forwarded along with the deposit slips to the Finance Department. A copy of the memorandum and deposit slips will be forwarded to the Commander.
6. The original packaging and a copy of the deposit slip will impounded into the property room and held until the conclusion of the case.
7. A supplement to the report will be completed by the Evidence Custodian.

**3. Dangerous Weapons (Knives, Clubs, Stun Guns) – Not submitted for fingerprints &/or DNA**

- a. Never submit an operable stun gun or other device that could accidentally discharge or be activated. The batteries in a stun gun will be disconnected.
- b. All sharp object items must be packaged to avoid injury to persons handling the items. Cardboard should be taped to the object to cover the cutting edge or point if it will not fit in a knife box. If contaminated, place in puncture resistant container with a biohazard label.
- c. Guns & Rifles should be packaged in a handgun or rifle box.
  1. The weapon should be secured with a gun lock, the key is to be placed in an envelope and taped to the outside of the box.
  2. If there is a magazine &/or soft case it may be included in the box.
  3. All items inside the box should be secured within the packaging to prevent damage.
- d. Avoid taking ammunition if possible, if it is taken do not package loose ammunition in the gun box; it can be in a sealed envelope inside the box.
- e. If the gun is received in a hard case, the case may be tagged & then submitted without any further packaging.

**D. Processing, Packaging & Marking (DNA Related) – General**

By adhering to the following safety guidelines, employees can significantly reduce the likelihood that they or another employee will contract an infectious disease from the handling of bio-hazardous specimens.



**1. Guidelines for Safe Handling of Bio-hazardous Specimens**

- a. When handling any bio-hazardous sample, liquid or dried, always wear disposable latex gloves.
- b. Always remove gloves before contacting work surfaces not normally used in the examination of evidence (telephones, copy machines, doorknobs, desks in work areas etc.).
- c. When working with any bio-hazardous samples or dried samples which may become airborne (spreading out bloody sheets), wear approved particle filtering masks.
- d. Wash hands often, especially after handling bio-hazardous samples, before eating, using the telephone, or using the toilet facilities.
- e. Dry liquid or wet samples in the drying cabinet designated for that purpose.
- f. Always use extreme care with sharp objects and glassware to avoid accidental inoculation with contaminated items. Remember staples can puncture the skin.
- g. Always label packaged items with biohazard labels.

**E. Processing, Packaging & Marking (DNA Related) - Specific**

Deputies shall follow the following procedures when impounding DNA evidence. Air dry all items that have trace DNA or suspected DNA. Package and seal all items in paper (paper bag, envelope, or cardboard box). Place a Biohazard Sticker to the package.

**1. Bloodstains**

Studies of bloodstains are frequently of importance in a wide variety of criminal investigations. In some cases, particularly homicide cases, crime scene examinations by a criminalist may be required to establish direction of origin of blood splatters, of deposit of stains, and to develop other necessary information.

- a. Samples of blood, wet or dry can be obtained by using a sterile swab which can be rubbed into the suspected blood and allowed to air dry prior to packaging.
- b. The swab can be moisten with sterile water prior to the collection of a dry sample and then allowed to air dry prior to packaging.
- c. Protective nitrile gloves should be worn during the collection of any sample and should be changed prior to each contact with the collected sample including collection, drying and packaging of evidence.



- d. Presumptive blood test kits are maintained by the Crime Scene Tech and can be used to assist in identifying potential bloodstains if needed.

## 2. Dried Stains

- a. On Cloth: Label article, roll in paper or place in a bag or box, seal and label container. Do not attempt to remove stain from the cloth.
- b. On Small Solid Objects: Impound entire stained object for examination.
- c. On Large Solid Objects: If practical to seize the whole object, do so ensuring that any area having dry stains are covered with paper and the edges taped down to prevent loss or contamination. If not practical to seize the whole object, swab the stain or scrape the stain onto a clean piece of paper, which can be folded and placed in an envelope. Scrape blood from the object using a sterile scalpel or similar instrument. Use a new sterile instrument before each stain is scraped off so as not to cross contaminate the sample with traces of blood on the instrument used. Seal and mark the container. Do not mix separate dried stains. Place each stain in a separate container. If stain cannot be removed in any other manner, use a piece of gauze or a swab dampened with distilled water to absorb the stain. Make a similar swab of an unstained area. Dry the gauze pads or swab; place in separate envelopes; mark and seal.

## 3. Fibers and Threads

- a. Clothing, rugs, blankets, curtains and other fabrics are such common articles in modern society that their value as evidence may be overlooked. Although very common, a tremendous variety of animal, vegetable and synthetic fibers of numerous colors are used. Thus, threads and individual fibers will frequently serve as useful evidence in criminal cases.
- b. Fibers and threads will often be found in fabric abrasions, torn metal, or in other areas on hit and run vehicles. In burglary cases such evidence may be located on a torn screen, broken glass or metal, or other locations. Fibers may also be important in incidents of personal contact such as homicide, assault and sexual assault where cross transfers may occur between the clothing of the suspect and victim. Examination of fibers will usually establish their type and color. Such studies may also indicate the type of garments or fabric from which the recovered fibers or threads originated. Fibers and threads can also be compared with the clothing of subjects to determine whether or not they could have originated from such garments. Complete threads or long fibers can frequently be picked up with fingers or tweezers. When recovered, they should be placed in plastic bags or plastic vials. Never place loose fibers directly into mailing envelopes or other paper containers since they are difficult to locate and remove in the laboratory and the paper itself may contain fibers.



- c. Fabric impressions, which may contain embedded fibers, are frequently found in hit and run cases. If the area containing the impression cannot be conveniently submitted to the laboratory, a photograph should be taken of the area. Always mount the camera on a tripod so that the camera is parallel with the impression. Include a ruler next to the impression photographed so that the size of the mark may be determined.

In such cases submit all outer clothing of all victims for comparison purposes. When the object containing the fabric impression cannot be removed but is rather photographed, a search should also be made for fibers. Any fibers located should be removed and places in an appropriate container. In the event the fibers are difficult to recover, and if they are embedded in paint, scrape the paint and fibers into an envelope and seal the corners with tape. Usually the fibers can be separated from the paint; in the laboratory.

- d. If the fibers are short, few in number, or firmly adhering to an exhibit, attempt to remove the complete item containing the fibers and place it in an appropriate container. All fibers present may more readily be located and removed from the exhibit in the laboratory.
- e. Try to avoid picking up fibers on gummed tape unless no other method for recovery is available. Once caught in the gum on the tape, it is almost impossible to remove them for study and adhesive may interfere with laboratory tests. Whenever fiber or thread evidence is recovered, submit to the laboratory for comparison purposes all clothing from which the evidence might have originated.

#### 4. **Fresh Moist Stains**

- a. Do not heat stained material or place it in bright sunlight to dry.
- b. Hang clothing and similar articles in the drying room cabinet where there is air movement. CAUTION: A fan should not be used if foreign material has potential significance. If not completely dried before packaging, decomposition will occur which will prevent complete testing.
- c. When the stain is dry, label the item and roll it in a paper bag, envelope, or box, seal and label it.
- d. Do not put stained objects into plastic bags.

#### 5. **Hair**



Although hair is a frequently encountered type of evidence, it has real evidentiary value in only a limited number of cases. Except for determinations as to possible source, such studies also require fairly large samples if the laboratory results are to be of real significance. The racial traits of the individual from whom the head hairs originated can be suggested in some instances. Study of hairs can frequently establish whether or not they fell out naturally, or were pulled out, or if they have been cut or crushed.

- a. If hair is firmly attached, such as in dry blood or caught in metal or a crack in glass, do not attempt to remove it but rather leave the hair intact on the object.
- b. Recover all hair present. If possible use the gloved fingers to pick up the hair and place in a vial or paper envelope with sealed corners.
- c. Never use gummed tape to pick up hairs, and do not wash or clean them.
- d. Do not mix samples recovered at different locations. Label and seal each container
- e. If the object is small, mark and seal it in an envelope with sealed corners.
- f. If the object is large, cover the area containing the hair with a protective layer of paper to prevent loss of hair during shipment.

#### 6. **Hair and Fingernail Clippings/Scrapings**

- a. Store in a dry, cool (air-conditioned) environment. Retention periods for DNA or suspected DNA evidence will be according to the statute of limitations set forth in the disposal guidelines section of this manual.

#### 7. **Sexual Assaults**

The victim should be examined as soon as possible after the incident and the sexual assault kit should be kept refrigerated until delivery to the laboratory. Time is of the essence in obtaining vaginal specimens as bacterial action rapidly destroys the sperm cells. The crime laboratory can examine such specimens for seminal fluid. Vaginal specimens can be submitted as smears, swabs, or aspirates, although the collection of a vaginal aspirate in a clean glass vial is the preferred method.

In sex offenses, assaults, and some other investigation it may be possible to indicate or demonstrate contact between two individuals or between one individual and some other object by comparing transferred fibers. Such examinations are only of value when it is known that no contact occurred between the individuals or objects prior to or subsequent to the offense. Extreme care must be taken to keep all articles of clothing and other objects separated. If the clothing of either subject touches the clothing of the other, or is





even laid down on a table previously contacted by the clothing of the other subject, the comparisons may have no value.

- a. Semen Stains
    1. Semen is the male reproductive fluid. It normally contains spermatozoa, which are reproductive cells, as well as other substances. It is possible to identify dried semen by either chemical tests or the microscopic identification of characteristically shaped spermatozoa.
    2. Seminal stains are often, but not always, found on clothing, blankets, sheets, or other materials in sexual assault offenses.
  - b. Submit all suspected stained materials to the laboratory if possible, always include the panties, other underwear, and clothing from the victim.
  - c. All garments should be placed in separate packages. The packages containing the victim's clothing should be kept separate from those containing the suspect's clothes.
  - d. If damp, always allow fabric to air dry completely before packaging to prevent decomposition.
  - e. Handle fabrics as little as possible.
  - f. When dry, roll garments gently in paper, place in paper bags, and seal and label the container. Do not package in plastic bags.
  - g. Place items in the refrigerator booking office at in the booking office. If any items are to be frozen, attach a note with the item so that when the item is processed it will be stored in the freezer in the property building.
8. **Sexual Assault Kits (SANE Kit)**
- a. Medical personnel will utilize the Sexual Assault Kit and shall follow the provisions set forth regarding examination, treatment, preservation, and disposition of evidence.
  - b. The investigating deputy must ensure that all forms in the kit are filled out and signed, and that the entire kit is returned to the Marshal's Office and entered into evidence.
  - c. The investigating deputy must initial the "Chain of Custody" section on the Sexual Assault Kit before entering it into evidence.
  - d. The kit must be impounded in the temporary refrigerator in the booking office. If liquid blood is taken, it must be refrigerated.



- e. If biological fluids are collected, they must be kept refrigerated as required and impounded at the Property Facility. If any items are to be frozen, attach a note with the item so that when the item is processed it will be stored in the freezer in the property building.
- f. Whole blood, urine samples, and sexual assault kits shall be placed in temporary refrigerator in the booking office.
- g. Tissue, Organs, Teeth or Bones shall be placed in the temporary refrigerator/freezer in the booking office.
- h. Liquid Specimens/Wet Stains from crime scenes that cannot be air-dried due to the nature of the item or the case shall be placed in the temporary refrigerator/freezer lockers in the booking office
- i. A "DPS Request for Scientific Examination form" shall be filled out and submitted with all evidence.

#### 9. Storage of DNA Samples

- a. Evidence Custodian shall follow the following procedures for receiving and storing evidence with trace DNA. Items impounded with trace DNA shall be stored in a dry, cool (air-conditioned) environment. Whole blood and urine samples shall be refrigerated for long term storage. Sexual assault kits shall be refrigerated until it has been examined and the case adjudicated & being is held only per statute requirements

#### F. Firearms Evidence – to be process for prints &/or DNA

Firearms are involved in an appreciable percentage of both major and minor crimes. The evidence is frequently very broad and investigations of the weapons themselves, as well as the events that occurred, may be quite varied.

##### 1. Firearms

- a. Weapons will be unloaded ONLY after noting the position of safety, bolt, breech lock, hammer, cylinder, magazine, etc.
- b. In the case of magazine fed weapons, do not touch sides of magazine; this may destroy fingerprints. Do not work ammunition from magazines through the weapon to unload.



- c. In the case of revolvers, note the position of loaded chambers, empty chambers, and chambers containing fired cases with respect to position of the cylinder in the weapon was found.
  - d. If possible, **NEVER** submit a loaded gun to the storage locker, the Evidence Custodian, or Laboratory unless it is delivered in person. If the weapon cannot be unloaded, the firing mechanism must be protected to prevent an accidental discharge before placing the weapon in the storage locker. A WARNING NOTE SHALL BE ATTACHED INDICATING THAT THE WEAPON IS LOADED.
  - e. The weapon should be placed in a clean/unused gun or rifle box and secured with wire ties. Make sure to completely identify the weapon before sealing the box by recording serial number and complete description (make, model, and caliber) for your report.
  - f. Never clean the bore, chamber, or cylinder before submitting a firearm, and never attempt to fire the gun before it is examined.
  - g. Never pick up a weapon by placing a pencil or other object in the end of the barrel.
  - h. A computer check will be made by the investigating deputy to determine if the weapon is stolen.
  - i. If blood or other material of interest is present on the muzzle of the gun, place a small paper bag around the muzzle and seal it to the barrel with plastic tape to prevent loss of sample during shipment.
  - j. All firearms in the custody of the Camp Verde Marshal's office should be handled with care so as not to damage the stock, metal surfaces, or operating mechanisms.
  - k. An ATF Trace Request Form is to be completed and forwarded to the Property Facility on all firearms submitted
2. **Bullets**
- a. Do not alter or contaminate.
  - b. Never mark a bullet on or near the rifling markings on the bullet sides, even if they are not clearly defined. Certain examinations may not be possible if the base or nose is marked even though these are the preferred marking locations.



- c. Submit all evidence bullets recovered. A conclusive identification may be possible on only one of several bullets recovered, even when they all appear to be in good condition.
  - d. Handle fired evidence bullets as little as possible to prevent damage to the identification characteristics in the rifling markings or loss of material adhering to the bullets.
  - e. Wrap recovered bullets individually in tissue paper and seal in separate pillboxes or envelopes.
  - f. On the outside of container show the department report number, item number, origin of sample and where applicable, person from whom received. Mark only the container; do not mark on the item.
3. **Cartridge Cases**
- a. Seal in pillboxes or envelopes. On the outside of container show the department report number, item number and where applicable, person from whom received.
4. **Ammunition**
- a. Unfired ammunition may be marked on the side of the cartridge case, near the bullet end or placed in envelopes or other containers and marked.
  - b. Do not remove from a detachable magazine or work through the action to remove.
5. **Clothing**
- a. Submit clothing and other material showing evidence of gunpowder residue or gunshot holes.
  - b. If there is more than one item, wrap each one separately so as not to disturb or contaminate any residue.
  - c. When information as to weapon distance at the time of the shooting is needed, photographs of powder patterns on clothing will not suffice since in most instances microscopic examination, chemical tests and x-ray studies must be conducted on the exhibits themselves.
  - d. When bullets have passed through garments and then into a human body, it is also desirable to have clear photographs of the bullet holes in the body available for study in addition to the garments. Include a ruler in all photographs.



### G. Evidence Drying Room Procedures

CVMO Evidence Drying Cabinet is located in the room off of the hallway outside the booking office at the main station. It is equipped with two evidence drying cabinets. The evidence drying cabinets will be used to dry wet/soiled clothing or fabrics which have been seized as evidence. The Drying Cabinet is operational 24 hours a day, seven days a week. A supervisor may call out the evidence custodian to assist.

To insure the health and safety of town personnel and protect the integrity of evidence, investigating deputy(s) and Evidence Custodian will follow the following procedures.

1. Investigating Deputy/Evidence Custodian are responsible for having the required personal protective equipment with them prior to accessing at the Evidence Drying Room.
2. The Investigating Deputy / Evidence Tech will follow OSHA 1910.1030 Blood borne Pathogens Regulation requirements on personal protective equipment to include: Nitrile gloves for hand protection, eye and face protection to prevent splashing of bodily fluids into the mouth and nose and a Tyvek suit for full body protection of personal clothing and shoes.
3. If not already in place the investigating deputy will spread rolled paper on the bottom of the evidence drying cabinet to capture trace evidence which might fall from wet articles hung up or laid out on the cabinet shelves.
4. Make sure that the container is closed securely.
5. When the process of placing the evidence into the drying cabinet is complete, investigating deputy will remove personal protective equipment and dispose of all non-reusable items in the red biohazard bag provided. The biohazard bag will be turned over to Evidence Custodian for proper disposal.
6. After the evidence articles are dried, the Evidence Custodian will assist the investigating deputy impound the articles as normal procedures dictate. Personal Protective equipment should be worn.
7. Hand washing – the Investigating deputy(s)/Evidence Custodian will use hand sanitizer provided before leaving the room and will immediately wash their hands after they access any evidence either for drying, impounding, or viewing purposes.



8. Should investigating deputy encounter difficulties with arranging for evidence drying, packaging evidence items from the drying cabinets or scheduling evidence viewing contact the Property Facility staff.

## H. DRYING ROOM DECONTAMINATION PROCEDURES

The Property Technician will decontaminate the Evidence Drying Room / cabinets after each use. Use can include but is not limited to access by the investigating deputy to place wet articles into the evidence drying cabinets, to impound the dry evidence articles, and for evidence viewing purposes.

### 1. Decontamination will take place in the following manner:

- a. The Evidence Custodian will comply with the OSHA 1910.1030 Blood borne Pathogens Regulation requirements on personal protective equipment as outlined previously to protect from splashing of bodily fluids, cleaning and disinfecting products.
  - b. The disinfectant and cleaning products will be stored in the Evidence Drying Room.
  - c. The sides, bottom, shelving and hanging bar of the evidence drying cabinets will be saturated with the designated tuberculocidal grade disinfectant and allowed to sit for 10 minutes before rinsing and wiping down.
  - d. Saturate and wipe down any other surfaces that may have been contaminated during the drying, impounding, or viewing process in the same manner. Other surfaces may include the floor, storage cabinets, or shelving.
  - e. Upon completion of decontamination, the Evidence Custodian will dispose of their latex gloves, facemask and Tyvek suits into the red biohazard bag and then into the biohazard container. Make sure that the container is securely closed.
2. Hand washing – the Investigating deputy(s)/Evidence Custodian will use hand sanitizer provided before leaving the room and will immediately wash their hands after they access any evidence either for drying, impounding, or viewing purposes.

## Chapter 4- Property and Evidence Release Guidelines

### A. Authorized Persons

The following persons may authorize the release of property that has been placed in the Property Facility under the provisions of this manual:

1. The Investigating deputy, the Assigned Detective, or the Investigator's Supervisor



2. The Evidence custodian
3. The Municipal Court Judge or Superior Court Judge
4. The County or City Prosecutor

**B. Release Authority**

1. A letter from the prosecuting attorney stating their office no longer needs the evidence held in a specified case will serve as a primary source document and authority for the release or appropriate disposal of property.
2. Other acceptable sources of authorization include:
  - a. Misdemeanor Citations returned from the Municipal Court with a disposition code &/or stamped disposed.
  - b. Juvenile Referrals returned from Juvenile Probation with a disposition written in.
  - c. An e-mail from the prosecuting attorney or a representative of their staff.
  - d. Case Review signed by the case officer, Detective Sergeant or designee.
3. Property seized pursuant to a search warrant shall only be disposed/released under the authority of a Court order or after the case is adjudicated.
4. All evidence or property collected in unsolved homicide cases will be stored for 99 years from the date of the incident.
5. Property/evidence held in solved homicides may be released if all of the Court action involving any suspect is final and the County Attorney has approved the release an all suspects convicted-have served ~~both~~ their sentence and completed parole.
6. All evidence property involving Sexual Assault **and Sexual Exploitation of Children cases will be maintained for an indefinite period. Approval for disposal will come from the assigned Detective or their Sergeant.** Any biological evidence in a felony sexual offense shall be retained for a minimum of 55 years or until the convicted person has completed any term of imprisonment and is no longer on supervised release to include probation.
7. All cases with evidence being held shall be reviewed after 6 months and then on an annual basis.
8. Evidence being held for misdemeanor crimes where no charges have been filed can be disposed of after 1 year upon authorization of the case officer.



9. Evidence being held for felony crimes where no charges have been filed, except for homicides and sex offenses, can be disposed of after 7 years or sooner upon authorization of the case officer.
10. All evidence that has been retained, or has been requested to be retained, for civil litigation shall not be released or destroyed without prior approval of the Marshal. In cases where the Town of Camp Verde is one of the involved parties in the suit, the town Attorney will be contacted prior to release or disposal of the property.

### **C. Disposal Guidelines**

#### **1. Found Property**

- a. Found Property shall be held a minimum of 30 days before disposal as per ARS12-942A.
- b. For property with a known owner the Evidence Custodian shall send a letter to the owner advising the Camp Verde Marshal's Office is holding property for them.
- c. For property with an unknown owner the Evidence Custodian shall research Spillman in an attempt to determine the owner of the property.
- d. The found item may be turned over to the finder as allowed per ARS12-941.
- e. If the owner cannot be determined & the finder does not want to claim or the property cannot be turned over to the finder, the property may be disposed of per the department disposal guidelines.

#### **2. Safekeeping Items**

- a. Items for Safekeeping shall be held a minimum of 30 days before disposal.
- b. If the owner of the property does not claim the property within the first 30 days the Evidence Custodian shall send a letter to the last known address for the owner or address on the MVD record. The letter shall give a date (at least 30 days from the date of the letter) by which the property must be picked up by which the property must be claimed or it will be disposed of per policy.
- c. If the property is not claimed the property may be disposed of per the department disposal guidelines.

#### **3. Evidence**





- a. Items held as evidence shall not be disposed of until all charged suspects in the case have been adjudicated. Items held as evidence may be released earlier with the authorization of the prosecuting attorney(ies) or the presiding Judge(s).
  - b. Before evidence can be disposed of the following shall be completed:
    1. The Evidence Custodian shall complete a supplement to the case to include who authorized the release and the defendant's name. If it is a felony the sentence should be documented if it is available.
    2. If all defendants appear to be adjudicated the Evidence Custodian shall complete the Authorization to Destroy form.
    3. The case officer or Investigations Sergeant or Designee has signed the Authorization to Destroy form.
- 4. Disposition of Property to Be Destroyed**
- a. The Evidence Custodian shall have a second person present during disposals involving any drugs, money, weapons or other items of apparent value.
  - b. General items held shall be disposed of in the following manner:
    1. Property seized as forfeiture under ARS Section 13-4301 et seq shall be turned over to the Yavapai County Attorney's Office.
    2. Any item with personal information shall be shredded or burned with the drug disposal.
    3. Alcoholic Beverages shall be poured down the drain and the container disposed of in the appropriate dumpster.
    4. All pornography and papers of a sensitive nature will be shredded or boxed separately for destruction with controlled substances.
    5. Non pornographic video and audio tapes will be destroyed or rendered unusable.
    6. Drug Paraphernalia will be destroyed in a manner to make the item unusable and then disposed of in the appropriate dumpster. Any metal item that cannot be readily destroyed (ie: knives with residue) shall be placed with other metal items for destruction.
    7. Audio &/or visual recordings shall be destroyed or rendered unusable.
    8. Photos shall be forwarded to the Records Section to be included in the case file.
    9. Documents used in the investigation shall be forwarded to the Records Section for inclusion in the case file.
    10. Electronic devices that are not claimed shall be destroyed or rendered unusable to prevent the access to any personal information contained within the memory of the device. An electronic device includes but is not limited to: cellphones, GPS



- devices & I-pad/tablets, etc. If it can be determined that absolutely no personal information is contained on the electronic device then it may be sold at auction.
11. Computers that are not claimed or cannot be returned shall have the hard drive removed and it shall be destroyed or rendered unusable to prevent the access to any personal information contained within the memory of the device.
  12. Any item with little or no auction value that can be turned over to the Town of Camp Verde or the Marshal's Office for use, placed in an appropriate dumpster or given to a local charity.
  13. Property not previously discussed having an apparent market value of less than \$150.00, where the owner is unknown or the owner has failed to claim the property after written notice. This property will be designated as abandoned/unclaimed property. It can be turned over to the Town of Camp Verde or the Department use or placed with items for auction.
  14. Auction – any item with an auction value may be placed for auction.
  15. The following items must be published on either the Town of Camp Verde website or a local newspaper before final disposal/destruction:
    - a. Any item with an unknown owner and a value of \$150 or more
    - b. Any item with a known owner and a value of \$150 or more
    - c. Any item of jewelry with an unknown owner
    - d. All firearms unless they are illegal to possess
- c. Special handling items held shall be disposed of in the following manner:
1. Drugs
    - a. Illegal or suspected illegal drugs shall be documented and placed in the drugs for destruction box. The drugs being held in this box will be destroyed on at least a semi-annual basis or when 100 items for destruction are documented.
    - b. Prescription and non-prescription drugs shall be turned over to the DEA as part of the National Take Back Initiative or destroyed.
  2. Money
    - a. All unclaimed money less than \$150.00 will forwarded to the Finance Department and shall be deposited to the Town of Camp Verde General Fund Account, except rare coins or rare paper currency, which will placed for auction.
    - b. Unclaimed money in excess of \$150 with a known owner shall be turned over to the Town of Camp Verde Finance Department for submission to the State of Arizona Unclaimed Property. The Property Custodian shall provide the Finance Department identifying information on the owner to include name, date of birth and social security number if known. Any unclaimed money in excess of \$150 where the owner is not known shall be forwarded to the



Finance Department and shall be deposited in the Town of Camp Verde General Fund Account.

3. Weapons
  - a. Pursuant to legal requirements, firearms that are not illegal shall be sold or traded to a Federal Firearms Licensee. Illegal firearms will be placed for destruction. All firearms placed for auction or destruction will be documented on a separate form. On an annual basis or when there are 30 guns on the separate form the Evidence Custodian shall facilitate either the destruction or sale/trade of the weapons.
  - b. Before the sale/trade of any weapon it shall be published on the Town Website or a local newspaper.
4. Bio-hazardous items & Biological specimens:
  - a. Blood will be disposed of through a contracted disposal service.
  - b. Syringes shall be placed in a sharps container and disposed of thru a contracted disposal service.
  - c. Urine will be flushed down toilet.



## **POLCY**

It is the policy of the Camp Verde Marshal's Office to provide the citizens of the Town of Camp Verde with courteous, professional, and effective animal control services by enforcing all applicable Town ordinances and State of Arizona statutes. Animal Control Officer (ACOs) shall investigate animal complaints, act as a liaison with other animal-related agencies, and document all complaints as required. Patrol Deputies shall provide assistance to the ACOs as needed and shall respond to complaints when the ACO is unavailable and a public safety concern exists.

## **PURPOSE**

The purpose of this general order is to provide guidelines in the response and investigation of complaints involving animals for not only ACOs, but patrol deputies.

### **A. Definitions:**

1. Exotic animals – Animals that are unusual or rare and include animals such as Ferrets, Raccoons, Lizards, Snakes, and Birds.
2. Livestock – Cattle, horses, buffalo, ostriches, donkeys, and goats.
3. Owner/Victim Bites – An owner/victim is a person bitten by their own animal, or an animal owned by a member of the same household related by blood or marriage, and reside at the same location.

### **B. Authority:**

1. Town of Camp Verde Chapter 6 of the Town Codes, gives the authority to Animal Control Officers (ACOs) to enforce town code regarding animal control issues within the Town of Camp Verde.

### **C. Animal Control Responsibilities:**

1. The responsibilities of an Animal Control Officer will include but are not limited to:
  - i. Response to calls for service and complaints in an efficient and professional manner.
  - ii. Treat all animals humanely.
  - iii. Code enforcement
  - iv. Public service tasks related to the care, control, and licensing of animals



**Animal Control**

**501**

- v. Following and enforcing all state and federal laws, local ordinances, and department rules and regulations regarding animal control activities.
- vi. Prepare and complete department reports.
- vii. Issue citations as appropriate.
- viii. Provide education to citizens to be responsible pet owners.

**D. Animal Bites:**

1. All animal bites of humans shall be documented in a departmental report (DR).
  - a. After ACO normal duty hour, officers or trained park rangers will complete a DR to document the incident.
  - b. A copy of the detailed DR will be forwarded to the Animal Control Unit supervisor for review and assignment for follow-up.
  - c. Bite reports in which the animal is not in quarantine shall be completed prior to securing at the end of shift.
2. Animal bites requiring notification of another agency in addition to the completion of a DR include:
  - a. Exotic and Wild Animal Bites – A DR will be completed for all bites/scratches involving exotic and wild animals. A copy of the report will be sent to Game and Fish and the Department of Health Services. The report shall include:
    - i. Species, age, and sex of the bite animal, if known.
    - ii. Location and circumstances of the incident.
    - iii. Is the exotic or wild animal in captivity?
    - iv. If captive, is the animal housed indoors or outdoors?
    - v. How long has the owner had the animal and from where was it purchased, if applicable?
    - vi. Was the exotic animal exposed or potentially exposed to any wild animals?



**Animal Control**

**501**

- vii. General health of the animal.
- viii. Number and type of other animals at the location.
- b. Livestock – A copy of the completed bite report will be forwarded to the Department of Agriculture.
- c. Transitory Bites – In cases where an animal bite occurs in the Town of Camp Verde involving animals that do not reside in the Town, a bite report shall be written and forwarded to the responsible animal control agency of the jurisdiction where the animal owner resides for quarantine follow up.
- d. Animal bites are a Priority One Complaint, necessitating immediate response from Animal Control Officer or Deputy if an ACO is not on duty. If victims and/or owners are not available for contact at the time the bite is reported, this will be documented, in the Bite Report, so that the incident can be followed up at a later date. Photographs will be taken of the injury the animal who did the bite. Follow up will be conducted at the hospital if the victim was taken to a hospital. All medical paperwork will be requested from the victim and will be impounded into property and evidence.
- e. Home Quarantine:
  - i. Proof of vaccination must be produced by the owner.
  - ii. Home Quarantine is a privilege, not a right to a pet owner. Quarantine is the isolation of an animal as defined in the current Rabies Prevention and Control manual. As such, the ACO will have full discretion of allowing home quarantine, provided crucial criteria are met; such as, but not limited to, ability to totally isolate the bite animal, secure enclosure for animal, and no prior history with Animal Control for running at large. The owner must sign a Home Quarantine Agreement before a home quarantine can be done. All spaces on the agreement must be completed. The owner and the ACO must sign the Agreement.
  - iii. Such vaccination proof must be either verification from a licensed veterinarian or the presence of a current rabies vaccination certificate stating the date of a vaccination and expiration date of the vaccination. A rabies tag is not suitable proof, since it is possible to have a tag corresponding to a current year even if the vaccination has expired.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
4 OF 17**

**Animal Control**

**501**

- iv. Each contact will be noted on the Bite Investigation Report, starting with the officer initiating the report, up to the release date.
  - v. After quarantine of the animal is completed, the investigating officer or ACO must conduct a second visit to verify the health of the animal before the animal is released from quarantine.
  - vi. The victim is to be notified by the ACO by way of telephone or written notice of the animal's condition at the end of the quarantine.
- f. Veterinary clinic Quarantine:
- i. If the owner chooses to have the animal quarantined at a licensed or registered veterinary clinic, the owner may transport the animal from its home to the veterinarian of his or her choice, with the approval of the clinic. The Animal Control Officer will contact the veterinary clinic to verify that the animal was properly transported.
  - ii. At the end of the quarantine period, the animal may be released to the owner by contacting the clinic to verify the animal's health. A notation by Animal Control will be indicated on the Bite Investigation Report identifying who was contacted and whether the veterinarian considers the animal to be in good health.
  - iii. The victim is to be notified by the Department by way of telephone or written notice of the animal's condition at the end of the quarantine.
  - iv. The owner is responsible for quarantine fees and will pay the fees directly to the Veterinary Clinic.
- g. Quarantine at the Animal Impound:
- i. Quarantines of impounded animals will be conducted at the contracted Humane Society. Unless otherwise directed by the Animal Control Officer. Impoundment Tickets will be completed by the impounding officer for each animal quarantined, writing "BITE" across the face of the impoundment ticket or using a red colored impound ticket.
  - ii. Before the release of any animal from quarantine, an ACO must examine the animal at the Humane Society, noting the apparent health status of the animal for the Bite Investigation Report. Confirmation of the animal health by the ACO will be acceptable.



**Animal Control**

**501**

- iii. The victim is to be notified by the Department by way of telephone or written notice of the animal's condition at the end of the quarantine.
- iv. Unless medical personnel verify that an animal bite has occurred, an ACO/Deputy may view the bite wound within 24 hours of the incident to verify the presence of a break in the skin. If the victim does not want to show the wound to an ACO/Deputy of the opposite sex due to the location of the wound, an ACO/Deputy of the same sex should view the bite or scratch. Parents or guardians must always be present when obtaining information from minors or when viewing wounds inflicted on minors.
- v. The Town Marshal will be notified immediately by telephone in the event of serious bites, mauling, etc. (involving surgery), or when a bite animal is not located within twenty-four (24) hours of the incident.
- vi. Bite animals whose owners sign an Owners Release Form will be euthanized at the owner's expenses and decapitated in order to test the animal's brain. Testing of the animal's brain will be conducted at a State Laboratory. When the animal's head is submitted, all required forms will be completed in its entirety for submittal with the animal's head. The ACO will submit a rabies testing request via e-mail to the State Laboratory each time there is a need for a specimen to be tested in order to receive approval to send the said specimen for testing.
- vii. When the results of the rabies tests are received from the State Laboratory, a copy of the Rabies Test Form will be attached to the Bite Investigation Report.
- viii. Upon receipt of the State Laboratory results, the victim will be contacted by telephone or by mail or notice at the residence if the telephone method fails.
- ix. In the event the rabies test is returned as "positive" for rabies, the Town Marshal will be notified immediately by staff. The Town Marshal or designee will notify the victim immediately as well as notifying the County Health Officer. The victim will be advised to contact his or her physician immediately for further treatment. In the event the victim is the pet





**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
6 OF 17**

**Animal Control**

**501**

of the reporting party, the quarantine or euthanasia of the victim's pet will be conducted.

- x. Dogs used by law enforcement officers in the performance of their job duties, and dogs specially trained and used for Seeing Eye, hearing or service dogs for the disabled, are exempt from any quarantine requirements following a bite if the dog has a current rabies vaccination that was administered by a licensed veterinarian. If not currently vaccinated for rabies, the dog will be quarantined.

**E. Citations**

1. Pursuant to Chapter 6 of the Town Code, an Animal Control Officer is authorized to issue a citation based upon reasonable and probable grounds that a violation has occurred. The following procedures will be adhered to by the ACO in the issuance of citations to citizens for animal control violations.
  - a. Citations are not to be issued to neighbors or friends of the animal owner when the owner is at work or not immediately available, except in cases in which someone designated by the owner is watching the animal while the owner is unavailable and is therefore responsible for the animal.
  - b. Once the defendant has signed the citation, no changes will be made to the citations, unless the defendant's copy is changed in the presence of the defendant and both the officer and the defendant initial the change.
  - c. After a citation has been issued, the citation will be forwarded to the records unit for processing as soon as possible. The ACO should make a photocopy of the citation for his or her records.
  - d. If an animal is impounded on the first violation, a citation may or may not be issued for dog at large. Each incident is handled on a case by case situation. The goal of the Animal Control Officer is to educate and work toward responsible pet owners. Therefore, there may be instances when citations are not warranted for dog at large situations. The impoundment fee will be borne by the animal owner. Citations for the first violation may be given in the field; the intent is to refrain from charging both an impoundment fee and a citation for a first violation. However, violations listed under paragraph "E" of this section (below) will result in a citation whether or not the violation is a first offense.

**F. Violations**

1. Citations should be issued when unvaccinated bite animals are quarantined. The only exceptions are animals, which are too young for vaccination for health reasons.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
7 OF 17**

**Animal Control**

**501**

2. Citations should be issued when violations in which the animal has been abandoned and the owner can be located, or when the animal has been placed in physical danger or distress due to deliberate acts on the part of the owner. If there is an opportunity to educate the owner, a courtesy notice may be issued in lieu of a citation. The courtesy notice will direct the animal owner to correct the problem within a specified time frame. If the problem is not corrected within the specified time frame given to the owner, or repeat offenses occur, a citation will be issued to the owner.
3. Citations should be issued if the impounded dog does not have a current license or rabies vaccination.
4. Citations should be issued when there is a violation in which property damage and/or physical injury to a person or domestic animal results while the animal is in violation of the Animal Control Ordinance. In such cases, the victim shall complete a written and signed statement.
5. Depending on the nature of the violations, warnings may be issued. This provides generally responsible owners time to comply with directives from animal control regarding animal care, vaccination requirements, etc. For example: For owners who have recently relocated to Camp Verde OR for cases where officers allow the owner additional time to make corrections as requested. In these cases, officers will conduct follow-up to ensure that compliance has occurred.
6. Animal Control Officers are not required to meet quotas for issuing a certain number of citations. The purpose of citations is to correct behavior when education and warnings were ineffective. It is anticipated that ACOs will use the Citation system as a tool in the performance of their duties and that ACOs will view the issuance of citations as a long-range method of obtaining compliance by owners who are violators.
7. Citation books will be issued to Animal Control Officers as needed. Citations, which are incorrect, voided, or otherwise not issued, will not be thrown away. Because they are sequentially numbered, we must account for every citation. Therefore, the officer will submit all citations to the Records Unit who will file the citation in the appropriate place.
8. An individual receiving a second citation will be notified verbally in person, and shown the relevant information contained within the citation, that a conviction of a second or subsequent violation in the same household/business may require confinement of the animal

**G. Stray/Unclaimed Animals**

1. Animals at Large: ACOs/patrol will not respond to non-aggressive animal at large calls (running loose.)
2. Aggressive Animals: Small aggressive animals shall be captured by snare. A Taser or tranquilizer dart gun may be used (if the ACO is certified in the use) when all other means to capture the animal have failed. If the owner cannot be located, the animal shall be taken to the town impound or an alternate animal shelter.
3. Capture of stray animals:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
8 OF 17**

**Animal Control**

**501**

- a. Livestock posing a public safety risk running loose may be corralled and tied. If the owner is not available to take possession of the animal, the Arizona Department of Agriculture, Animal Division shall be notified.
  - b. Small, non-aggressive animals posing a public safety risk running loose shall be captured by hand or with the use of a snare.
  - c. Small aggressive animals shall be captured by snare, with the use of a Taser, or tranquilizer dart.
    - i. A Taser or tranquilizer dart gun may be used when all other means to capture the animal have failed.
    - ii. An ACO Taser/tranquilizer use of force form will be completed if a Taser or tranquilizer gun is used on an animal.
4. Stray animals
- a. Communications will not dispatch calls for service on stray animals unless they pose a public safety risk, calls can be referred to the ACO's phone line and the ACO will return the citizen's call. Each case will be reviewed and if the incident is a continual or repeat problem the ACO will follow up on the incident and work to resolve the problem.
  - b. Dogs that are contained by citizens will be picked up by ACO's and attempts to locate the dog's owner will be made. If all attempts to locate the dog's owner fail, the dog will be held at the impound for 5 days. After 5 days rescues will be notified that the dog is available and appropriate paperwork will be completed upon transferring the dog to a rescue will be completed. If there are no rescues available the dog will be taken to the Humane Society.
  - c. Individuals wishing to claim any impounded stray animal shall do so by contacting dispatch and leaving a message for an ACO.

**H. Taser Deployment Involving Animals:**

1. A Taser may be used to incapacitate a dangerous animal and protect persons from injury or death. Procedures for deploying a Taser will be followed in accordance with policy and procedure.



**I. Euthanizing Animals:**

1. Injured or Sick Animals: As necessary, transport the sick or injured animal to the emergency clinic for treatment.
2. If it is determined the animal is severely injured and should be euthanized, the ACO/deputy shall take the animal to the emergency clinic if the animal is able to be transported so the clinic can determine treatment or dispatch the animal if necessary. If a deputy must euthanize an animal Policy and Procedure will be adhered to.
3. If the deputy must dispatch an animal they will notify a supervisor.
4. Complete a departmental report to include the following information:
  - a. Reason for the shooting (injury to animal).
  - b. If known, owner's information and if the owner is aware of the disposition of the animal
  - c. The disposition of the animal's remains.
  - d. The weapon and type of ammunition used and the number of shots fired.
  - e. Shooting location.
  - f. If applicable, any property damage caused by the shooting.
  - g. Complete a Use of Force form to comply with the discharge of a duty weapon.
5. When a peace officer discharges his/her weapon against an aggressive or serious injured animal, the involved deputy shall follow the below procedures:
  - a. Notify Communications of the incident, location, injuries (if applicable), and request an on-duty supervisor.
  - b. Secure the scene.
  - c. Complete a departmental report to include the following information:
    - i. Reason for the shooting (injury to animal).



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
10 OF 17**

**Animal Control**

**501**

- ii. If known, owner's information and if the owner is aware of the disposition of the animal
  - iii. The disposition of the animal's remains.
  - iv. The weapon and type of ammunition used and the number of shots fired.
  - v. Shooting location.
  - vi. If applicable, any property damage caused by the shooting.
  - vii. Complete a Use of Force form.
- d. The on-duty supervisor shall respond to the scene. Upon arrival the supervisor will check for injuries to the deputy or other persons, and any property damage that may have occurred as a result of the incident.

**J. Specific Investigations**

1. Animals Confined in Motor Vehicles:

- a. ACOs responding to a call of animals left unattended in motor vehicles shall determine if the conditions pose a danger to the health of the animal.
- b. If there is a reasonable belief the health of the animal is at risk and the owner cannot be found, the ACO shall contact the ACO supervisor or the on-duty patrol supervisor.
- c. The ACO/patrol supervisor will determine if the call will be handled by a deputy or the ACO.
- d. The supervisor shall determine the steps reasonably necessary to remove the animal from the vehicle.
  - i. If the animal is in need of veterinary care it shall be transported to the local veterinary clinic for care.
  - ii. Restitution will be requested in the report filed with the Town Attorney against the owner.



**Animal Control**

**501**

- iii. If the animal does not appear to be in need of veterinary care and an owner cannot be located in a timely manner, the animal may be taken into protective custody at the impound or to the Humane Society. If the animal is taken into protective custody a notice shall be left on the vehicle with the following information:
  - 1) The violation
  - 2) The animal is in protective custody
  - 3) If applicable, where the animal may be claimed.
- iv. A department report of the incident will be completed.
- v. If there are criminal charges against the owner the responsible party will be interviewed and charges will be filed with the Town Prosecutor.
  - 2) Restitution for any charges incurred will be requested in the police report.

**2. Barking Dog Complaints:**

1. Barking dog complaints will be enforced under Town Ordinance 6-1-6, Excessive noise caused by animals or birds. The statute reads as follows:
  - a. It is unlawful for any person to own, possess, harbor, or control any animal or bird which frequently or for continuous duration barks, howls, meows, squawks, or makes other aggravating noises if they are clearly audible beyond the property line of the property on which they are conducted and they unreasonably disturb the peace and quiet of the neighborhood with the exception of livestock.
  - b. No person shall keep or harbor an animal which barks, howls, meows, squawks, or makes other aggravating noises in violation of this section. It shall be a violation of this section if the barks, howls, meows, squawks, or other aggravating noises that are made continually occur and are audible beyond the property line of the premises on which the animal is located If:
    - i. It occurs for more than five (5) minutes between the hours of 10:00 p.m. and 8:00 a.m.; or



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
12 OF 17**

**Animal Control**

**501**

- ii. It occurs for more than fifteen (15) minutes between the hours of 8:a.m. and 10:00 p.m.; or
    - iii. For a shorter duration during the period cited above, but on more than five (5) occasions within a given ten (10) day period if attested to by complaints from two or more separate properties.
  - c. It shall be a defense to such violation if the owner of an animal proves by a preponderance of the evidence that the animal was barking, howling, meowing, squawking, or making other aggravating noises because it was being provoked by a person or otherwise being incited to make noise.
  - d. Calls will not be dispatched and ACO's/ deputies will not respond to barking dog calls where there is not an exact address or location of where the noise is occurring.
  - e. In the event a barking dog complaint is received by dispatch, and it is the first call to the residence, the call will be given to VIP's and a letter will be mailed out to the reported address as well as to the complainant describing the requirements of filing a noise complaint.
- 2. Bats:
  - a. Department personnel will not remove bats unless the health and welfare of the public is in imminent jeopardy.
    - i. Fumigation or poisoning of bat colonies is not authorized.
  - b. Persons bitten by bats will be advised to contact a physician immediately. If possible the department personnel will take custody of the bat.
  - c. If a person is bitten by a bat a departmental report will be completed.
  - d. If there was no bite a field card will be completed to document the incident.
    - i. Under no circumstances are bats to be handled with bare hands.
    - ii. The bat shall be placed in a container with a lid.
    - iii. If a bat is killed, avoid damaging the head and brain so the bat may be tested.
    - iv. All captured bats are to be transported to the State Lab for rabies testing.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
13 OF 17**

**Animal Control**

**501**

- e. If an animal has been bitten, arrangements should be made with Rabies/Animal Control for testing.
3. Cruelty to Animals: Unless approved by a supervisor, all cruelty to animal complaints will be jointly investigated by an ACO and a deputy.
4. Mauling by Animals: Unless approved by a supervisor, all cruelty to animal complaints will be jointly investigated by an ACO and a deputy.
5. Shot animals: Initial response on shot animals will be conducted by patrol. The deputy may request the assistance of an ACO when the scene has been secured.
6. Stolen animals: ACO's will be assigned to investigate stolen animals. If assistance is required to make contact with a suspect the ACO will notify their direct supervisor or a patrol supervisor.
7. Skunk Complaints: Skunk complaints shall be referred to Arizona Game and Fish.
  - a. If an ACO responds to a call for service involving a skunk complaint the response will be documented in a short form report.
8. ACO phone Line: Telephone calls received by communications pertaining to:
  - a. Town Ordinances involving animals will be transferred to the ACO information line and an ACO will contact the caller at their earliest convenience.
  - b. Confined animals after hours: The caller will be advised they can transport the animal to the Humane Society or wait until an ACO is on duty.
  - c. Nuisance calls (example: animals running through yard, animals defecating in yards).
  - d. First time barking dog calls will be routed to the ACO phone line and the ACO will review history and forward the information to the Volunteer coordinator to assign a volunteer to send a letter to the address.

**K. Courtesy Notices**

1. A Courtesy Notice advises a citizen as to any action that was taken in response to a service call. Courtesy Notices are to be left at the citizen's house when officers unsuccessfully attempt to make personal contact with citizens. The Courtesy Notice will be completed thoroughly, including the





**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
14 OF 17**

**Animal Control**

**501**

name and address of the person the notice is addressed to, if known. If the person receiving the Courtesy Notice is not at home, the notice will be left on the door or other conspicuous place.

2. Courtesy Notices are not to be placed inside mailboxes or inside paper boxes.
3. Courtesy Notices left for the complainant will include marking the appropriate boxes to indicate what actions have been taken and will include any remarks necessary to communicate results of the officer's visit.
4. Courtesy Notices left for the animal's owner will include marking the appropriate boxes to indicate any violation observed, steps to be taken to correct the problem(s), any remarks necessary to explain the situation.
5. Courtesy Notices will also be given to owners whose animals were complained against, but which were not observed in violation at the time of the officer's visit. In most other cases, if the officer has probable cause to believe that a violation has occurred; the officer may issue a citation in lieu of posting or delivering a Courtesy Notice to the owner.

**L. Dead Animals**

1. Dead animal disposal is the responsibility of the animal's owner. Staff will not routinely pick up dead animals for owners. Exceptions may be made in extreme cases after approval from a supervisor.
2. Citizens requesting a dead animal pick up will be referred to the Town's Road Department, if the dead animal is on the roadway or right-of-way. Removal of stray dead animals on private property is the responsibility of the property owner.
3. If an injured stray animal call is received and the animal dies prior to the Animal Control Officer's arrival, the officer will pick up the animal, and take it to the Humane Society for proper disposal.
4. Dead animals found with identification will be noted as such and an effort will be made by staff to contact the owner as identified on the collar or tag. Notification can be made by phone, Courtesy Notice, or by mail.
5. Animals found dead in the roadway, that creates a traffic hazard, should be removed to an off-road area when practical. Gloves should be worn when handling these animals.
  - a. Small animals such as skunks, dogs, bobcats, and coyotes may transmit rabies. Consequently, special care should be used when touching these animals. The officer should wear gloves, preferably rubber gloves, in handling animals suspected of having rabies to avoid skin contact with saliva and other animal secretions. When possible, the dead animal should be placed in a double-thick plastic bag or an airtight container.
  - b. A call should be made to the appropriate agency to arrange for removal of the animal's body.



### **M. Live Stock**

1. Livestock includes grazing animals, such as cattle, horse, sheep, swine, goat, etc. Livestock are handled by Arizona Livestock Officers.
2. If requested to do so, ACOs may assist law enforcement personnel in the apprehension of livestock running at large.
3. Any request for assistance in handling livestock cruelty cases by law enforcement personnel should be responded to as soon as possible by the ACO.
4. Service requests regarding small farm animals, such as chickens, peacocks, ducks, etc. will be fielded as any other call about an animal at large. Such service requests will be handled as a public nuisance call.

### **N. Impound Procedures**

1. While enforcing the provisions of Chapter 6 of the Camp Verde Town Code, ACOs may be required to impound dogs. This includes stray, abandoned, and vicious dogs. When impounding dogs, it will be the policy of this Department to make decisions based upon the best interest of the community and the dog. Attempting to reunite the dog with their owners is the number one goal. If the dog can be given to a rescue, photos will be taken of the dog and will be sent via email to rescues throughout the State. Euthanasia will be used only when the animal is sick and/or diseased, and if euthanasia appears necessary, the dog will be taken to one of the local veterinary clinics to be examined.
2. Cats will not be impounded at the animal impound. If a cat is reported to be ill or injured it will be taken to a local veterinary clinic for treatment or euthanasia depending on the veterinarian's advice. If the Cat has bitten someone it will be taken to the Humane Society for quarantine.
3. ACOs will complete an Impound Ticket on all dogs placed in the impound. All known pertinent information shall be filled out on the Impound Ticket i.e. incident number, date/time of impound, reason for impound, sex- breed-type-age of animal, owner's name and address, circumstances of impoundment, and name of impounding employee.
4. All holding areas of the impound will be kept cleaned. All feces and urine will be removed from the holding areas at least once a day. Each holding unit will be cleaned with the proper disinfectant after each use and before another animal is placed into the unit.
5. All dogs impounded will be inspected at regular intervals and provided with food and water. The shelter will be climate controlled.
6. All dogs will be held for a minimum of five (5) consecutive days before given to a rescue or taken to the Humane Society.
7. Owners will pay an impound fee and daily fees along with any veterinarian costs associated with the impounded or quarantine of their dog prior to releasing the dog.



### **O. Sick and Injured Animals**

1. Sick and injured stray animals will be taken to licensed veterinary clinic for treatment. Treatment should be limited to painkillers, medications to prevent infections, and first aid. The Town will not pay for major procedures, intensive care, routine worming, or routine vaccinations. ACOs should remind clinics of this policy if the veterinarian suggests such services at the time of the officer's visit. If, in the professional opinion of the veterinarian, the sick or injured animal is unable to withstand the required five (5) consecutive days holding period, commencing on the day of impoundment and the fifth day being the final disposition, without undue suffering, the veterinarian may elect to euthanize the animal.
2. Animal Control will transport animals from the animal shelter to a licensed veterinary clinic when the shelter personnel, after conferring with a supervisor, identify an animal as requiring emergency medical care. The Town will pay a maximum of \$35.00 for emergency medical treatment.
3. A notation of non-emergency injuries (old wounds, ear mites, minor scratches, etc.) that do not require immediate veterinary care will be made on the Impoundment Ticket.
4. Veterinary personnel will be advised if any animal they are being asked to treat has a potential owner, is a biter, is intractable, or is possibly rabid.
5. Sick wildlife, which may be rabid, should be transported to the Animal Shelter and euthanized. If there is human or companion animal contact, a Bite Investigation Report will be completed by Animal Control staff and the animal head will be sent to a State Laboratory for rabies testing. If there is no contact, the animal's body will be placed in the freezer at the Animal Shelter for disposal by the shelter staff.

### **P. Trapping of Animals**

1. Traps are set to capture animals that are difficult to catch. Traps will be set as needed, depending upon availability, weather conditions, and staff resources.
2. Generally, traps will not be set in inclement weather, or when inclement or extremely cold weather is forecasted. Traps, which must be set for bite, injured, or dangerous animals must be covered to protect the animal from inclement weather.
3. Temperatures below the mid-thirties are considered too cold to set traps, except for emergency cases. Emergency cases include, but are not limited to, sick, injured, dangerous, or bite animals.
4. Staff must check traps at least once daily.
5. Animals will not be left in traps if they are injured, barking or howling excessively, sick, or in danger.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
17 OF 17**

**Animal Control**

**501**

6. Animals found in traps during normal working hours will be immediately impounded. Animals found in traps after normal working hours will be picked up the next morning as early as possible.
7. The ACO will remove all trash and place fresh food in the trap during periodic checks.
8. All traps will be chained to an immovable object.
9. If possible, traps will be placed in the shade for the safety and comfort of the animal. If shade is unavailable, place cover over a portion of the trap to protect the animal from direct sunlight and heat. Cover only the top and the side receiving sunlight, so that maximum airflow is possible for the animal.
10. Traps are not set on property unless the property owner or tenant signs a Trap Agreement. Unless the property owner objects, the ACO may set traps on public or private property to catch nuisance, feral, bite, or dangerous animals. The owner or tenant will sign a trap agreement prior to the officer setting a trap.
11. Traps will remain set for approximately five (5) days or until the target animal is caught, whichever occurs first.

**Q. Volunteers**

1. Volunteers assigned to the Animal Control Unit will report directly to the Animal Control Officers pertaining to day to day needs of animal control. However, ultimately the VIP will report to the Volunteer Coordinator.
2. Volunteers will wear designated volunteer uniforms whenever they are in a public setting and representing the Marshal's Office.
3. Volunteers will stay within the assigned job duties. These may include but is not limited to kennel care, animal care, and advertising with rescues on available dogs.
4. Volunteers will adhere to the Town of Camp Verde polices, the Marshal's Office policies and procedures and any other policy or directive created by the Town Marshal or designee.
5. Volunteers are expected to attend meetings/trainings as designated by the training coordinator or other member of the Marshal's Office.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
1 OF 7**

**Victim Witness Assist**

**502**

**POLICY**

It is the policy of the Camp Verde Marshal's Office to ensure that victims of crime are afforded the needed emotional support and referrals to minimize the effects of victimization, and witnesses to crime receive professional handling consistent with their important investigative and prosecutor roles.

**PROCEDURE**

**A. Definitions**

1. Criminal offense is defined as "Conduct that gives a peace officer or prosecutor probable cause to believe that a felony or misdemeanor has occurred involving physical injury, the threat of physical injury, or a sexual offense."
2. Arizona law defines a victim as the person against whom a criminal offense has been committed, or if the person is killed or incapacitated, the person's spouse, parent, child, or other lawful representative, except if the person is in custody for an offense or is the accused.

**B. Victim's Rights**

1. According to the Arizona Constitution, rights for crime victims are as follows:
  - a. To be treated with fairness, respect, and dignity, and to be free from intimidation, harassment, or abuse throughout the criminal justice process.
  - b. To be informed, upon request, when the accused or convicted person is released from custody or has escaped.
  - c. To be present at, and upon request be informed of, all criminal proceedings where the defendant may be present.
  - d. They are heard at any proceeding involving a post-arrest release decision, a negotiated plea, or sentencing.
  - e. To refuse an interview, deposition, or other discovery request by the defendant, the defendant's attorney or someone acting for the defendant.
  - f. To confer with the prosecution once charges are brought, before trial or before disposition of the case.
  - g. To read pre-sentence reports when they are available to the defendant.
  - h. To receive prompt restitution from those convicted.
  - i. To be heard at any proceeding when release from post-conviction confinement is considered.
  - j. To a speedy trial or disposition, and prompt and final conclusion of the case after conviction and sentence.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
2 OF 7**

**Victim Witness Assist**

**502**

- k. To be informed of victim's constitutional rights Under Arizona statute and court rule, a crime victim has the right:
- i. To be notified, upon request, of the date, time, and place of court hearings involving the defendant.
  - ii. To be notified, upon request, of the defendant's release or escape from custody.
  - iii. Upon request, to have any property taken in evidence returned, or to be given an explanation for any refusal to return such property.
  - iv. To be informed of victim assistance and other available resources.
  - v. To be present at all criminal proceedings at which the defendant has the right to be present.
  - vi. To be heard at any proceeding at which the defendant has the right to be present.
  - vii. To be heard at any proceeding involving the defendant's release from custody.
  - viii. To be heard through an oral, written, or video/audio taped statement.
  - ix. To be given, upon request, a copy of the conditions of the defendant's release from custody.
  - x. To ask the court to revoke bond or release if there has been threats or harassment by, or on behalf of, the defendant.
  - xi. To be protected from unnecessary contact with the defendant, defendant's immediate family, and defense witnesses.
  - xii. To be told if a prosecutor decides NOT to proceed with a prosecution and to be given the reasons and, upon request, to confer with the prosecutor before the decision is final.
  - xiii. To be told the name, address, and phone number of the prosecutor's office handling the case.
  - xiv. To have the defendant, or any agent of the defendant, make contact with the victim through the prosecutor's office.
  - xv. To refuse a defense interview and to set reasonable conditions for any such interview granted.
  - xvi. To talk with the prosecutor before a change of plea, and be heard at any proceeding involving a plea agreement.
  - xvii. To contest a negotiated plea if reasonable efforts were NOT made to notify the victim.
  - xviii. To have medical expenses from securing evidence of a sexual assault or dangerous crime against children paid by the county where the crime occurred.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
3 OF 7**

**Victim Witness Assist**

**502**

- xix. To have the court order the defendant to pay restitution for the victim's economic losses directly related to the crime.
  - xx. To choose someone to exercise the victim's rights if they are unable to do so, and:
  - xxi. To recover damages from a governmental entity responsible for the intentional, knowingly, or grossly negligent violation of the victim's rights under the law.
2. All victims and witnesses are to be ensured that all information received shall remain confidential according to state and federal guidelines.

**C. Witness Rights**

1. Although there are no specific laws regarding witness rights, the Camp Verde Marshal's Office recognizes the contribution made by witnesses to the criminal justice system.
- a. To be treated with fairness, respect and dignity.
  - b. To be free from intimidation, harassment, or abuse throughout the criminal justice process.
2. Witnesses may experience many of the same emotions that a victim feels following a criminal act or traumatic event. It therefore may be necessary to provide the witness with similar information and referral. Patrol officers or investigators will give this information during their initial investigation. Information may include, but is not limited to:
- a. Giving the witness information about applicable services, e.g., counseling, medical attention, etc.
  - b. Advising the witness what to do in the event the suspect or the suspect's companions threaten or intimidate them, i.e., Order of Protection.
  - c. Informing the witness of the DR number, and any subsequent steps in the processing of the case.
  - d. Providing a telephone number that the witness may call to report any additional information about the case or to receive information about the status of the case.

**D. Victim Rights Notification Forms**

1. Every effort shall be made to notify the victims and witnesses of their rights in accordance with Arizona Law. To insure victim's notification, officers shall complete a Victim Rights Form for each noticeable criminal offense. When completed, the Victim Rights Form will be given to the victim.
- a. A noticeable offense shall include but not be limited to, any offense defined as a felony, or misdemeanor involving physical injury, the threat of physical injury, loss or damage of property, the threat of loss or damage of property, a sexual offense, or any Domestic Violence offense.
  - b. Patrol personnel shall make sure that they explain the victim rights form to the victim and show them where the telephone numbers are located so the victim can contact the court where the Initial Appearance will be held, referral services and/or the Town or County Attorney's Office.
  - c. If it is the intention of the arresting officer to transport the suspect directly to the court for an initial appearance, the officer will notify the victim of this and provide them with the court's telephone

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
4 OF 7**

**Victim Witness Assist**

**502**

number.

2. Victims reporting a criminal offense by telephone shall also receive the victim/witness notification form.
  - a. The officer taking the telephone report shall complete and mail a Victim Rights Notification form.

**E. Emergency Orders of Protection**

1. If the responding officer determines that the victim is in imminent danger, the victim's life/health is in jeopardy, or the suspect is in close proximity, an Emergency Order of Protection may be requested as follows:
  - a. The responding officer may contact either the Town Magistrate, if available or an on call county judge.
  - b. The responding officer will brief the judge on the reason(s) the Emergency Order of Protection is requested.
  - c. When the Order is granted, the officer will complete the Order; serve it on the plaintiff and the defendant.
  - d. The officer will call Yavapai County Sheriff's Office and advise of the service of the Order on the plaintiff and/or defendant.
  - e. If the defendant cannot be served during the officer's duty shift, the Order shall be turned over to the on-duty supervisor who will be responsible for processing it to the next shift.

**F. Victim/Witness Assistance Program**

1. Victim/witness services are provided by the Camp Verde Marshal's Office in conjunction with the Town Attorney's Office and the Yavapai County Attorney's Office. Services provided through this program include, but are not limited to:
  - a. Immediate Response:
    - i. Immediate crisis response and intervention referral.
    - ii. Day-after crisis follow-up.
    - iii. Counseling referral and general advocacy services.
    - iv. Links to community based resources.
  - b. Follow Up Response:
    - i. Support services during criminal justice investigation.
    - ii. Support services during criminal prosecution.
    - iii. Support services after tragedy, during mourning and recovery.
    - iv. Coordinating community based resources.

EFFECTIVE:





**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
5 OF 7**

**Victim Witness Assist**

**502**

- c. Victims/witnesses involved in misdemeanor cases shall be given information on how to contact the Town Attorney's Office for updated information and other services that may be available to them.
  - d. Victims/witnesses involved in felony cases shall be given information on how to contact the Yavapai County Attorney's Office, Victim/Witness Division, for updated information and other services that may be available to them.
2. Requests for services for the Victim/Witness Assistance Program shall be made through the Communications Section.
  3. Victim/Witness members shall not be requested or allowed to perform any duties which are the responsibility of a sworn officer.
  4. At no time shall a Victim/Witness member be permitted to enter a crime scene without the expressed approval of the case detective or scene supervisor.
  5. Civilian employees who may come in contact with victims/witnesses are initially made aware about existing agency and community victim/witness assistance programs serving the public, either by verbal presentations or via written material such as policy, directives, or other agency documents.
    - a. Newly hired civilian employees who may have contact with victims or witnesses will be provided this information at their orientation.
  6. The Training Coordinator shall ensure all sworn personnel receive the appropriate level of training in victim/witness rights and needs, and the Agency's role in meeting those needs.
    - a. Retraining for sworn and civilian employees regarding the Department's victim/witness assistance efforts may be addressed through either verbal presentations or through written materials, such as policy, directives, or other agency documents.

**G. Criminal Investigations Unit**

1. Pursuant to the "Victim's Rights Implementation Act," the Criminal Investigations Unit shall:
  - a. Provide the victims of criminal offenses with the information required by Arizona Revised Statutes, Title 13, Chapter 40.
  - b. Conduct interviews with every witness and victim as soon as possible after the event, while their memory is fresh. The interview should be scheduled at the convenience of the victim/ witness whenever possible.
  - c. Inform the victim:
    - i. If an arrest has been made, of the next regularly scheduled time, place and date for initial appearances in the jurisdiction.
    - ii. That the victim has the right to be heard at the initial appearance.
    - iii. That the right to be heard may be exercised by the submission of a written statement to the court and advise how that statement is to be submitted.
    - iv. That further information and notice of all proceedings will be given upon request.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
6 OF 7**

**Victim Witness Assist**

**502**

- v. If no arrest has been made, that the victim will be notified if the suspect is arrested and that, on request, further information and notice of all proceedings will be provided to them.
  - vi. If the suspect is cited and released, provide the court date and how to obtain additional information about subsequent criminal proceedings.
  - vii. Of the prosecutor's office, address and telephone number, if the case has been submitted to a prosecutor's office.
  - viii. Of procedures and resources available for their protection pursuant to Arizona law.
- d. All victims and witnesses may request an Order of Protection to protect their spouses, cohabitators and close relatives from each other. Victims/witnesses may also request an Injunction Against Harassment to protect themselves from anyone who is harassing them. Both the Order and Injunction are requested via petition from the Court.
- i. Provide the victim with the case report number, other identifying case information, and any other case status information when it becomes available that the victim is not aware of.
  - ii. Make an attempt to notify the victim of case status change if new information has become available which the victim is not aware of.
  - iii. Notification of new information should be made to the victim within two (2) weeks of the time it becomes known to the investigator, whenever possible.
  - iv. Notification may be made either by telephone, personal contact or letter.
  - v. The Investigator shall take into consideration the victim's perspective of the crime when selecting the method of notification.
  - vi. If the notification cannot be made by telephone or personal contact, a letter shall be sent to the victim's/witness's last known address requesting that contact be made with the investigator.
  - vii. Documentation of notification will be made in the case file.
  - viii. Notify the victim of the defendant's name, date of birth and citation case number, in accordance with Arizona Supreme Court Rule 39 (Victim's Rights.) Additional information is subject to supervisor's approval prior to release.
  - ix. Have the victim/witness re-contacted periodically if the crime created an unusually severe impact.
  - x. Explain to the victim/witness the procedures involved in prosecution, and what their role will be in these procedures, or ensure they contact the Town Attorney or Yavapai County Attorney's Office to have this information explained to them.
- e. Ensure that property taken as evidence from victims/witnesses is returned to the owner at the earliest opportunity possible. The responsible investigative detail shall abide by the provisions of Arizona law

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
7 OF 7**

**Victim Witness Assist**

**502**

concerning the return of victim's property.

**H. Notification to Family**

1. Death/Serious Injury Notification to Families of Police Department Employees. (See Policy 1.4, Use of Force, for the proper procedures and process to be followed.)
2. When notification needs to be made to family members reference death or serious injury to a member of the general public, assistance may be obtained from clergy, a relative, a close family friend, or the Yavapai County Victim/Witness Division.
  - a. The on-duty supervisor or the case detective will attempt to initiate personal contact with the victim's family to provide support and assistance where appropriate.
  - b. An on-duty supervisor or the case detective may call out Victim/Witness to assist with the notification.
  - c. If a notification is received from another law enforcement agency, as much information as possible shall be obtained from the requesting agency and the same procedures will be followed as above.
3. Notification of a death shall not normally be made over the telephone, unless extenuating circumstances exist.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
1 OF 4**

**Confidential Informants**

**503**

## **POLICY**

It is the policy of this Department to use Confidential Informants for the purpose of conducting investigations and for the recovery of properties or contraband. It is the ultimate goal to provide through investigative service to the citizens we serve. If the use of confidential informants can provide intelligence and solve crimes in certain circumstances then this tool will be utilized. The use of Confidential Informants will be referred to the Partner's Against Narcotics Trafficking (PANT) Unit by the Criminal Investigations Unit (CIU) Supervisor. Camp Verde Marshal's Office deputies will not utilize confidential informants.

## **PROCEDURE**

### **A. Establishment of Informant File System**

1. The PANT Unit shall be responsible for developing and maintaining informant files and a master indexing informant file pertaining to confidential informants.
2. The Master Indexing Informant file shall contain an informant history summary for each informant, coded with the informant's code number, and a list of all active and inactive informants.
3. An informant file shall be maintained on each Confidential Informant.
  - a. Each file shall be coded with an assigned control number and shall contain, but not limited to the following information:
    - (1) Informant's criminal history, if any.
    - (2) Biographical and background information on the informant, including name, current address and phone number, physical description (including scars and tattoos), driver's license and social security number, any aliases used.
    - (3) Emergency contact information.
    - (4) Code name or number given to each informant.
    - (5) Precautions to be taken with the informant, if any.
    - (6) Other methods to protect the informant's identity.
    - (7) Information received from the informant.
    - (8) Signed Confidential Informant Agreement, with CI's signature.
    - (9) Signed Informant "Contract / Agreement," approved by the Yavapai County Attorney's Office.

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
2 OF 4**

**Confidential Informants**

**503**

- (a) If the Confidential Informant is a defendant in a case, there must be a Working Off Charge Agreement signed and on file.

(10) Other information deemed pertinent by the PANT supervisor.

(11) Money / Transaction record.

(12) Photograph and fingerprints of the informant.

- b. Records of each informant's assistance shall be documented in the CI file.

**B. Security of Confidential Informant Records**

1. In order to further protect the identity of informants, the PANT supervisor will maintain all informant files in a locked file cabinet.
2. Access to Informant Files.
  - a. The information contained in a confidential informant file is sensitive and shall not be disclosed to any unauthorized person.
  - b. Sworn personnel may only review an individual's informant file upon the approval of the PANT supervisor.
  - c. The officer shall submit a written request explaining the need for the review. A copy of the request shall be maintained in the CI's file.
3. All officers are reminded of the need to protect the identity of the informants, not only to protect the physical safety of the person, but to ensure the continued cooperation of the informant.

**C. General Guidelines for Handling Confidential Informants**

1. All CI's are required to sign and abide by the provisions of the departmental informant agreement. Each provision of the agreement will be discussed with the CI, with particular emphasis on the following:
  - a. Informants are not law enforcement officers. They have no arrest powers, are not permitted to conduct search and seizures and shall not carry a weapon.
  - b. Informants will be arrested if found engaging in any illegal activity. They will receive no special legal considerations.
  - c. Informants are not to take, and the department shall not condone, any actions that may be considered entrapment. Entrapment occurs when the informant encourages, persuades or otherwise motivates a person to engage in criminal activity.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
3 OF 4**

**Confidential Informants**

**503**

2. No member of this agency shall knowingly maintain a social relationship with CI's while off duty, or otherwise become personally involved. Members of this agency shall not solicit, accept gratuities or engage in any private business transaction with a CI.
3. If a CI attempts to contact an employee when the employee is off duty, to provide confidential information, the employee will refer the CI to an on-duty officer to provide the information to them. If the on duty officer feels the information is relevant, the information will be provided to the CIB supervisor who will refer the information to the PANT detective or PANT supervisor.
4. Only PANT Officers will meet with CI's unless authorized by the Town Marshal or designee.
5. Juveniles shall not be utilized as CI's, unless authorized by the Town Marshal, and in accordance with State laws pertaining to juveniles.
6. The controlling agent of the information will select all meeting locations and not allow the informant to dictate meeting locations.
  - a. It is not recommended that informants are met on a continuous basis at any police facility, but that will be the PANT supervisor's ultimate decision.
7. When using informants, officers must remember that most informants utilized are continuously involved in criminal activity, and only assist police for their personal gain or to reach personal objectives. Officer safety precautions will be taken at all times.

**D. Transactions Involving Informants**

1. Prior to the use of any information, a confidential file on each informant must be established, maintained, and secured in a locked file cabinet, with PANT. The PANT Supervisor shall control access to these files.
2. All officers are reminded of the need to protect the identity of the informants, not only to protect the physical safety of the person, but to ensure the continued cooperation of the informant.
3. Informants shall be thoroughly searched before and after, if making a buy of an item that could be easily concealed. If the informant's vehicle or residence is used in the investigation, a thorough search before and after shall also be conducted of those areas to which the informant had access prior to and after buy meetings.
4. The informants shall be given funds which have been photocopied, or serial numbers recorded, for easy identification.
  - a. Informants shall not be allowed to purchase any contraband with use of their personal funds. To avoid error, informants shall not bring personal funds into criminal buy situations.
  - b. If they are found to have personal funds with them, all such monies shall be removed by the

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
4 OF 4**

**Confidential Informants**

**503**

informant prior to contact with any suspects.

- c. Any personal funds or property removed from informants shall be returned to the informant immediately after the conclusion of a buy situation.
- d. A minimum of two officers shall verify all monies provided to the informant; to include all payments made to the informant, and a notation shall be made in the file or on a receipt
5. When possible, constant visual or audio surveillance shall be maintained on the informant during buy situations until meeting with observing officer(s) after the operation.
6. All evidence shall be retrieved from the informant.

**E. Restrictions on Using Certain Types of Informants**

1. The following types of individuals will not be used as informants.
  - a. Anyone under eighteen years of age without written approval by the Town Marshal.
  - b. Anyone who is a defendant in a felony criminal case where a criminal complaint has already been issued, without approval from of the Yavapai County Attorney's Office and the unit supervisor.
  - c. Anyone with two or more felony convictions, without prior approval from the Yavapai County Attorney's Office.
  - d. Anyone on probation or parole. This does not include "Unsupervised" probation which has been approved by the Yavapai County Attorney's Office.
  - e. Potential informants with outstanding felony or misdemeanor arrest warrants shall not be used without the without approval from the Yavapai County Attorney's Office.

**F. Patrol Officer's Use of Informants**

1. Patrol Officers may seek out informants who are able to provide reliable information to the Department regarding specific offenses and activities of suspects. Patrol Officers are permitted to use informants, but shall be governed by the guidelines established for use of informants.
  - a. Patrol officers who encounter informants providing information more suited to follow-up by CIU, will turn the informant over to the appropriate operational unit; **to include P.A.N.T. (Added)**
  - b. Patrol officers shall not make promises of any type to possible Confidential Informants.
  - c. Patrol officers will turn potential informants over to CIU by personally contacting the CIU supervisor, **or** a detective in the Unit, **or P.A.N.T** depending on what operational unit the informant will be assisting.

EFFECTIVE



## POLICY

It is the policy of the Camp Verde Marshal's Office to become involved in civil matters only to the extent necessary to preserve the peace. The Camp Verde Marshal's Office will not become involved in the service of Civil Court Orders except as mandated by law, and outlined in this policy.

## PROCEDURE

### Civil Process

1. Civil Court Orders
  - a. **Orders of Protection** are court orders which may prohibit a person from committing an act of domestic violence or prohibit their presence at a particularly named location.
  - b. **Injunction Prohibiting Harassment** is a court order which prohibits a person from committing acts of harassment or preventing the person from coming on or near a particularly named location.
  - c. **Orders of Protection** and **Injunctions Prohibiting Harassment** are good for a period of one year from the date of service on the Defendant.
  
2. Service of Court Orders
  - a. The Camp Verde Marshal's Office is mandated by law, to serve Orders of Protection and Injunctions Prohibiting Harassment issued by any court, upon request of the Plaintiff, if the Defendant can be served within the Town limits of the Town of Camp Verde.
    - (1) The Camp Verde Marshal's Office may assess a service fee of \$25.00 to the Plaintiff, unless the service fee has been waived by the court.
  - b. When court orders are received/served, the following procedure shall be followed:
    - (1) The court order will be received by the Records Section during normal business hours. The receiving employee will annotate the following elements in the respective log.
      - (a) Date/time received.
      - (b) Type of legal process.

EFFECTIVE:





- (c) Nature of document.
  - (d) Source of document.
  - (e) Name of plaintiff and defendant.
  - (f) Officer assigned for service.
  - (g) Date forwarded for service.
  - (h) Court/case number.
  - (i) Date served.
  - (j) Date(s) and time(s) of service attempts.
- (2) The receiving employee will log each service request and collect the appropriate fee in accordance with Policy 2.08, Fiscal Management, during normal business.
  - (3) The receiving employee will advise the plaintiff to call the Department if they wish to know if the order was served.
  - (4) The court order shall be forwarded to Communications for service.
  - (5) Officers will make every attempt to serve the appropriate court order in a timely manner.
  - (6) The assigned officer serves the defendant the "Defendant" copy of the order, returns the Court copy if attached, to the completed report basket.
  - (7) The serving officer fills out the Certificate of Service and signs the form, and returns it with any copies. Records will make a copy of the served document and forward to Communications. The Certificate of Service, along with any attached forms will be sent back to the originating court by the Records Section. If the officer is unable to complete the service, the officer will note the dates of attempts and the reason for non-service on the service attempt log. The Certificate of Service should contain at a minimum the following information:
    - (a) Date/time of service was executed/attempted.
    - (b) Name of Officers(s) executing/attempting service.



(c) Name of person on whom legal process was served.

(d) Method of service.

(e) Address of service/attempt.

(8) If the order cannot be served, the officer shall return all paperwork to Communications, who shall pass the paperwork onto the oncoming shift for service. If every reasonable attempt has been made to serve the order, then the supervisor will return the paperwork to the Records Section.

(9) If the order cannot be served, the Records Section will mail/send all paperwork back to the issuing court.

### 3. Violations of Orders of Protection

a. The Defendant shall be arrested based upon the following procedure:

(1) When an officer responds to a violation of an Order of Protection and probable cause exists to believe that the defendant committed the violation.

(2) If the Order of Protection is issued by the Camp Verde Town Court, the officer shall confirm the validity of the Order and the conditions with Communications.

(3) For Orders of Protection issued by other jurisdictions, the officer will have Communications confirm the validity of the order.

(4) If for any reason the officer is not able to confirm the validity and conditions of the Order through the above means and, the Plaintiff has a signed and stamped copy of the Order along with the Certificate of Service, this will suffice.

### 4. Violation of Injunction Prohibiting Harassment

a. The officer will follow the same procedure as outlined for violation of Orders of Protection.

### 5. Violations of Restraining Orders

a. Officers will not take any enforcement action unless a separate criminal offense is in progress or has occurred. The complainant will be advised to contact the judge who signed the order so that a summons or warrant may be issued since Restraining Orders concern civil matters in which no police action is required.



**6. Civil Court Orders and Evictions**

- a. Officers will not arrest persons who refuse to obey a Writ of Restitution. Should officers come into contact with court officers of the justice courts requesting aid in service of a Writ of Restitution, and the subject refuses to obey the Writ, officers will refer the court officers back to their issuing courts for an arrest warrant to be issued in the name of the violating party.
- b. Civil Court Orders for Seizure of Property.
  - (1) Officers will not seize property, personal or otherwise, pursuant to a court order.

**7. Assist Civil Process Servers**

- a. It is the policy of the Camp Verde Marshal's Office to refrain from getting involved in situations with civil process servers, other than to keep the peace. When an officer is dispatched to assist a process server, the officer will prevent any breach of the peace.
  - (1) Process servers act as officers of the court but they do not possess any greater authority than the normal citizen.
  - (2) They are not authorized to force entry into private residences. They may not commit a trespass, engage in an act of violence or engage in activity that would not be appropriate for any private person to engage in.
  - (3) The process server may peacefully enter upon private property, walk up sidewalks and driveways, knock on doors or otherwise engage in activity that may legitimately be carried out by other delivery people.
  - (4) Process servers may carry firearms in the course of their employment but the weapon may not be concealed except as allowed by law.

**8. Miscellaneous Civil Matters**

- a. Repossession of Property
  - (1) When a person buys an article, such as furniture on a time payment plan, the agency lending the money for purchase may retain a security interest in the article until the loan is paid in full. Unless otherwise agreed, if the purchaser does not make payments on the loan when due, the lending agency has the right to take possession of the item on the strength of this interest without court action, i.e., repossession of collateral.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
5 OF 8**

**Legal Process**

**504**

- (a) Along with the right to repossess property is the right for the lending agency to enter the premises of the person owing the debt for the purpose of taking the property.
- (b) The lending agencies may only repossess when the repossession can be accomplished without a breach of peace.
- (c) If a breach of the peace appears to be imminent or actually occurs (i.e., fighting, challenging, etc.), the officer will inform the agent of the lending company that the right to repossess by private individual is terminated and that the agency must now proceed by contacting the Yavapai County Sheriff's Office, Civil Division.
- (d) Officers will take appropriate enforcement action against any party who commits a criminal offense.
- (e) If the agents persist in their attempt to repossess after being advised that the right has been terminated, they may be arrested for trespassing or any other offense they may commit.

**b. Self Storage Lockers**

- (1) Owners of self-storage locker facilities have the right to withhold personal property stored in locker spaces if rent is unpaid and due. If rent payments are 30 days past due, the storage locker owner may sell the property. These rights only apply if the rental agreement contains warning to the tenant that the storage locker owner has these rights. Violation of this statute is not a crime, complainants should be advised to contact a private attorney.

**c. Mechanic's Lien**

- (1) When the owner of a vehicle and the owner of a business have entered into an agreement regarding repairs to a vehicle and the fee to be charged, the owner of the business shall hold a lien on the vehicle and can hold the vehicle until the charge for services on the vehicle has been paid.
  - (a) Verbal agreements are binding. Once their customer agrees verbally to have the work completed, the customer is expected to question the fee and pay once the work is completed.
  - (b) If business owners give up possession of the vehicle, they also give up the lien.

EFFECTIVE:



(c) Mechanic's liens do not apply to towing situations where the owner of the car has not given consent for the tow.

(d) Matters involving mechanic's liens are civil matters, and officers will take no enforcement action, except to preserve the peace.

d. Landlord Tenant Act

(1) Under the Landlord Tenant Act, disputes between a tenant and a landlord are civil in nature. This act provides in part:

(a) A landlord cannot take personal property of a tenant for non-payment of rent, with the exception when a Writ of Restitution or Writ of Execution is executed, then the landlord may hold the tenant's personal property up to sixty (60) days, after which the landlord may administer the personal property as provided by law.

(b) A landlord cannot lock out a tenant for non-payment of rent unless the landlord possesses a Writ of Restitution or similar court order, as stated under A.R.S. 12-1181.

(c) When officers observe violations of this act, they will not take enforcement action.

(d) The Landlord Tenant Act does not include transient occupancy in hotels or motels. Innkeepers may utilize such techniques as lock out, seizure of personal property, etc.

(e) Many leases contain a right of entry clause, which allows a landlord to inspect the tenant's premises for a number of reasons. When disagreements regarding this occur, officers should advise the tenant to check their lease. If this does not resolve the difficulty, participants will be advised to consult an attorney for civil remedies.

(f) Abandonment of personal property means absences of the tenant from the dwelling unit, without notice to the landlord, for at least seven (7) days. If rent for the dwelling unit is outstanding and unpaid for ten (10) days and there is no reasonable evidence other than the presence of the tenant's personal property that the tenant is occupying the residence, the following is in effect:

(i) The landlord shall send the tenant a notice of abandonment by certified mail, return receipt requested, to the tenants last known address and any other known addresses.

(ii) The landlord shall also post a notice of abandonment on the door to the dwelling



unit or any other conspicuous place on the property for five (5) days.

- (iii) Five (5) days after the notice, the landlord may retake the dwelling unit. If personal property remains in the dwelling, the landlord may remove the personal property and shall notify the tenant of its location.
- (iv) If the tenant notifies the landlord in writing on or before the date the landlord sells or otherwise disposes of the personal property that the tenant intends to remove the personal property, the tenant has five (5) days to reclaim the personal property.
- (v) To reclaim the personal property the tenant must only pay the landlord for the cost of the removal and storage for the period the tenant's personal property remained in the landlord's safekeeping.

e. Civil Standby (See Policy 4.01, Patrol Administration)

f. Child Custody Dispute

- (1) Custody of children generally rests with either of the natural parents, unless the natural parents have never been married, then by Arizona law custody automatically is given to the mother, and only a Court of Record can take a child from their custody except in child abuse cases. When a dispute over custody arises and the police are summoned, the responding officer will:
  - (a) When a court orders a child into the custody of one parent and the other seizes the child, the violation is generally contempt of civil court. However, criminal charges of custodial interference and/or access interference may apply.
  - (b) If it appears a child is in no danger as to health and morals, the complaining party will be advised to contact an attorney to commence a civil contempt action.
  - (c) If physical violence is threatened or committed, or when the non-custodial parent is present at the victim's location or is believed to be en route to the victim's location, officers will be dispatched and take whatever action is appropriate to protect the child and to preserve the peace.



**B. Criminal Process**

1. Execution of the criminal process of warrants to be executed. (See Policy 1.02, Limits of Authority)
  - a. Procedures for the issuance of summons in lieu of arrest. (See Policy 1.02, Limits of Authority)
  - b. Standards for the use of force in executing an arrest warrant. (See Policy 1.04, Use of Force)
  - c. Provisions respecting immunity from arrest. (See Policy 1.02, Limits of Authority)
  - d. Only sworn officers shall affect a physical arrest during the execution of an arrest warrant. Arizona law does not allow for private citizens to make warrant arrests.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
1 OF 11**

**Records Division**

**506**

**POLICY**

The central record function is necessary and vital to accomplish the Department's mission. It is therefore the policy of this Department that an accurate and efficient reporting of all police activity within the Department's jurisdiction be maintained. This Department will comply with all mandated reporting requirements of the Federal government and the State of Arizona while maintaining strict adherence to public record laws.

**PROCEDURE**

**A. Administration**

1. The responsibility and accountability for the central record keeping function of the Department shall lie with the Records Unit.
2. The functions of the Records Unit of the Department shall include, but not limited to:
  - a. Collection of all reports and related data.
  - b. Distribution of reports and data to appropriate Department and Town components.
  - c. Maintenance of reports in an orderly and useful fashion through filing techniques and computer data entry.
    - (1) Computerized Records
      - (a) Spillman System
        - (i) All police reports will be entered into the Spillman computer system, a shared system maintained by the Cottonwood Police Department.
        - (ii) Each name entered into the records of the Camp Verde Marshal's Office will be maintained in an electronic Master Index File located in the Spillman computer system. This index will include a listing of all incidents in which the person has been named. All victims, complaints, suspects, witnesses, investigative leads, arrestees, and anyone identified in a report will have their name entered in the master name index file. Entry is subject to the rules established by the SPILLMAN Users Committee.
        - (iii) The SPILLMAN computer system is capable of indexing activity by location and incident type.
        - (iv) The SPILLMAN computer system is capable of producing traffic accident data, traffic enforcement data and analysis reports for traffic accidents and offenses.
        - (v) A modus operandi file may be maintained on the SPILLMAN computer system.
        - (vi) The SPILLMAN computer system is capable of indexing all stolen, found, recovered, and evidentiary items into the database.

EFFECTIVE:





**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
2 OF 11**

**Records Division**

**506**

- (2) Quality Control of Computerized Records
  - (a) The SPILLMAN database is shared by various law enforcement agencies; therefore, the Cottonwood Police Department requires that quality control checks be made on the data being entered into the system.
  - (b) The SPILLMAN database shall be maintained by Cottonwood Police Department, and all backup, record retention and storage is provided by Cottonwood Police Department Data Services.
  - (c) Computers owned by the Town of Camp Verde and used by the Camp Verde Marshal's Office shall be maintained by the Town.
    - (i) Only software purchased by the Town will be installed on Town owned computer equipment. Software downloaded from the Internet should not be installed on any PC unless specific authorization has been received. Authorized personnel will install all computer hardware and software.
  - (d) Retrieval and distribution of records and reports to authorized persons and entities.
  - (e) Compliance with Federal and State Statutes regulating the maintenance and release of Information.
  - (f) Destruction of reports as outlined in the disposition schedule approved by the Department of Library, Archives, and Public Records.
3. Every incident in the categories listed below will be recorded, when reported that the incident has occurred or is alleged to have occurred within the jurisdiction of this Department.
  - a. Crimes and incidents reported by citizens.
  - b. Criminal and non-criminal cases initiated by law enforcement officers.
  - c. Incidents involving arrests and/or citations.
  - d. Citizens requests for service when:
    - (1) An officer is dispatched.
    - (2) An officer is assigned to investigate.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
3 OF 11**

**Records Division**

**506**

- (3) An officer is assigned to follow-up or takes action at a later time.
- e. Accidents.
4. All reports shall include, but not limited to:
- The date and time of the incident.
  - The name of the citizen requesting the service, if available, or the names of any victims or complainants, with date of birth and other identifiers as listed.
  - The nature of the incident.
  - The date, time, and any type of action, if any, taken by an officer or other personnel. The reporting of most crimes and incidents will require some type of response by officers.
  - At the discretion of the complainant and the assigned officer, certain incident calls (i.e., stolen bicycles, lost articles, etc.) may be taken over the telephone.
5. All reports shall be either entered into Spillman or submitted on Department approved forms provided for the particular type of incident being reported.
- Forms provided for and required by the State of Arizona shall be used when applicable.
  - All forms shall be completed in accordance with Department guidelines.
6. Reports shall use the Incident number assigned by Spillman computer system. Incident numbers begin with the letter V and are sequentially numbered with a two-digit prefix representing the year of occurrence followed by a six-digit suffix designating the incident number (i.e. 15-000001 would be the first incident issued in the year 2015).
- Communications personnel will obtain and assign this number through the CAD system.
7. To provide consistency in report writing and to ensure that assignments have been completed, all reports and related attachments shall be reviewed by a supervisor.
- All original documents taken in the course of an investigation shall be forwarded to the records unit, with the exception of documents with evidentiary value, which shall be placed into evidence.
    - Photographs related to an investigation will be impounded as evidence as appropriate.
    - Reviewing supervisors shall advise officers of unsatisfactory reports so necessary corrections can be made.
  - Administrative Investigations files relating to conduct/discipline shall be maintained by the Office of the Town Marshal, or his designee.
  - If the report is not completed prior to the end of the shift it shall be completed within 24 hours.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
4 OF 11**

**Records Division**

**506**

- (1) The Records Unit Supervisor or designee will be responsible for ensuring that all reports forwarded to the Records Unit are accounted for on a daily basis. Missing reports will be brought to the attention of the assigned officer's supervisor.
  - (a) Shift supervisors will check the Spillman system, daily, for incidents that were assigned a case reports. This will be confirmed by the disposition code.
  - (b) For all incidents that were assigned a case report, there should be a report completed and entered into the Spillman system. If a report is missing, Records will notify via e-mail the supervisor in charge of the officer assigned the report.
- e. Documentation, such as statements, ACIC/NCIC printouts, etc., that are not submitted with the original report shall be submitted, when applicable, with a supplemental report bearing the same report number as the original.
8. Central records may be maintained as adequate space permits except when purging is required by Departmental policy. As a basis for maintenance and destruction of records, the Records Unit Supervisor shall follow the disposition schedule as approved by the Department of Library, Archives, and Public Records.
9. The Records Unit Supervisor shall be responsible for ensuring the security of records stored in central records.
  - a. Access to agency files is restricted to Records personnel.
    - (1) Department employees may request information from Records personnel, but they will not have access to the files within the Records Unit.
  - b. Information contained in police documents will be released to Department officers on a need to know basis only.
10. In coordination with the Cottonwood Police Department, all employees shall be issued a password allowing them access to computerized Department files.

**B. Master Name File**

1. All records shall be accessible through the Department computer system by use of the Master Inquiry File. The following identifies those individuals named in police reports that will be entered into the system:
  - a. Victims
  - b. Complainants
  - c. Arrestees

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
5 OF 11**

**Records Division**

**506**

- d. Suspects
- e. Witnesses
- f. Drivers
- g. Pedestrians and/or cyclists involved in accidents
- h. Owners of damaged property
- i. Individuals cited for traffic offenses

**C. Arrest Reports**

- 1. All arrests shall be recorded on the applicable Department approved forms.
- 2. All persons booked shall be issued a permanent booking number through the Yavapai County Jail Management CAD System, which will be used for all subsequent arrests.
- 3. All arrestees booked into the Yavapai County Jail are required to be fingerprinted and photographed.
  - a. All original photographs and fingerprints taken shall be retained at the Yavapai County Jail.
- 4. The Records Unit shall be responsible for updating previous arrestee records whenever a subsequent arrest occurs. All existing information will be validated and/or modified with each new arrest.

**D. Warrants**

- 1. Warrants issued by the Camp Verde Municipal Court shall be entered into the ACJIS computer system by Communications, see Policy 5.07, Communications Unit.
- 2. Records department is responsible for receiving the warrants via inter office mail. They will be date stamped and delivered to Communications. Records is responsible for returning to the Court once served or quashed.

**E. Legal Process**

- 1. Refer to Policy 5.04, Legal Process Service.

**F. Privacy and Security of Criminal History Record Information**

- 1. Definition – Criminal History Record Information (CHRI) is information collected by criminal justice agencies which identifies an individual in connection with an arrest, detention, indictment, or other formal criminal charges, and any disposition arising therefrom: sentencing, correctional supervision, and/or release. Information regarding individuals currently within the judicial process or identified through posters/announcements for the purpose of apprehension shall be exempt from these provisions.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
6 OF 11**

**Records Division**

**506**

2. Dissemination

- a. Departmental arrest and /or disposition information shall not be released to non-criminal justice agencies unless subpoenaed to do so or when authorized by the Town's legal office. Departmental CHRI may be released to other criminal justice agencies provided it is to be used for official law enforcement purposes.
- b. Criminal history information obtained from other law enforcement agencies through the ACJIS computer system shall not be released to other law enforcement agencies.
- c. Departmental criminal history files will:
  - (1) Be run by the Records Unit or Communications Unit supervisors, or their designees.
    - (a) All criminal histories will be logged in the Criminal History Log maintained by Communications.
  - (2) Be run at the request of authorized personnel, to include:
    - (a) Command Staff
    - (b) Criminal Investigations Unit
    - (c) Camp Verde Prosecutor
  - (3) Be properly secured and stored by the receiving party.

3. Completeness and Accuracy

- a. The Department of Public Safety's Criminal History Record Division acts as the State of Arizona's central repository for CHRI, while the FBI's Interstate Identification Index (III) acts as the repository at the national level. To obtain a complete and accurate criminal history on an individual, these sources should be queried through the ACJIS computer system.

**G. Report Dissemination – Daily Distribution**

1. Police reports and other documents received will be distributed according to the following criteria:
  - a. Pending – Inactive Reports.
    - (1) Original forwarded to Records for processing and dissemination to appropriate agencies.
  - b. Felony Arrest Reports.
    - (1) Original forwarded to Records for processing and dissemination to appropriate agencies.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
7 OF 11**

**Records Division**

**506**

c. Misdemeanor Arrest Reports.

(1) Complete photocopy to the appropriate prosecutor's office.

**H. Report Dissemination – Criminal Justice Requests**

1. Camp Verde Marshal's Office officers may release unedited copies of any documents maintained within the Records Unit provided that the request is made for official law enforcement purposes and stamped with "COPY".
  - a. An officer's request for records must be made a minimum of five (5) days in advance of the date records are needed.
    - (1) If exigent circumstances exist, a request may be made within five days. The request must be approved by a supervisor prior to being sent to Records.
2. Officers from other criminal justice agencies may receive unedited copies of police reports provided the request is made for an official law enforcement purposes and stamped with the Department dissemination stamp.
  - a. ACJIS printouts will not be released to other criminal justice agencies without prior authorization of the Records Unit Supervisor.
    - (1) In accordance with Section F.2.b. of this policy, criminal history information shall not be released to other law enforcement agencies.
3. All copies of unedited police reports will be stamped with a warning or receive a secondary dissemination cover sheet, prohibiting secondary dissemination prior to release.
4. Criminal justice employees requesting copies of police reports for personal reasons will be subject to the provisions outlined under Report Dissemination - Non-Criminal Justice Reports and subject to the required fee.

**I. Report Dissemination - Non-Criminal Justice Requests**

1. Non-criminal justice requests for inactive, cleared or unfounded police reports and/or other official documents shall not be released in unedited form unless a court issued subpoena has been presented. The following information shall be redacted from non-subpoenaed police reports prior to releasing to non-criminal justice entities.
  - a. Address, telephone number, date of birth, and social security number of a victim(s).
  - b. Any information that identifies or may lead to the identity of a witness, or any statements made by a witness when such disclosure may cause material harm to the investigation, violate the privacy or confidentiality of the witness, or has been determined not to be in the best interest of the State.
  - c. Performance or results of any test or the failure of an individual to submit to such a test except blood alcohol content results.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
8 OF 11**

**Records Division**

**506**

- d. Any Camp Verde Marshal's Office personnel's opinion of guilt or innocence of a defendant.
  - e. Any statements of confession of guilt by an accused.
  - f. Any information that identifies or may lead to the identity of a juvenile named in a police report that has since turned 18 years of age.
  - g. Any information that identifies or may lead to the identity of a juvenile charged with an offense when such juvenile has not been detained at a juvenile facility.
2. Active or pending police reports shall not be released without prior authorization of the Criminal Investigation Unit Supervisor or the case detective.
  3. Court issued subpoenas for police reports and/or other official documents will be referred to the Town Marshal, or his designee, for approval prior to release.
  4. Tape recordings of radio and telephone transmissions, including E-911 lines shall be considered public records and will be subject to the same editing procedures outlined in this chapter.

**J. Public Records Requests for Photographs**

1. Requests for photographs will be referred to Records. The Records Unit personnel shall:
  - a. Ensure that the individual completes a Request for Information form, noting that a copy of a photograph(s) is being requested.
  - b. Explain that a processing fee will be required
  - c. The Records Unit will review the request, determine the processing fee, and notify the requesting party of the amount due.
2. Records will forward the request to the Evidence Custodian.
3. When photograph processing is completed the Records Unit contacts the requesting party and disseminates the photographs.
  - a. Original photographs or negatives shall not be released.
  - b. The original Request for Information form will be retained by the Records Unit when the request is for photographs.

**K. Court Ordered Expungement of Juvenile Records**

1. Court ordered requests for expungement of juvenile records shall be forwarded to the Cottonwood Police Department for processing.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
9 OF 11**

**Records Division**

**506**

- a. The Cottonwood Police Department will be responsible for the expungement of all records from the SPILLMAN system.

**L. Collection and Handling of Funds**

1. The Records Unit will collect fees, in accordance with the Town of Camp Verde's service fee schedule, to include, but not limited to:
  - a. Copies of reports
  - b. Fingerprinting
  - c. Crime scene photographs
  - d. Taped audio and/or video recordings
  - e. Public record fees
2. Service fees may be accepted by the Records Unit in the form of currency, money order, or cashier's check.
  - a. A receipt will be provided to the requesting party.
  - b. All service fees will be turned over to the Records Unit Supervisor.
    - (1) Currency will not be forwarded by means of interoffice mail system.
  - c. After normal business hours, all funds shall be secured in a locked area accessible only to the Records Unit Supervisor or their designee.
3. The Records Unit will be responsible for verifying the accuracy of fee collection transactions.
  - a. All service fee transactions shall be verified by comparing the receipt entries to the funds collected.
  - b. Discrepancies in transaction fee amounts shall be audited by the Records Unit Supervisor.

EFFECTIVE:





**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
10 OF 11**

**Records Division**

**506**

**M. Uniform Crime Reporting**

1. The Camp Verde Marshal's Office participates in the national Uniform Crime Reporting (UCR) Program. The Records Unit shall compile and submit crime data to the Arizona Department of Public Safety in accordance with procedures established by that program.

**N. Citations**

1. Citations shall be sequentially numbered and each citation will consist of the original and four (4) copies.
  - a. The original and all remaining copies will be sent to the Records Unit who will forward to the appropriate parties.
    - (1) The original and first copy will be forwarded to the appropriate court.
    - (2) The second copy shall be provided to the defendant at the time of issuance.
    - (3) The last two (2) copies will be retained by Records and filed numerically by case number.
2. Citations shall be maintained and issued by the Records Unit, they shall be responsible for recording the following information:
  - a. The number of citations issued (normally 25).
  - b. The beginning and ending number of each citation issued.
  - c. Name of the officer receiving the citations.
  - d. The date the citations were issued.
3. The clerk is responsible for ensuring that citations are issued in sequential order from the lowest to the highest number, normally in quantities of twenty-five (25).
  - a. A log containing the distribution date, officer's name and citations numbers, shall be maintained in the Records Unit.
4. Citations shall be secured in the Records Unit. If additional storage is required the citations shall be temporarily secured in another designated area.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
11 OF 11**

**Records Division**

**506**

**O. Distribution of Subpoenas**

1. Documents listed above are sent or delivered to the Department shall be directed to the Records Unit.
  - a. Subpoenas received by Records will be stamped with the date received and initialed by the receiving clerk.
  - b. A photocopy of each subpoena received by Records will be made and be attached to original subpoena to be left with the Defendant when served.
  - c. Documents will be forwarded to Communications to be assigned to an officer for service.
2. Supervisors shall be responsible for ensuring their personnel have acknowledged receipt of all subpoenas and documents for public service

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
1 OF 19**

**Communications**

**507**

**POLICY**

The Camp Verde Marshal's Office provides, maintains, and staffs a Communications Unit for the purpose of receiving and dispatching citizen calls for service and providing a communications link between officers and the Departments we provide dispatch services for.

**PROCEDURE**

**A. Administration**

1. The Communications Unit commonly referred to as dispatch or communications is a component of the Department's Support Services Division, and is under the direct supervision of the Communication Supervisor.
2. The functions of the Communications Unit include, but are not limited to, the following:
  - a. Telephone Communications
    - (1) The Communications Unit shall be responsible for answering and handling all emergency and other special use telephone lines that are routed into the Unit.
      - (a) The Communications Unit shall also be responsible for answering incoming administrative lines after business hours.
  - b. Radio Communications
    - (1) Dispatching calls for service.
    - (2) Acting as a communications link between employees assigned to the field and the Department.
    - (3) Acting as a communications link between the Department and other law enforcement and emergency response agencies.
  - c. Automated Data Communications
    - (1) Accessing local, State, and federal criminal justice information systems, i.e., ACJIS, ACIC, NCIC, CAD, etc.
      - (a) Procedures for performing criminal justice computer system inquiries, entries, and modifications are outlined in the ACJIS manual located in the Communications Unit.
  - d. Alarm Monitoring
    - (1) This Department will respond to all security alarms that are monitored by dispatch personnel or those called in by a commercial alarm company.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
2 OF 19**

**Communications**

**507**

**B. FCC Regulations**

1. The Federal Communications Commission (FCC) is a regulatory agency, which is charged with managing the use of the radio spectrum in a manner that protects the public interest.
2. Radio operations by all employees shall be conducted in accordance with the procedures and requirements as established by the Federal Communications Commission. The following items in this section list the most crucial operating rules in the Public Safety Radio Services that all employees must adhere to.
  - a. All radio transmissions will be restricted to a practical and minimal transmission time.
  - b. Priority shall be given to communications involving potential harm to persons or property.
3. Prohibited transmissions
  - a. False calls or false/fraudulent distress signals.
  - b. Unnecessary or unnecessarily lengthy transmissions; unidentified transmissions, or transmissions of unassigned call signs, and transmitting prior to monitoring the channel.
  - c. Vulgar, abusive, offensive, obscene, indecent, or profane language

**C. Communications Unit Access**

1. Access to the Communications Unit will be limited to those persons who operate and command the Communications Unit and to others specifically authorized. The Department Supervisors, Communication Supervisor, and Communication Specialists.
  - a. Others shall be admitted into the Unit on an as needed basis for maintenance, cleaning, checking equipment, etc. in accordance with Policy 5.10, Building Security, and Emergency Evacuation.

**D. Recording and Reviewing Taped Radio Transmissions and Telephone Conversations**

1. Recording
    - a. All radio transmissions and telephone calls for service shall be recorded on a multi-channel logging recorder. This device shall consist of independent recordings, with the capability of the immediate playback of one recording without interrupting the recording process of the other.
    - b. The storage disks shall have the capability to store a minimum of twenty-four (24) hours of continuous recording.
    - c. The disks shall be monitored for capability and changed as needed by the Communications Supervisor, or their designee.
    - d. Disks shall be retained in the Communications Unit in accordance with the State of Arizona Records Retention schedule.
- (1) Disks shall be secured in the Communications Center.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
3 OF 19**

**Communications**

**507**

2. Review

- a. Review of the tapes shall be limited to personnel with a legitimate need such as, investigative, administrative review, training, etc.
- b. Only supervisory personnel may request recordings of radio or telephone conversations. The request shall be in writing directed to the Communications Supervisor, explaining the purpose for which the recording will be used.
  - (1) The Communications Supervisor shall keep a file of all requests for recordings in the Communication Supervisor's File.
  - (2) The Communications Supervisor shall facilitate each written request within ten (10) working days.
  - (3) The only authorized procedure for obtaining secondary recordings of radio transmissions and telephone calls for service are as outlined in this policy.

**E. General Operations**

1. The Camp Verde Marshal's Office Communications Unit provides the public with a toll free, twenty-four (24) hour telephone service, and twenty-four (24) hour dispatching capability for immediate and continuous communication between the Department and officers on duty.
2. Communications personnel will have immediate access to the following Departmental resources:
  - a. Supervisor/Officer in charge; daily patrol shift rosters of personnel on duty (prior to going in service); special assignments or details to include what the situation is, location, and duration; employees working in an off-duty capacity; and search warrants.
  - b. Duty rosters of all personnel, including special assignments, procedures for call outs, etc.
  - c. Home telephone numbers of all employees, and telephone numbers of agencies, which provide emergency services in Yavapai County.
  - d. Maps detailing Agency's service jurisdiction. Maps are essential in determining a caller's location for the immediate dispatch of the proper agency patrol units.
  - e. Capability of immediate playback of recorded telephone and radio conversations in the event that the original conversation was unreadable or could not be understood. The citizen requesting service or officer wanting assistance may not be able to repeat an emergency conversation.
  - f. Whereabouts of officers on duty via officer status indicators in CAD.
  - g. Tactical dispatching plans.
  - h. Emergency numbers and procedures to obtain emergency services from external agencies.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
4 OF 19**

**Communications**

**507**

- b. Only supervisory personnel may request recordings of radio or telephone conversations. The request shall be in writing directed to the Communications Supervisor, explaining the purpose for which the recording will be used.
  - (1) The Communications Supervisor shall keep a file of all requests for recordings in the Communication Supervisor's File.
  - (2) The Communications Supervisor shall facilitate each written request within ten (10) working days.
  - (3) The only authorized procedure for obtaining secondary recordings of radio transmissions and telephone calls for service are as outlined in this policy.

**F. General Telephone Communications**

1. The telephone is the most available and, therefore, the most important means of access citizens have for obtaining services from our Department. It is the primary link to the services we provide.
2. All incoming calls shall be answered promptly and services rendered for all emergencies, routine situations, and referrals. It is essential that all personnel use proper communication skills so information such as injuries, involved weapons, and whether or not a suspect is still at the scene, can be gathered quickly.
3. Emergency lines will always be answered first; however, not all emergencies are called into the emergency lines and may be received on the Department's general number.
4. When there are multiple ringing lines, non-emergency calls will be placed on hold and ringing lines will be answered by stating, "Camp Verde Marshal's Office, is this an emergency?" (Wait for a response) and if of a non-emergency nature ask if the caller can "hold." All incoming calls will be processed on a priority basis, with emergencies handled first and routine calls handled last.
5. Employees will treat each caller with respect, and should not consider any response as a personal attack, but recognize the cause of the frustration and proceed with the necessary steps to resolve the situation.
6. When requested, all personnel will provide their title, last name, and employee number.

**G. Citizen Calls for Service**

1. Responding to calls for service is one of the main functions of the Department. In responding to calls, especially those of an emergency nature, quick response, and citizen/officer safety are of the utmost importance. In order to accomplish this, Communications Specialists must obtain and relay relevant information regarding each call.
2. In order to properly assess and appropriately respond to each call for service, Communications personnel shall inquire, obtain, and dispatch all pertinent information regarding the call. Do not make assumptions when receiving calls for service; ask specific and direct questions and apply common sense when asking questions of the caller.
  - a. What Nature of call; i.e., fight, armed robbery, etc.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
5 OF 19**

**Communications**

**507**

- b. Where                      Location of occurrence, direction of travel, etc.
  - c. When                      Date/time of occurrence; date/time reported.
  - d. Who                      Names and addresses of person(s) involved; suspect(s) or suspect vehicle(s) descriptions; citizens in pursuit, etc.
  - e. How                      Stabbed, shot, injured (medical attention needed?); gun or other weapon displayed, etc.
  - f. Why                      Events leading up to the incident, if applicable or known.
3. Emergency calls may be dispatched on address information alone. However, when possible, Communications Specialists should attempt to keep the caller on the telephone until an officer arrives. Reassure the caller that help is on the way and solicit additional information provided that the citizen's life is not in danger. Relay supplemental information to responding unit(s) as quickly as possible.
4. If there are any indications of injuries, paramedics will be advised of the situation.
5. When appropriate, notify surrounding agencies of suspect information, direction of travel, and/or request assistance for external services.
6. Caller questions are not all inclusive and do not relieve Communications personnel from the responsibility of obtaining additional call information should the situation dictate such.
7. Communications personnel shall immediately relay information from misdirected emergency calls for service to the appropriate agency.
- a. Misrouted E 9-1-1 emergency calls may be transferred through the direct ring-down lines.
  - b. On misrouted emergency calls received on the Department's general number, the Communications Specialist will gather all the necessary information and notify the appropriate agency.

**H. Telephone Traces/Obtaining Telephone Numbers and Addresses**

1. Telephone Traces
- a. In emergency situations, the telephone company may be contacted for assistance in tracing telephone calls and obtaining addresses from published and non-published numbers, to include cell phones and owners, and last known location.
2. Obtaining Telephone Numbers and Addresses
- a. The telephone company may NOT furnish non-published numbers or information on published numbers except in life or death situations or when the information is needed to immediately prevent a very serious crime.
    - (1) In an emergency situation, Communications personnel may contact the appropriate telecommunication provider for official law enforcement purpose to obtain the information needed.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
6 OF 19**

**Communications**

**507**

**I. Release of Personnel Information**

1. Addresses and telephone numbers of Department personnel may be released only to employees of our Department. When the identity of the caller is questioned, the employee may obtain and check his employee number and home telephone number against the employee roster to verify that the caller is an employee of our Department.
2. Personnel information shall not be broadcast over the radio frequencies, but may only be released over the telephone or in person.
3. Unauthorized individuals who advise that it is imperative they contact an off-duty employee will be asked to provide their name and telephone number after it has been determined that no on-duty employee can be of assistance. The employee accepting the call will attempt to contact the off-duty employee and have them return the call.

**J. Activity Reporting**

1. In order to establish a control system to ensure a comprehensive field reporting program, the following information will be recorded for all requests, including those received by telephone, letter, in person, self-initiated by officers, or reported to officers in the field. Each call for service shall be recorded by the Communication Specialist, either through the Computer Aided Dispatch (CAD) system or manually when necessary. Information to be recorded shall include:
  - a. Type of incident reported.
  - b. Location of incident reported.
  - c. Name and address of complainant, if available.
  - d. Date and time of request.
  - e. Time of dispatch.
  - f. Time of officer's arrival.
  - g. Time of officer's return to service and disposition code.
  - h. Identification of officer(s) assigned as primary and back-up.
2. A CAD Call number is assigned to each specific call for law enforcement service. This number serves as a basis for filing and retrieving subsequent reports of the incident and is indispensable for auditing the communications system.
  - a. Disposition or status of reported incident shall be noted on the Incident Report.

EFFECTIVE:





**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
7 OF 19**

**Communications**

**507**

**K. Enhanced 9-1-1 (E 9-1-1)**

1. The Town of Camp Verde, in cooperation with other governmental agencies in Yavapai County has implemented the Enhanced 9-1-1 Emergency Telephone Reporting System. The 9-1-1 (nine-one-one) Emergency Reporting Telephone System provides the public with a single, easy to remember, telephone number to call when faced with a life or property threatening emergency. The system routes requests for police, fire, and medical services to the responsible agency providing the requested services and, in the event of line overload, will re-route incoming calls to a secondary Public Service Answering Point (PSAP) to prevent the occurrence of a citizen receiving a busy signal.
2. Communications personnel are responsible for answering and properly handling all E 9-1-1 telephone calls received by the Unit. E 9-1-1 operators will:
  - a. Be familiar with the basic E 9-1-1 equipment.
  - b. Be capable of performing all transfers properly using all transfer buttons and completing manual transfers.
  - c. Be proficient in handling each call expeditiously.
  - d. Answer all E 9-1-1 calls with, "Nine-one-one what is the address of your emergency?".
  - e. Screen all E 9-1-1 calls to every extent possible to determine the type of assistance required and ask caller for location of incident and a callback number.
    - (1) The operator will then take the necessary action either by transferring the call to the appropriate agency (such as, Fire Department, Poison Control, Suicide Prevention).
  - f. Be knowledgeable in practicing the policies and procedures of the emergency 9-1-1 system.
3. Abandoned, Hang-Ups, or Open E 9-1-1 Lines
  - a. If an E 9-1-1 call results in a hang-up before the operator can determine the reason for the call, a call-back will be initiated to the number displayed on the Automatic Number Identifier (ANI) to check for any emergencies. If there is no answer, the line is busy, or you do not receive a satisfactory response, officer(s) will be dispatched to check welfare.
  - b. Upon receipt of an open line E 9-1-1 call with no response, the operator will remain on the line and officer(s) will be dispatched to check welfare.
4. Misuse of E 9-1-1 Information
  - a. In addition to other information, non-published telephone numbers and any use or release of the information for unauthorized purposes is strictly prohibited.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
8 OF 19**

**Communications**

**507**

**L. External Services**

1. There is often a need for dispatch to obtain external services such as fire suppression equipment, paramedics, wreckers, cabs, environmental and human services, etc. In emergency situations, contact with the service provider should be made in the most expedient manner possible.
2. A list of service providers, and how to contact them, shall be maintained in the Communication Unit and available to Communications personnel. This list shall provide contact information for such services as helicopters or aircraft, tracking dogs, explosives disposal, hazardous material spills, human service organizations, etc.

**M. General Radio Communications**

1. To prevent misunderstanding and to avoid potential danger, it is imperative that police radio transmissions be conducted in a clear, concise, courteous, and accurate manner. It is the policy of this Department that all members requesting and providing information via the police radio frequency use clear and concise plain language and approved radio codes except where otherwise indicated.
  - a. Changes to the Department radio codes shall only be issued with the approval of the Town Marshal and in the form of a General Order.
2. For a unit to be properly tracked, each unit must be entered or logged individually. Therefore, each unit must check in or out of service individually. One unit shall not check in or out of service for another unit.
  - a. All units must sign on (10-8) at the beginning of their shift and sign off (10-7) at the end of their shift.
    - (1) This includes patrol officers, detectives and other employees as directed by their immediate Supervisor.
3. The police radio serves as the officer's link to headquarters and to other officers on the street. Officer safety and efficiency are increased when supervisors, Communications Specialist, and fellow officers know the locations and status of officers. Except under unusual circumstances, communications with dispatch shall be required in the following situations:
  - a. The officer leaves his patrol vehicle, including traffic stops and entering police buildings.
  - b. When making pedestrian stops or being flagged down by a pedestrian/motorist, even though the officer may not exit his vehicle.
  - c. Upon arrival at the scene of a call.
  - d. Upon any supplemental report, follow up investigation, or detail.
  - e. Upon return to service.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
9 OF 19**

**Communications**

**507**

4. Employees assigned to the field are to keep Communications appraised of all activities, including extended time durations on calls for service.
5. Employees assigned to the field are to advise Communications of information relative to a call such as, suspect/suspect vehicle descriptions and directions of travel.
6. Employees will not use the police radio to obtain sensitive information that is readily available by telephone.
7. Information, such as drug activity, units working undercover/stake outs, anonymous or confidential information concerning activities that may occur, etc., will not be broadcasted via radio. This information will be conducted by telephone.
8. Uniformed employees engaged in a field assignment must have 24-hour constant access to radio communications. On-duty employee's assigned portable radios will continuously monitor the frequency and respond to transmissions for their unit.
9. Transmissions will be clear and articulate. The entire call sign will be used.
  - a. When letters are given over the radio, the phonetic alphabet will be used. Anytime the numbers 999 or 998 are used in a non-emergency situation, (i.e.; license number, street number, etc.), it will be transmitted over the police radio as Nine Hundred Ninety Nine etc.
10. Employees will check their location and method of transmitting/receiving when experiencing radio problems. An employee's immediate supervisor will be notified of any portable or mobile radio problems.
11. Radio Etiquette
  - a. Listen and make sure the channel is not in use before beginning your transmission.
  - b. When transmitting from a mobile unit, make sure portable units are turned off and the am/fm radio is turned down or off.
  - c. Members of the Department shall be attentive to information transmitted over the radio to avoid unnecessary repetition of specific information. Employees should write down assignments as they are received, rather than relying on memory.
  - d. All channels shall be used only to properly conduct police business. Improper language, transmissions, or other misuse of the police radio is prohibited. Discourteous or argumentative language over the radio is prohibited. Personal name or unofficial code numbers shall not be used.
  - e. Relations with others must remain cordial at all times. Courtesy can be expressed more aptly by the tone of voice and manner of presentation than it can by words.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
10 OF 19**

**Communications**

**507**

- f. Eliminate all unnecessary wording, (i.e.; "Please," "Thank you," "Sir,").
- g. When multiple units are clearing simultaneously, the unit with the highest priority shall be allowed to transmit first, and then the second unit with the next highest priority, etc.
- h. The responsibility of ensuring proper radio procedures and discipline lies with the on duty supervisors of personnel involved, who shall continually monitor and evaluate this activity.

**12. Radio Call Signs**

- a. Call signs for designated units will be as such:
  - 1. Camp Verde Marshal's Office and Yavapai Apache Police Departments
    - Administrative ADAM followed by badge number i.e. 01 or 02
    - Detectives DAVID followed by badge number i.e. 10 or 12
    - Patrol PAUL followed by badge number i.e. 15 or 18
    - Sergeant SAM followed by the badge number i.e. 06 or 07
    - Animal Control CHARLES followed by badge number i.e. 67, or 68
    - K-9 KING followed by badge number i.e. 09
  - 2. Clarkdale Police Department uses 700 numbers with the Chief being 700.
  - 3. Jerome Police Department uses 800 numbers with the Chief being 800.

**N. Frequency Alert Tones**

- 1. The alert (hot) tone will precede the broadcast of life threatening emergency situations. The hot tone is used as a means of advising all units on the frequency that a life threatening emergency situation exists. Life threatening emergencies are defined as incidents reflecting a direct threat to life.
  - a. The alert tone shall be activated by the Communications Specialist on-duty and is not an authorization for officers to respond Code 3. The alert tone shall be activated relative to the following situations:
    - (1) 998 situations.
    - (2) 999 situations.
    - (3) Robberies in progress
    - (4) Sexual assaults in progress
    - (5) Violent family fights that are still occurring
    - (6) Fights where suspects are armed with a weapon
    - (7) Occupied structure burglaries in progress
    - (8) Plane crashes
  - b. Hot toned emergency calls for service shall be broadcasted over the main channel.

EFFECTIVE:



**O. Call Priorities and Dispatch**

1. Emergency Response Calls

- a. Calls for service that require an emergency response by a patrol unit. Typically, any call that is in-progress or has just occurred in which a person's life, safety, and/or property is under immediate threat, or any call in which the immediate dispatch of a unit could facilitate the apprehension of a suspect(s) involved in a person/property type offense. Examples include, but are not limited to:

- (1) Emergency back-ups.
- (2) In progress/just occurred robberies
- (3) Hold-up or panic alarms.
- (4) Injury accidents; including possible fatal accidents.
- (5) In-progress fights/assaults.
- (6) Incidents involving multiple injuries (aircraft crashes, explosions, etc.).
- (7) Missing children or missing elderly.
- (8) Drowning.
- (9) Prowlers.

- b. The general rules for dispatching emergency calls for service are:

- (1) Activate the alert tone if the call involves a life-threatening emergency.
- (2) Broadcast: Type of call, status (in-progress, just occurred), and location (business name, if applicable).
- (3) Acknowledge unit(s) responding.
- (4) If no response after broadcast, notify the on-duty Patrol Supervisor.

2. Urgent, Non-Emergency Dispatch/Response

- a. In progress or just occurred calls for service that do not pose an immediate threat to a person's life, safety, and/or property, or one in which the immediate apprehension of a suspect(s) involved in a person/property crime is unlikely. Examples include, but are not limited to:

- (1) Deceased Persons.
- (2) Subjects in possession of narcotics or dangerous drugs.
- (3) Unlawfully carrying a weapon.
- (4) Minor Accidents.

EFFECTIVE: (5) Suspicious persons/vehicles.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
12 OF 19**

**Communications**

**507**

- (6) Reckless/Speeding vehicles.
  - (7) Shoplifting.
  - (8) Motorist/citizen assist.
  - (9) Burglar Alarms.
- b. The general rule for dispatching these types of calls for service are:
- (1) Assign a unit and, if appropriate, a unit to assist/follow in.
  - (2) If a unit is not available, direct the call to the on-duty supervisor to assign, if necessary.
3. Routine Response
- a. Generally, any call that does not fit the circumstances listed above. Examples include:
    - (1) A felony not in progress, non-violent misdemeanor, or any other incident that does not require immediate investigation, such as a past theft reported for insurance purposes.
    - (2) Any not-in-progress incident that involves a minor violation or offense, or any incident that involves non-criminal services, such as parking violations, traffic services, found property, etc.
  - b. The general rules for dispatching these types of calls for service are:
    - (1) Calls should be assigned to a unit as soon as available.
    - (2) The on-duty Patrol Supervisor shall call back any irate or angry complainants.
  - c. Officers out on paperwork are considered available in status. Officers on traffic stops are considered available for emergency calls. If a unit on traffic stop is unable to respond due to the circumstances, that unit will contact Communications or the on-duty supervisor to have the call re-assigned.
  - d. Upon arrival of all calls for service, officers will advise Communications of which locations they have arrived on.
  - e. When calls for service are dispatched which require a back-up, and no unit acknowledges that they will be responding in that capacity, the on duty supervisor will be contacted.
  - f. The status of patrol officers shall be continually tracked through the use of status indicators or the CAD system.
  - g. Communications shall not recommend or advise officers to respond Code 2 or Code 3 to any call. The method of response is at the officer's discretion.
  - h. Employees will respond to all assignments promptly, and return to service as soon as possible.
    - (1) Officers will acknowledge when dispatched to calls for service. Officers will advise Communications upon arrival at the assigned call. Upon completion of the call, the officer will advise of the disposition code. Once the officer has given disposition, he is available for further traffic.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
13 OF 19**

**Communications**

**507**

- (2) Plainclothes officers arriving on the scene of any in-progress or just occurred calls shall advise Communications that they are in plainclothes and, if possible, their clothing and/or vehicle description. Communications personnel will re-broadcast this information for officer safety reasons.
  - (a) Plainclothes officers will wear some type of identification visibly describing them as law enforcement.
- i. Any employee en route to a radio call who observes an on-view activity will advise Communications of the situation.
  - (1) If the on-view situation demands immediate attention, the employee will request Communications to reassign the radio call.
  - (2) If the original assignment is greater in priority, the employee will request that another unit be dispatched to handle the on-view situation.
4. Walk-in Complainants
  - a. Citizen calls for services that have responded to the station to contact an officer. These calls for service require a quick response and the citizen should not have to wait any longer than necessary.
    - (1) Walk in complainant calls may be assigned to any officer in the field or in the station that is available.
      - (a) If an officer is not readily available, Communications will request that the nearest available officer respond.
5. Call Backs
  - a. Calls for services that do not require the physical presence of an officer. These are calls in which protection of life or property is not an issue and the report may be taken over the telephone. All criteria listed below must be met for the call to be assigned as a call back:
    - (1) The complainant requested telephone contact.
      - (a) If it is determined by the responding officer that a personal visit is required, the complainant shall respond to the station if outside jurisdiction or within Town limits the officer will respond, and
    - (2) No offender is at the scene who presents either a continued threat to persons or property, or the opportunity for an apprehension if a patrol unit were to be dispatched, and
    - (3) The incident is not a type of offense, or in conjunction with other offenses, for which Department policy specifies on-the-scene investigation.

**P. Emergency Radio Call Unit Assignments**

1. Two (2) officers will respond to emergency calls unless information indicates additional units are warranted i.e., domestic violence calls with weapons involved, large fights, etc.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
14 OF 19**

**Communications**

**507**

2. If a third or fourth unit is necessary, they may respond only until a Code 4 is given. At that time, all support units will immediately go back into service.

**Q. Officer Safety Dispatch/Response Procedures**

1. Back-ups

Communications may assign routine back-ups on hazardous calls for service. Additionally, officers en route to, or on the scene of, a call may request back-up units whenever necessary. When requesting a back-up, employees will advise Communications of their location. Back-up unit information shall be added to all manually or automated records.

a. Non-Emergency Back-up Requests

- (1) If a non-emergency back-up unit has been assigned or requested and officers at the scene determine that additional units are no longer needed, they will immediately advise of a Code-4. All responding units not on the scene will return to service.

b. Emergency Back-up Requests

- (1) Calls involving a 998, and/or 999 will be dispatched the same as any other Priority One call, as outlined in this policy. During such calls, it is imperative that the radio channel be kept clear of unnecessary traffic and/or transmissions to ensure that the endangered officer can continue to utilize the frequency.
- (2) When broadcasting a Code 4 from the scene, the officer will include the reason why the situation is Code 4 (i.e. suspect in custody, enough units on the scene, etc.), and a brief synopsis of the incident (i.e. assault, shooting, etc.).
- (3) Once a Code 4 has been broadcast, responding units that have not arrived at the scene will return to service.
- (4) Plainclothes officers requesting an emergency backup shall, if possible, advise Communications they are in plain clothes.
  - (a) If possible, a description of their clothing and vehicle shall also be provided.
  - (b) Communications shall broadcast any information received regarding officers on the scene in plain clothes.
  - (c) Plain clothed officers will identify themselves to responding units as soon as possible.

2. Agency Assist Back Ups

- a. If another agency requests a back up, the closest available unit will be dispatched after approval from the on duty patrol supervisor.

EFFECTIVE:





**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
15 OF 19**

**Communications**

**507**

- (1) If multiple units are needed to provide back-up assistance to another agency out of the Town, it will be cleared through the on duty patrol supervisor to determine the number of units our Agency may dispatch.

**3. Officer Welfare Checks**

- a. Communications personnel will periodically check the welfare of officers in the field using "Code 20". Officers not in danger shall reply with their Badge #, "Code 4", and location.

- (1) An officer who does not acknowledge a welfare check after the second attempt shall be cause for an immediate welfare check to be conducted in person by another unit or supervisor.

- (2) An officer, who acknowledges without announcing "Code 4," shall be cause for a second unit or supervisor to check this officer's welfare.

- (3) An officer who provides an incorrect badge number during a welfare check shall be cause for an immediate emergency back-up on an alternate frequency to be dispatched after an acknowledgment of "10-4" has been given back to the officer.

- (4) Notification and response of the second unit or supervisor will be conducted on an alternate frequency or by cellular phone.

**R. Identifying Undercover Officers**

1. Officers coming into contact with an undercover officer from this Department or another agency shall not broadcast such information over the police frequencies.

- a. Officers will notify Communications personnel of the situation via telephone. Communications personnel shall notify other on-duty patrol personnel either in person or by telephone.

**S. Special Operations**

**1. Search Warrants/Tactical Operations**

- a. Communications personnel shall be briefed of any search warrant or tactical operation taking place.

- (1) The officer in command of the operation shall brief Communications personnel thoroughly, on the following information:

- (2) Type of execution.

- (3) Officer in command.

- (4) Low profile/high profile.

- (5) Time and location.

- (6) Call signs of all personnel involved.

- (7) Special instructions and/or pertinent information concerning the operation.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
16 OF 19**

**Communications**

**507**

**T. Stolen Vehicle Information**

1. Information on vehicles stolen locally shall be given to officers at least once each shift. This information may be disseminated at roll call or by radio.
  - a. Communications shall notify other local law enforcement agencies as soon as possible of any in-progress or just occurred stolen vehicles.
2. Information on stolen vehicles from other jurisdictions that are potentially in, or headed into, our jurisdiction shall be broadcast to officers as soon as possible.

**U. Missing Persons (See Policy 4.27, Missing Persons/Runaways)**

1. When taking a report for a missing person, Communications should obtain the reporting person's name and location. Communications shall then disseminate this information via radio for officer response.

**V. Emergency Messages**

1. The acceptance and delivery of emergency messages is an important and legitimate law enforcement function. The level of service we provide to our citizens will directly impact our reputation within our community. For example, acceptance and delivery of a message at an accident scene can leave a lasting impression on the involved parties and, in the case of delivering a message to a citizen's employer, may even save their job. In deciding which messages should be accepted and delivered, employees should consider that our primary mission is public service and, as such, we should refuse only those requests that we cannot deliver because of extreme workload. Even in these cases, employees should make every effort to complete the citizen's request or assist the citizen by transporting them to a telephone or driving to a residence to deliver a message to someone that does not have a telephone.
2. Delivery of messages regarding seriously injured, ill, or deceased persons will be accomplished in accordance with Policy 4.01, "Patrol Administration".
3. Communications personnel and/or the on duty supervisor shall determine, on a case by case basis, other requests of an "emergency" nature.

**W. Weather Warnings/Emergency Operations Center (E.O.C.)**

1. Communications has the capability to receive and monitor weather warnings and watches that may affect Yavapai County. The Unusual Occurrences policy can also be referred to for additional information.
2. When Communications receives notification of weather that could result in a natural disaster in the area, they will contact the on duty supervisor and inform them of the content of the watch/warning.
  - a. The on duty supervisor will be responsible for contacting the Town Marshal if necessary to inform them of the watch/warning.
  - b. The Town Marshal shall make a determination if this information is pertinent or an imminent threat to the Town of Camp Verde and needs to be disseminated to any other Town Departments.
3. Communications, depending on the circumstances, may broadcast weather watches and warnings. For example; "All units stand by for weather information", followed by the information.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
17 OF 19**

**Communications**

**507**

4. After notification of all pertinent personnel, a determination will be made on whether to open the Emergency Operations Center (EOC).

**X. System Security**

1. Information requested or obtained from the ACJIS computer system will be used for official law enforcement purposes only. Secondary dissemination of this information, outside of the Department, is prohibited. Obtaining ACJIS information for other criminal justice agencies using their "ORI" is acceptable.
2. All entries into A.C.I.C. /N.C.I.C. may be verified by another Communications operator or supervisor to ensure proper entry, i.e., spelling, grammar, serial numbers, etc. Once verification is completed the employee will enter their initials and I.D. number on the hard copy.

**Y. Equipment**

1. Off-site equipment, such as antennas and electrical power distribution points, shall be fenced with entry restricted to authorized personnel.
2. In the event of a power failure, the emergency generator will be engaged, supplying power to the Communications Unit to maintain operations.
  - a. Emergency back-up power supplies will be inspected and tested on a quarterly basis.
  - b. A portable radio shall be maintained in the Communications Unit to facilitate communications in the event of a power failure and the emergency generator has failed.
    - (1) The main radio equipment also is equipped with a battery back-up system in case of a power failure.

**Z. Alarms**

1. Regulations - The regulation of alarm systems is outlined in Town Ordinance.
2. Police Response to Alarms
  - a. Burglar Alarms - A silent or audible alarm, which has been activated by an unknown source.
    - (1) Upon receipt of a burglar alarm call from either a citizen or an alarm monitoring company, Communications personnel shall ascertain the following information:
      - (a) Location and, if applicable, name of business.
      - (b) Type of alarm: audible, silent, business, or residential.
      - (c) Location of activation: front door, rear window, etc.
      - (d) Suspect and/or suspect vehicle information, if available - to include direction of travel.
      - (e) Responsible party information.
      - (f) Complainant's name, addresses, and call back number.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
18 OF 19**

**Communications**

**507**

- (2) Two (2) officers will be dispatched on all burglar alarm calls unless otherwise directed by an on-duty patrol supervisor. For officer safety reasons, officers may not cancel from an alarm call until at least one unit is on scene and has advised that the scene is secure.
  - (3) Officers responding to burglar alarm calls shall treat each call as a potential burglary in progress.
- b. Panic Alarms - A silent alarm device designed to be activated by a person as a means of alerting authorities that an emergency situation exists.
- (1) Upon receipt of a panic alarm call from an alarm monitoring company, Communications personnel shall obtain the following information:
    - (a) Location and, if applicable, name of business.
    - (b) Any known information regarding occupants of residence or business, i.e., health problems.
    - (c) Responsible party information.
    - (d) Complainant's name, address, and call back number.
  - (2) Two (2) officers will be dispatched on all panic alarm calls.
  - (3) Officers responding to panic alarm calls shall handle each call of this type as an unknown trouble call and will exercise every precaution when investigating the incident.
- c. Hold-up Alarms - A device designed for the detection of a robbery or commission of an unlawful act, which has been intentionally activated by a person.
- (1) Upon receipt of a Hold-Up Alarm call from an alarm monitoring company, Communications personnel shall obtain the following information:
    - (a) Location and, if applicable, name of business.
    - (b) Any known information regarding occupants of residence or business, i.e., health problems.
    - (c) Responsible party information.
    - (d) Complainant's name, address, and call back number.
  - (2) Two (2) officers will be dispatched on all Hold-Up calls.
  - (3) Officers responding to Hold-Up calls shall handle each call of this type as an unknown trouble call and will exercise every precaution when investigating the incident.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
19 OF 19**

**Communications**

**507**

**AA. Warrant Files**

1. Misdemeanor warrants issued by the Camp Verde Municipal Court shall be entered into the ACJIS computer system by Communications personnel. All warrants entered shall be available for confirmation on a 24-hour, 7-day a week basis.
  - a. Misdemeanor warrants shall be entered into the ACIC file according to the standards outlined in the ACJIS manuals.
  - b. All warrants shall be filed in alphabetical order according to the defendant's last name after entry into ACIC has been accomplished.
  - c. Felony warrants are issued from the Yavapai County Superior Court and are entered into the ACIC/NCIC files by the Yavapai County Sheriff's Office.
2. Warrant Hit Confirmation
  - a. Computer entry alone will not be used to confirm the validity of a warrant.
    - (1) Warrant paperwork will be maintained in Communications for the purpose of confirming warrants.
      - (a) A warrant will not be confirmed unless the computer entry and paperwork are both available to Communications personnel for validation.
  - b. All hit confirmations shall be made within ten (10) minutes of the initial request.
3. Warrant Clearances
  - a. Immediately upon learning that an individual has been booked on a Camp Verde Municipal Court warrant, Communications employees will clear the warrant from the ACIC file.
  - b. All notices received from the Camp Verde Municipal Court to clear or quash a warrant will be accomplished immediately upon receipt of such notification by Communications personnel.
    - (1) Warrants cleared from the ACIC file will be forwarded to the Municipal Court for disposition.
4. Warrant Validations
  - a. Warrants entered into ACIC files will be validated for accuracy by checking the information entered into the system against the actual warrant. Any information found to be incorrect during the validation process will be immediately modified.

EFFECTIVE:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
1 OF 3**

**Interagency Cooperation and Relationships**

**508**

**POLICY**

The Camp Verde Marshal's Office recognizes that the effective performance of community duties requires that Department employees work in close harmony with numerous agencies. The Department is committed to maintaining effective channels of communication with other law enforcement and service-providing agencies as a means of providing the appropriate level of service to the community. This includes referral to agencies that are best suited to meet people's needs.

**PROCEDURE**

**A. Interagency Cooperation**

1. Law enforcement officers from other agencies may utilize the Department building and equipment as approved by the on-duty supervisor or his/her designee.
2. When requested, employees shall strive to provide the utmost cooperation to all law enforcement agencies with which the Department shares concurrent jurisdiction.
  - a. When duty requires an officer to respond into another agency's geographical jurisdiction for other than routine reasons, that officer shall, when practical and feasible, notify that agency as to their purpose. Examples include, but are not limited to; arrest warrant and search warrant services.
  - b. Officers responding to assist another agency out of the Town's jurisdiction shall be under the immediate command of the requesting agency's chief law enforcement officer or the designee. Officers shall remain under the ultimate command of the Camp Verde Marshal.
3. Officers will assist fire department and other non-enforcement public safety personnel in the following incidents:
  - a. Structural fires.
  - b. Suspected arson fires.
  - c. Life threatening medical emergencies, which result from any suspicious or accidental cause.
  - d. When requested by fire personnel.

**B. Interagency Participation**

1. The Department officers may be assigned to interagency law enforcement task forces:
  - a. When appropriate Intergovernmental Agreements have been approved by all agencies involved including the Camp Verde Town Council, and
  - b. Sufficient funding and staffing exists to participate in the task force.

**C. Interagency Liaisons**



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
2 OF 3**

**Interagency Cooperation and Relationships**

**508**

1. Open channels of communication between the Department and criminal justice support agencies are essential to the provision of efficient and effective law enforcement services. Cooperation allows problems to be identified and barriers eliminated before they become a problem.
2. The Criminal Investigations Unit shall, on a periodic basis, communicate with the following in an effort to obtain feedback on investigative error, courtroom error and other areas of concern which promote greater understanding of the problems encountered by law enforcement:
  - a. Local adult and juvenile courts.
  - b. Prosecutors.
  - c. Probation and parole agencies.
  - d. Adult and juvenile correctional agencies.
3. Liaison with other local law enforcement agencies shall be maintained through regularly scheduled meetings of the Arizona Association of Chiefs of Police. Supervisors and employees should exchange information with area law enforcement agencies that would increase the likelihood that crimes may be solved or fugitives may be apprehended.

**D. Interagency Requests for Assistance**

1. The Camp Verde Marshal's Office may request the assistance of outside law enforcement agencies in emergency situations through the protocols listed below:
  - a. Local Law Enforcement Assistance:
    - (1) The supervisor in charge of the emergency situation shall be responsible for making contact with the local agency needed.
    - (2) Notification, via the chain of command, shall be made as soon as possible by the supervisor making the request for local assistance.
  - b. Federal Law Enforcement Assistance:
    - (1) The supervisor in charge of the emergency situation shall be responsible for making contact with the federal agency needed.
    - (2) Notification, via the chain of command, shall be made as soon as possible by the supervisor making the request for federal assistance.
  - c. National Guard Assistance:
    - (1) The On Duty Patrol Supervisor in charge of the situation shall determine that all immediate available resources have been used and that the situation poses a threat or danger, which would justify the use of National Guard troops. Notification, via the chain of command, shall be made as soon as possible by the supervisor making the request for federal assistance.



- (2) If it is determined by the on-duty supervisor that no additional staffing resources are available and that National Guard troops are needed, they shall contact the Town Marshal and advise of the situation.
- (3) The Town Marshal, upon determination that National Guard troops are justified, shall contact the Town Manager and Mayor, who may request authorization for their assistance.

#### **E. Interagency Referral**

1. The Department will provide, whenever possible, up to date referral services to the public it serves. Department employees should make every effort to disseminate information on agencies providing support, assistance, and information whenever requested.
  - a. Telephone Numbers
    - (1) Employees should utilize the various telephone directories available throughout the Department.
    - (2) When it is necessary to contact other Town departments for emergency assistance during non-duty hours, officers may do so through the Communications Unit.
    - (3) The Communications Unit will be responsible for maintaining a current list of persons to be contacted for twenty-four (24) hour emergency assistance in other Town departments.
    - (4) Information on responsible parties may be obtained by telephoning the Communications Unit.
      - (a) The Communications Unit will check their responsible party listings and any other sources available. If they are unable to locate a responsible party, a call will be placed to the Fire Department to check their files.
      - (b) If a responsible party is still unknown, Communications personnel will contact the business during normal business hours to obtain an updated responsible party listing.
    - (5) The Communications Unit will maintain a list of all community referral agencies with appropriate telephone numbers and addresses. This list will be updated annually by the Communications Supervisor.
  - b. Employees will provide referral information to persons in need of the following services:
    - (1) Aid to senior, disabled, and destitute persons
    - (2) Chemical dependency
    - (3) Family services
    - (4) Mental health assistance
    - (5) Youth services
    - (6) Victim assistance





**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
1 OF 11**

**Criminal Investigations Unit**

**509**

**POLICY**

It is the policy of this Department to provide for administrative and operational programs that will result in efficient and effective criminal investigations. The following procedures do not direct investigative functions in each specific crime area, but rather address those elements common to every investigation, whether conducted by uniformed officers or officers assigned to a specialized investigative component of the Department.

**PROCEDURES**

**A. Organization and Administration**

1. The Criminal Investigations Unit (CIU) has the primary responsibility to investigate criminal offenses, apprehend offenders, recover stolen property, and seek prosecution. Activities designed to fulfill this responsibility include but are not limited to:
  - a. Obtaining offense reports and conducting further investigations on those that fulfill the prerequisites of the Case Management program.
  - b. The seizure and recording of evidence at major crime scenes or articles submitted as evidence by patrol officers and the comparison of this evidence to records maintained at this or another law enforcement agency.
  - c. Reviewing all felony arrest reports to ensure all requirements of the case and its readiness for presentation to the prosecutor.
2. The Criminal Investigations Unit Supervisor shall be responsible for:
  - a. The immediate supervision of detectives assigned to CIU, other than those on detached assignment.
  - b. Utilizing the Case Management program to assign and monitor cases.
  - c. Ensuring that equipment assigned to detectives is maintained in good operational condition and that all detectives have the skills to properly use the equipment.
  - d. Coordinating meetings with detectives and other area detectives when necessary, to aid in the apprehension of offenders.
  - e. Supervision of Crime Scenes.
  - f. Disposition on the following types of crimes:
    - (1) Homicides
    - (2) Sex crimes
    - (3) Sex offender notifications
    - (4) Child molestation, abuse and neglect



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
2 OF 11**

**Criminal Investigations Unit**

**509**

- (5) Arson
  - (6) Assaults
  - (7) All forms of robbery
  - (8) Extortion
  - (9) Kidnapping
  - (10) Suicide or any death investigations where foul play is suspected.
  - (11) Fraud schemes
  - (12) Organized crime
  - (13) Missing persons cases, including runaway juveniles
  - (14) Auto theft
  - (15) All property crimes
  - (16) All other felony or misdemeanor cases that require detective follow up.
3. Detectives shall be responsible for:
- a. Comparison of latent print evidence with latent print records of known or suspected criminals.
  - b. Conducting training sessions with employees that will be involved in lifting latent prints or taking fingerprints of arrestees or suspects.
  - c. Delivering evidence to property labs for analysis and comparisons.
  - d. Recording and gathering evidence at crime scenes.
  - e. Ensuring all photographic processing is accomplished.
4. Detectives are those officers assigned to CIU for the purpose of investigating criminal offenses, apprehending offenders, recovering stolen property, and seeking prosecution. Officers may be assigned to the Criminal Investigations Unit from any Departmental component based upon expertise and ability to perform the job tasks in accordance with Departmental policy. Sworn positions in the criminal investigations function are the same as those used in the patrol function relative to rank and salary. Detectives shall be responsible for:
- a. Investigating assigned cases to the fullest extent possible.
  - b. Making daily reports, which reflect case activity, including cases assigned, case terminations, arrests made, and value of property recovered.
  - c. Complying with the Case Management program in retaining cases for investigation and due dates on documentation.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
3 OF 11**

**Criminal Investigations Unit**

**509**

**B. Crime Scene Management**

1. It shall be the responsibility of the first uniformed officer on the scene of a crime or accident involving criminal activity to take the necessary precautions to preserve the scene and potential items of evidence.
  - a. The first officer on the scene shall be in charge of the scene until the arrival of any officer of supervisory status, who may assume control of the scene.
  - b. It is the responsibility of the officer in charge of the scene to notify a supervisor either personally or through the Communications Unit.
2. In cases involving serious crimes (death, serious bodily injury, substantial loss of goods or property, or other crimes of serious impact), the highest ranking uniformed patrol supervisor on duty shall, as soon as possible, respond to the scene. This includes completion of the Major Incident Checklist. The Major Incident Checklist must include the name and serial number of the person completing the report. An after hours call-out list shall be provided by CIU to ensure 24-hour coverage. The following call-out procedures shall be used by the supervisor in charge of the scene:
  - a. It shall be the determination of the supervisor, based on call-out criteria, as to whether a detective is needed at the scene. If a detective is needed, the supervisor shall:
    - (1) During normal business hours, contact CIU and request a detective at the scene.
    - (2) If needed, request the CIU Supervisor to respond to the scene, whichever is appropriate.
    - (3) Contact and request the presence of the Public Information Officer at the scene, if needed.
    - (4) After normal working hours, the supervisor shall contact the on call detective to assume disposition.
  - b. Supervisory Authority at Crime Scenes
    - (1) The first responding officer at the scene shall be responsible for the scene until relieved of that responsibility by a supervisor.
      - (a) When a supervisor or higher-ranking officer arrives at the scene of the crime, they should state to the first responding officer that they are assuming command of the crime scene.
    - (2) In cases of suspected arson where a detective needs to be called to the scene, the on-duty supervisor will contact the on call detective and advise them of the salient facts.
3. The Initial observations and actions of the first officer to arrive on scene are covered in Patrol Administration 4.01.
4. Types of cases in which detectives shall be called out include, but are not limited to:
  - a. Death: All homicides and suspicious death cases, to include suicide.
  - b. Sexual Assault:

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
4 OF 11**

**Criminal Investigations Unit**

**509**

- (1) Forcible rape of any age.
  - (2) Sexual offense/molesting if there is an arrest or a suspect is being detained, or has access to the victim.
  - (3) All felony arrests when a suspect is being detained on a charge of sexual assault or sex offenses/molesting.
  - (4) All cases that occurred within 72 hours a detective will be called.
- c. Robbery:
- (1) All arrests or when a suspect is detained.
  - (2) When the victim(s) or witness(s) have suffered serious injuries.
  - (3) When a call out may lead to an immediate arrest.
  - (4) When there are a large number of victims/witnesses at a scene.
  - (5) All car-jackings.
  - (6) All kidnappings.
  - (7) All armed robberies.
- d. Aggravated Assaults:
- (1) Serious injury to the victim, victim is admitted to the hospital, gunshot or stab injuries, with or without a suspect in custody.
  - (2) Aggravated assault with a weapon, non-injury with multiple victims and/or witnesses and the suspect is in custody.
- e. Burglary:
- (1) Any burglary arrest when a detained suspect is willing to give a statement, and the case is complex or by having a detective assist could benefit the case.
  - (2) There is substantial property to be recovered or a search warrant is required.
  - (3) There are multiple cases that are linked to the case and the case is being worked by a detective.
  - (4) High dollar loss.
  - (5) Multiple incidents, same location – time frame.
- f. Fraud:



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
5 OF 11**

**Criminal Investigations Unit**

**509**

- c. Child Abuse:
  - (1) Cases where the child has been abused and requires a detective to conduct an interview of the child, the child requires a medical examine or the child is living with the offender and is not safe.
  - (2) The hospital contacts CVMO with information on a child being examined with a suspicious injury or broken bone (a deputy will be sent to the hospital initially to determine jurisdiction etc)
- d. Arson:
  - (1) Any questionable fire or if requested by the Fire Department Arson Investigator.
- d. Officer Involved Shootings:
  - (1) Any time an officer fires a weapon while on duty with the exception of animal destruction.

**C. Case Assignment and Reporting**

- 1. Cases are assigned for follow-up investigation to the person having the knowledge and skills necessary for the investigation. Assistance may be received from others. However, accountability remains with the assigned detective.
- 2. A patrol supervisor, Records Unit personnel, or CIU Supervisor may refer any report submitted for review back to the originating officer, through the chain of command, for additional information, clarification, or reclassification as deemed necessary.
- 3. The CIU Supervisor will assign cases to the appropriate detectives. The CIU Supervisor shall be responsible for checking and monitoring all supplemental reports and review of assigned cases with detectives.
- 4. All cases having been reviewed/closed by CIU Sergeant that are not assigned for immediate follow-up by patrol will be forwarded to the Records Unit for processing.
- 5. Those cases that are assigned to detectives will be worked until all available leads have been exhausted.
  - a. When there are no further viable leads available or no further progress can be made on an assigned case, the assigned detective working on the case will notify the complainant that no further action will be taken on the case until more leads develop and the case will be inactivate. This applies in all but homicide cases, or other cases as determined by the CIU Supervisor.
  - b. The investigating officer shall note in a supplement that the complainant was notified and told that the case was being classified as inactive.
- 6. Cases shall be designated as:
  - a. Active (open)
    - (1) Cases that have been assigned and are under current investigation.
  - b. Not solved / No further Leads (closed)

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
6 OF 11**

**Criminal Investigations Unit**

**509**

- (1) Cases not assigned due to lack of solvability factors.
- (2) Those that have had all available leads exhausted without results.
- c. Unfounded (closed)
  - (1) The incident does not meet the elements of a criminal offense.
- d. Cleared by Arrest (closed)
  - (1) Cases, which terminate in the arrest of an individual and charges filed.
- e. Cleared Exceptionally (closed)
  - (1) Cases where the involved party(s) have been identified, there is sufficient information to support an arrest and charges, and the location of the suspect(s) is known but there are reasons outside the control of the officer that prevents an arrest from being made. Examples include but are not limited to:
    - (a) The offender is dead.
    - (b) The offender is currently in prison and provides a confession to the crime.
    - (c) Another jurisdiction refuses to release an offender to you.
    - (d) Extradition is denied.
    - (e) Victim declines prosecution.
    - (f) Prosecution declined by the prosecutor.
7. Patrol officers will normally be the first to respond to an incident. Their primary function is to conduct a preliminary investigation by gathering field information relative to the incident. Under normal circumstances, it will be the responsibility of patrol officers to conduct the preliminary investigation while CIU shall conduct the follow-up investigation, if needed.
8. A detective case log will be maintained by the CIU Supervisor where all assigned cases will be entered, annotating the detective assigned to conduct the follow-up investigation, the date assigned, and the case number. When a case has been completed, the CIU Supervisor will note the date and disposition in the log.



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
7 OF 11**

**Criminal Investigations Unit**

**509**

**D. Preliminary Investigations**

1. In many instances the preliminary investigation may be sufficient to bring the case to conclusion, negating the need for a follow-up investigation. When a follow-up investigation is needed, it can best be accomplished when a complete and thorough preliminary investigation was conducted. The steps in conducting a preliminary investigation shall include:
  - a. Observing all conditions, events, and remarks at the scene. (Also see section B.4 of this policy).
  - b. Locating and identifying witnesses.
  - c. Preserving the crime scene and protecting evidence.
  - d. Interviewing the complainant and all witnesses.
  - e. Interrogating suspects when applicable.
  - f. Arranging for the collection of evidence.
  - g. Arresting guilty persons.
  - h. Writing an accurate and full report of the incident.

**E. Follow-up Investigations**

1. It should be the intent of any officer assigned a case for follow-up investigation to thoroughly and completely investigate that case and clear it from the records. The investigative procedures used will vary from case to case, depending on circumstances. However, certain basic procedures apply to all cases and if followed will help ensure a systematic and complete investigation. The basic steps in conducting a follow-up investigation are as follows:
  - a. Review and analyze all previous reports prepared in the preliminary investigation, if applicable and relative to the investigation.
    - (1) Information Development - Read and analyze all reports prepared in the preliminary investigation. If statements were made or taken, review these for completeness, consistent facts, and other possible witnesses to contact.
    - (2) Review Departmental and other records available on the victims, witnesses, or suspects. If available, review previous reports involving these persons. Check intelligence files for information on persons or vehicles as well as Municipal Court records. Check with other surrounding law enforcement agencies on suspect information.
  - b. Conduct interviews and interrogations.
  - c. Arrange for dissemination of information, as appropriate.
  - d. Plan, organize, and conduct searches.
  - e. Prepare case for court presentation.

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
8 OF 11**

**Criminal Investigations Unit**

**509**

- f. Assist in prosecution.
- g. Identify and apprehend suspects.
- h. Collect physical evidence.
  - (1) Evidence that was obtained during the initial investigation as well as any lab results should be reviewed by the detective to conduct follow-up. All procedures for the taking of custody or handling of evidence shall be adhered to and the evidence shall be returned to Property and Evidence and assigned to Property and Evidence for safe keeping after the review.
  - (2) Evidence that is discovered by the detective shall be entered into evidence as quickly as possible following its discovery, in accordance with Department policy.
    - (a) If lab tests are necessary, the lab submission form(s) shall be completed and a copy retained for the original report.
    - (b) The forms shall be forwarded to the employee in charge of Property and Evidence, who shall cause the evidence and forms to be submitted to the appropriate lab(s).
    - (c) Results of the tests will be forwarded to the original case file, the officer investigating the case, and the prosecutor.
  - (3) Photo line-ups become evidence when a witness identifies one of the photos (always use a minimum of 6 photos) as being the suspect. These line-ups must be submitted into evidence in accordance with established procedures.
- i. Determine involvement of suspects in other crimes.
- j. Check suspect's criminal history.
- k. Surveillance
  - (1) Surveillance is a measure that is not usually taken due to restraints on staffing and time.
  - (2) If used, all surveillance techniques shall be conducted in a lawful manner. These include:
    - (a) The officer must be in a place they have a right to be.
    - (b) Any equipment or personnel used for such tasks must be approved through the CIU Supervisor.
    - (c) All incidents observed shall be fully documented on the appropriate Department forms.
- l. Determine if you can obtain additional information from officers, informants, etc.
- 2. Detectives assigned cases for follow-up investigation shall contact the complainant and notify them of such within 3 normal working days of assignment.
  - a. Contact with the complainant should be made as often as necessary to develop new information and

EFFECTIVE





**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
9 OF 11**

**Criminal Investigations Unit**

**509**

- keep the complainant informed of the status and progress of the investigation.
- b. Complainants shall be contacted and advised of the final disposition of their case.
3. The use of technical aids for the detection of deception, such as a polygraph, shall be administered:
    - a. Only with the approval of the Town Marshal.
    - b. Only by persons licensed and certified to perform such examinations by the State of Arizona.
    - c. Only by persons who have successfully graduated from an approved training course for the use of such devices.
  4. Specialized investigative task forces may be created to address particular crime problems.
    - a. An investigative task force shall be created only upon approval of the Town Marshal, or his designee.
    - b. Upon creation of a task force, the CIU Supervisor shall:
      - (1) Be designated as the person responsible for the task force. The responsibilities shall include, but are not limited to:
        - (a) Properly and effectively supervising those individuals assigned to their command.
        - (b) Ensuring that the goals and objectives of the task force are being met.
        - (c) Ensuring that the task force members are properly trained and instructed as to the purpose of the task force.
        - (d) Ensuring that the task force members are provided with the equipment necessary to properly conduct their work.
      - (2) Identify the objectives of the task force.
      - (3) Identify resources available to the task force.
      - (4) Establish accountability for each position/task.
      - (5) Written agreements, established as a result of a cooperative effort with an outside agency(s), shall include, but are not limited to, the following information:
        - (a) Purpose of the Agreement
        - (b) Reimbursement procedures, if necessary
        - (c) Indemnification
        - (d) Termination of Agreement
        - (e) Record Keeping
        - (f) Fees

EFFECTIVE



**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
10 OF 11**

**Criminal Investigations Unit**

**509**

- (g) Jurisdiction
- (h) Effective date and duration
- c. The task force commander shall provide status reports, on a routine basis as designated by the CIU Supervisor, as to the progress and status of the task force.
- d. The CIU Supervisor shall routinely evaluate the results and continued need of the task force.
- 5. Criminal investigations frequently involve background investigations of individuals. These background investigations may be conducted in situations involving licensing requirements for some business establishments and in cases where criminal activity is suspected but there is no known offense.
  - a. Such investigations shall be conducted at the direction and knowledge of the appropriate Unit supervisor and shall be confidential; to include only those officers involved in the investigation or command officers in the chain of command.
  - b. Sources, and the information provided, must be carefully reviewed in non-reported offenses or suspected offenses. Officers or other employees gaining information about suspect activity should forward this information to the appropriate Unit supervisor. No referral shall be made to investigations, other officers, or supervisors outside of the Unit's chain of command.
  - c. Detectives assigned such investigations are to keep all information documented, noting their source. All records of activity or information are to remain secure at all time and are open only to the detective(s) assigned and supervisory personnel in that officer's command.
  - d. On-going investigations shall be kept in an active status. Investigations that are concluded without criminal activity being discovered shall be maintained by the appropriate Unit supervisor under lock. Such files shall be purged and destroyed at the discretion of the applicable Unit supervisor.

**F. Missing Persons Investigations**

- 1. Missing persons cases are a high priority and shall be investigated as expeditiously as possible, in accordance with the procedures outlined in Policy 4.27, Missing Persons/Runaways.

**G. Joint CIU/Patrol Shift Briefing Training**

- 1. Joint shift briefing training for CIU and Patrol personnel will provide for a greater exchange of information.
- 2. These shift briefings will be conducted on an as-needed basis during the course of each year.
  - a. Patrol officers may have questions in reference to particular investigations, i.e. sexual assaults, homicides. An informal session during shift briefing outlining proper techniques, etc., creates a better understanding of the task at hand for all involved.

**H. Accessibility to Criminal Investigation Files**

- 1. Access to criminal investigation case files will be routinely limited to detectives directly involved in the case and their supervisor. This restriction is not intended to limit the free exchange of investigative information among officers with a need to know.

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**CAMP VERDE MARSHAL'S OFFICE  
GENREAL ORDERS**

**PAGE  
11 OF 11**

**Criminal Investigations Unit**

**509**

**I. Purging of Files**

1. As a basis for maintenance and destruction of records, the appropriate Unit supervisor shall follow the same disposition schedule as the Records Unit as approved by the Department of Library, Archives, and Public Record.